

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 2:19:19 AM

#81353 grace.lee

Email: grace.lee@myrealdata.net

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 27 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 35 Secs

grace.lee	Hello, I am your Acebuddy	10 Sep, 2:19:20 AM
Acebuddy	Hello Grace.lee, I'm your Ace Buddy. I'll be happy to assist you!	2:19:20 AM
	Whom Would You Like to Connect With?	2:19:20 AM
grace.lee	Technical Support (QB & App Hosting)	2:19:24 AM
Acebuddy	Welcome to Ace Support.	2:19:24 AM
	Please chose an option :	2:19:24 AM
grace.lee	I'd like to report an Issue	2:19:35 AM
Acebuddy	Please select an option!	2:19:35 AM
grace.lee	QuickBooks Issue	2:19:53 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:19:53 AM
grace.lee	QuickBooks is Frozen	2:20:08 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	2:20:08 AM
	Was that helpful?	2:20:08 AM
grace.lee	No	2:20:15 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:20:15 AM

Acebuddy (bot) forwarded the chat request

2:20:15 AM

Abhay Kumar Saraswat accepted the chat transfer request.

2:20:19 AM

Abhay Kumar Saraswat

Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.

2:20:29 AM

grace.lee

I contacted support earlier, but QuickBooks still won't open.

2:21:47 AM

Abhay Kumar Saraswat

Hello Grace, you were on chat with me a few minutes ago.

2:22:13 AM

It is happening again?

2:22:22 AM

grace.lee

It's progressing one step further than before, getting to the next page, but it still doesn't move past that point.

2:22:33 AM

Abhay Kumar Saraswat

I apologize for the trouble you've experienced.

2:22:51 AM

May I take the remote access of your local computer?

2:22:55 AM

grace.lee

yes

2:23:03 AM

Abhay Kumar Saraswat

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

2:23:59 AM

<https://assist.acecloudhosting.com/join/1452492468>

2:24:03 AM

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

2:24:07 AM

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

2:25:12 AM

Are we still connected here?

2:51:34 AM

Abhay Kumar Saraswat has ended this chat session

2:52:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Sep, 9:38:59 PM

#81041 Brad Brad.n.blake

Email: brad.n.blake@gmail.com 13043602924

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 22 Secs

City: SUMMERSVILLE

State: West Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 54 Secs

Brad Brad.n.blake	Hello, I am your Acebuddy	1 Sep, 9:39:00 PM
Acebuddy	Hello Angel Blake, I'm your Ace Buddy. I'll be happy to assist you!	9:39:01 PM
	Whom Would You Like to Connect With?	9:39:01 PM
Brad Brad.n.blake	Technical Support (QB & App Hosting)	9:39:13 PM
Acebuddy	Welcome to Ace Support.	9:39:13 PM
	Please chose an option :	9:39:13 PM
Brad Brad.n.blake	I'd like to report an Issue	9:39:19 PM
Acebuddy	Please select an option!	9:39:19 PM
	Please specify the issue you are facing before I connect you to an available support representative!	9:39:23 PM
Brad Brad.n.blake	Other Issue	9:39:23 PM
	I have chatted already. I was told to reset my password and I did that and I still cannot login to the remote desktop.	9:40:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:40:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:40:19 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:40:43 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:41:04 PM
	I will surely help you with this issue.	9:42:03 PM
Brad Brad.n.blake	thank you	9:42:05 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	9:42:11 PM
Brad Brad.n.blake	ok	9:42:20 PM
Ashutosh Mishra	Thank you for your patience.	9:49:09 PM
	I see that your account is in locked status, you can also unlock the account using My Portal.	9:49:37 PM
Brad Brad.n.blake	It was already unlocked by the last person	9:50:10 PM
Ashutosh Mishra	Click on "Select An Action" and choose "Unlock".	9:50:10 PM
	<i>The visitor's name was changed from Angel Blake to Brad Brad.n.blake.</i>	9:50:43 PM

Brad Brad.n.blake	ok.	9:50:50 PM
	I don't see "Select an action	9:51:33 PM
	<i>9:53:26 PM Ashutosh Mishra is sharing a file with you image.png - (Size:67.12 KB)</i>	9:53:26 PM
	<i>Simply scroll towards the right and you will see the option as highlighted in the image.</i>	
	done	9:53:57 PM
Ashutosh Mishra	Great, now you would be able to log in without any issues.	9:54:33 PM
Brad Brad.n.blake	Its still not letting me login on the remote desktop	9:55:01 PM
Ashutosh Mishra	May I know if you are getting any particular message when login fails.	9:55:34 PM
Brad Brad.n.blake	There was a problem connecting to the remote source. Ask administrator for help	9:55:57 PM
Ashutosh Mishra	Please try now.	9:56:59 PM
Brad Brad.n.blake	logon attempt failed it says	9:57:32 PM
Ashutosh Mishra	Our apologies for the inconvenience.	9:58:31 PM
	Kindly allow me two minutes to check the same.	9:58:36 PM
Brad Brad.n.blake	ok	9:58:47 PM
Ashutosh Mishra	May I take the remote access of your local computer to identify the issue?	10:01:02 PM
Brad Brad.n.blake	yes	10:01:14 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	10:01:37 PM
	Kindly paste this link in the browser of local computer and join the session.	10:02:04 PM
	https://assist.acecloudhosting.com/join/1602351317	10:02:06 PM
Brad Brad.n.blake	done	10:02:55 PM
Ashutosh Mishra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:04:03 PM
Brad Brad.n.blake	thank you for resolving the issue	10:12:20 PM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by resetting the password for user account in the My Portal as the user account credentials are different from My Portal credentials.	10:13:30 PM
	Thanks for the confirmation !	10:13:38 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:13:43 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

10:13:46 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

10:13:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 8:46:55 PM

#81784 Joshua Pauley

Email: jpauley@lokring.com 216-272-4664

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: MENTOR

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 6 Secs

Joshua Pauley	Hello, I am your Acebuddy	22 Sep, 8:46:56 PM
Acebuddy	Hello Josh, I'm your Ace Buddy. I'll be happy to assist you!	8:46:57 PM
	Whom Would You Like to Connect With?	8:46:57 PM
Joshua Pauley	Technical Support (QB & App Hosting)	8:47:04 PM
Acebuddy	Welcome to Ace Support.	8:47:04 PM
	Please chose an option :	8:47:04 PM
Joshua Pauley	I'd like to raise a Request	8:47:12 PM

Acebuddy	Please select your request type.	8:47:12 PM
Joshua Pauley	Printer/Scanner Addition	8:47:17 PM
Acebuddy	Please select your desired option :	8:47:17 PM
Joshua Pauley	Restart	8:47:22 PM
Acebuddy	Hello Josh, I'm your Ace Buddy. I'll be happy to assist you!	8:47:22 PM
	Whom Would You Like to Connect With?	8:47:22 PM
Joshua Pauley	Technical Support (QB & App Hosting)	8:47:27 PM
Acebuddy	Welcome to Ace Support.	8:47:27 PM
	Please chose an option :	8:47:27 PM
Joshua Pauley	I'd like to raise a Request	8:47:33 PM
Acebuddy	Please select your request type.	8:47:33 PM
Joshua Pauley	Other Request	8:47:44 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:47:44 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:47:44 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:33:02 PM
	<i>Ended due to chat idle timeout</i>	9:33:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 8:08:26 PM

#81633 Roberto

Email: roberto@lopezramoscpa.com 17873096343

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: 53 Secs

City: VEGA ALTA

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 27 Mins 5 Secs

Roberto	Hello, I am your Acebuddy	17 Sep, 8:08:27 PM
Acebuddy	Hello Roberto, I'm your Ace Buddy. I'll be happy to assist you!	8:08:28 PM
	Whom Would You Like to Connect With?	8:08:28 PM
Roberto	Technical Support (QB & App Hosting)	8:10:42 PM
Acebuddy	Welcome to Ace Support.	8:10:42 PM
	Please chose an option :	8:10:42 PM
Roberto	I'd like to raise a Request	8:10:46 PM
Acebuddy	Please select your request type.	8:10:46 PM
Roberto	Change in Users	8:11:00 PM
Acebuddy	Please select your desired option!	8:11:00 PM
Roberto	User Addition	8:11:03 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!	8:11:03 PM
	Do you need any further assistance on the topic?	8:11:03 PM
Roberto	Yes	8:13:14 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:13:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:13:14 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:13:24 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:13:31 PM
	Hello Roberto , how are you doing	8:13:45 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:15:02 PM
	Are we still connected here?	8:18:53 PM
Roberto	yes	8:19:34 PM
	User: RobertoL.q16	8:19:55 PM
Sanyam Madan	Kindly allow me two minutes to check the same. (Edited)	8:20:51 PM
	. (Edited)	8:22:00 PM
Roberto	Server name: Lopez Ramos Cpa and Consultants	8:22:36 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. (Edited)	8:23:31 PM
Roberto	I want to have two people working at the same time in the server	8:23:32 PM
	in the past, I had another connection (another shortcut with his name, eg. CarlosS.1q16) for that user	8:24:49 PM
	will adding him in My Portal create that?	8:26:17 PM
Sanyam Madan	Since you are on a shared server, please send a request to support@acecloudhosting from roberto@lopezramoscpa.com	8:27:32 PM
	once we receive the mail , we will proceed with the request right away	8:27:52 PM
Roberto	got it	8:28:26 PM
Sanyam Madan	Is there anything else I may help you with ?	8:28:33 PM
Roberto	what should the email say so the request goes through exactly how it should?	8:28:48 PM
Sanyam Madan	Name of the user. email address as well as phone number	8:29:09 PM
	subject can be User addition	8:29:33 PM
	Once we receive the mail, we will proceed with the request right away and we will update you via mail with the credentials	8:32:50 PM
	Are we still connected here?	8:34:20 PM
Roberto	got it	8:34:50 PM
	will send it in 5 minutes	8:34:57 PM
Sanyam Madan	Is there anything else I may help you with ?	8:35:02 PM
	Once we receive the mail, we will proceed with the request right away and we will update you via mail with the credentials	8:35:12 PM
Roberto	thats it, thanks a lot	8:35:20 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:35:26 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:35:30 PM
	<i>Sanyam Madan has ended this chat session</i>	8:35:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 7:47:09 PM

#81946 thi

Email: thi@heroic.cpa

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: BRADENTON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 51 Mins 8 Secs

thi	Hello, I am your Acebuddy	25 Sep, 7:47:09 PM
Acebuddy	Hello Thi Tran, I'm your Ace Buddy. I'll be happy to assist you!	7:47:10 PM
	Whom Would You Like to Connect With?	7:47:10 PM
thi	Managed IT	7:47:18 PM
Acebuddy	Please wait while we connect you to an available Representative.	7:47:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:47:18 PM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	7:47:27 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	7:47:38 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	7:47:44 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	7:48:07 PM
thi	Hi, I'm contacting you to request a one-time password (OTP) for my account. Could you please help me with that?	7:48:24 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:48:53 PM
thi	my username is tie.t@myreldata.net	7:49:43 PM
Vikas Singh Chauhan	Thanks for the confirmation !	7:49:49 PM
	Could you let us know which OTP are you requesting ? Is it at the time of logging into server ?	7:50:49 PM
thi	I received my username a week ago, but I never received any link to set up my account. So I really don't know which one should I request	7:53:17 PM
Vikas Singh Chauhan	Okay	7:54:20 PM
	So, currently are you trying to login into the server ?	7:54:47 PM

	thi	yeah I think so	7:54:56 PM
Vikas Singh Chauhan		May I take the remote access of your local computer to check exactly what is the issue or the activity you are trying to do?	7:56:16 PM
	thi	Sure take your time	7:56:37 PM
		Thank you so much	7:56:43 PM
Vikas Singh Chauhan		Prior providing the access, I would suggest you to close any important documents at your end.	7:56:45 PM
		https://assist.acecloudhosting.com/join/2542872108	7:57:00 PM
		Kindly paste this link in the browser of local computer like Chrome or edge and join the session.	7:57:20 PM
	thi	I just downloaded	7:58:10 PM
Vikas Singh Chauhan		Okay	7:58:25 PM
		After downloading, you need to open the downloaded file.	7:59:29 PM
	thi	i did	8:01:33 PM
Vikas Singh Chauhan		We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:05:06 PM
		Are we still connected here?	8:14:22 PM
		Are we still connected here?	8:23:10 PM
	thi	Hi there	8:26:32 PM
		I am so sorry	8:26:34 PM
		my boss just came in to assign me some tasks	8:26:55 PM
Vikas Singh Chauhan		Okay, please see the chat on the remote session.	8:28:56 PM
		Is there anything else I may help you with ?	8:33:15 PM
		Thi, Is there anything else I may help you with ?	8:35:02 PM
		Are we still connected here?	8:36:00 PM
	thi	No. That's all for today	8:36:44 PM
Vikas Singh Chauhan		Great !!	8:36:51 PM
	thi	Thank you so much	8:36:55 PM
Vikas Singh Chauhan		I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:36:56 PM
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
		Thanks!	8:37:03 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/>)

thi	I am so sorry. Thank you for everything	8:37:29 PM
Vikas Singh Chauhan	No worries Thi, it is fine	8:37:43 PM
thi	Thank you for your patience. You have a great day.	8:38:08 PM
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:38:15 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	8:38:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 10:57:08 PM

#81548 louispav

Email: louispav@dasystems.com 19495823908

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins

louispav	Hello, I am your Acebuddy	15 Sep, 10:57:09 PM
Acebuddy	Hello Louispav, I'm your Ace Buddy. I'll be happy to assist you!	10:57:10 PM
	Whom Would You Like to Connect With?	10:57:10 PM
louispav	Technical Support (QB & App Hosting)	10:57:13 PM

Acebuddy	Welcome to Ace Support.	10:57:13 PM
	Please chose an option :	10:57:13 PM
louispav	I'd like to report an Issue	10:57:19 PM
Acebuddy	Please select an option!	10:57:19 PM
louispav	Other Issue	10:57:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:57:24 PM
louispav	we're having an issue logging in	10:57:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:57:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:57:36 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:57:42 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:57:48 PM
	I deeply apologize for the inconvenience caused to you.	10:58:21 PM
	Is this for account: DAS Services Inc ?	10:58:29 PM
louispav	yes. I requested a password reset several hours ago but no one has gotten back to me and we need to get access. Can you help with that?	10:58:57 PM
	it's been 2.5 hours	10:59:09 PM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	10:59:12 PM
	Surely, I'll assist you in this.	10:59:24 PM
	Do you have any ticket reference number?	10:59:38 PM
louispav	[## 767749 ##]	11:00:02 PM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	11:00:28 PM
louispav	thanks	11:00:37 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:05:13 PM
	I sincerely apologize for the delay in getting back to you.	11:05:21 PM
	Upon checking, I found that you already have admin rights on the MyPortal tool. From there, you can reset your password yourself.	11:05:41 PM
	Would you like me to guide you through the steps? This way, you'll be able to handle password reset requests easily on your own in the future.	11:05:51 PM
louispav	yes	11:05:55 PM
Abhay Kumar Saraswat	Thank you.	11:06:05 PM
	Please copy this link and paste it into your local PC browser: https://myportal.acecloudhosting.com (Edited)	11:06:35 PM

Your username will be: **CID75077**

11:07:15 PM

The visitor's name was changed from louispav to Louis Pavlovich.

11:08:03 PM

Have you ever logged in to the **MyPortal** tool before?

11:08:10 PM

louispav I do not believe so, but I am in now

11:08:49 PM

Abhay Kumar Saraswat Great.

11:09:47 PM

So, you are into the **MyPortal**, right?

11:10:04 PM

louispav I'm in, I've done a reset, trying to login on the computer

11:10:22 PM

Abhay Kumar Saraswat Great! Please let me know if you need any assistance from my end — I'll be waiting for your response.

11:11:15 PM

louispav ok! We're all set, I've logged in with the new credentials. Thanks for your help, now we know how to do that in the future

11:12:36 PM

Abhay Kumar Saraswat Yes.

11:12:47 PM

Is there anything else I may help you with ?

11:12:52 PM

louispav that is all, thank you

11:13:00 PM

Abhay Kumar Saraswat My pleasure to assist you.

11:13:09 PM

Louis Pavlovich has ended this chat session

11:13:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 9:28:05 PM

#81850 jmadewell

Email: jmadewell@qimsolutions.com 19127398341

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: CLAXTON

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 43 Secs

jmadewell	Hello, I am your Acebuddy	23 Sep, 9:28:05 PM
Acebuddy	Hello Jmadewell, I'm your Ace Buddy. I'll be happy to assist you!	9:28:06 PM
	Whom Would You Like to Connect With?	9:28:06 PM
jmadewell	Technical Support (QB & App Hosting)	9:28:10 PM
Acebuddy	Welcome to Ace Support.	9:28:10 PM
	Please chose an option :	9:28:10 PM
jmadewell	I'd like to report an Issue	9:28:16 PM
Acebuddy	Please select an option!	9:28:16 PM
jmadewell	Password Reset	9:28:19 PM
Acebuddy	Please select an option below	9:28:19 PM
jmadewell	Not Enrolled to Selfcare Portal	9:28:34 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.	9:28:34 PM
	Do you need any further assistance on the topic?	9:28:34 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.	10:05:49 PM
	<i>Ended due to chat idle timeout</i>	10:05:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 7:32:36 PM

#81976 MELISSA DESTIO

Email: fred.clearview@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: JUPITER

State: Florida

Country: UNITED STATES

Chat Duration : 39 Mins 37 Secs

Chat Transcript

MELISSA DESTIO	Hello, I am your Acebuddy	26 Sep, 7:32:37 PM
Acebuddy	Hello Melissa Destio, I'm your Ace Buddy. I'll be happy to assist you!	7:32:38 PM
	Whom Would You Like to Connect With?	7:32:38 PM
MELISSA DESTIO	Technical Support (QB & App Hosting)	7:32:42 PM
Acebuddy	Welcome to Ace Support.	7:32:42 PM
	Please chose an option :	7:32:42 PM
MELISSA DESTIO	I'd like to report an Issue	7:32:48 PM
Acebuddy	Please select an option!	7:32:48 PM
MELISSA DESTIO	Other Issue	7:32:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:32:52 PM
MELISSA DESTIO	Printing	7:33:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:33:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:33:07 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:33:29 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:33:33 PM
	I will surely help you with this issue.	7:33:48 PM
	May I know what issue you are facing while printing?	7:34:01 PM
	Are we still connected here?	7:37:44 PM
MELISSA DESTIO	There are various insyances of the same printer - Will not hold default at easch work statiion	7:38:06 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?	7:38:18 PM
	<i>7:38:31 PM MELISSA DESTIO is sharing a file with you image.png - (Size:169.02 KB)</i>	7:38:31 PM
MELISSA DESTIO	NO - Since we came on board - IT said he had a ticket open - ?	7:38:53 PM

Manish Singh	Alright	7:40:31 PM
	May I take the remote access of your local computer?	7:40:36 PM
	Are we still connected here?	7:43:19 PM
MELISSA DESTIO	yes - and uyes	7:43:51 PM
Manish Singh	<p>Open Control Panel .</p> <p>Go to Devices and Printers .</p> <p>Right-click on the desired printer.</p> <p>Select Set as Default Printer .</p>	7:44:07 PM
	On your local end try this and print using Uniprint on server	7:44:25 PM
	This will resolve your issue.	7:44:33 PM
MELISSA DESTIO	we did try that	7:45:10 PM
Manish Singh	May I take the remote access of your local computer?	7:45:17 PM
MELISSA DESTIO	yes	7:45:22 PM
Manish Singh	https://assist.acecloudhosting.com/join/2272157325	7:45:33 PM
	Kindly paste this link in the browser of local computer and join the session.	7:45:38 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:45:41 PM
MELISSA DESTIO	ok	7:47:07 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:47:30 PM
	We have checked and found out that Uniprint client is installed on local end and printers are set as default moreover we tried using Uniprint through sever and it worked fine as the issue is resolved.	8:09:00 PM
	Is there anything else I may help you with ?	8:09:04 PM
	Are we still connected here?	8:10:10 PM
	Are we still connected here?	8:11:18 PM
	Are we still connected here?	8:12:05 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:12:13 PM
<i>Manish Singh has ended this chat session</i>		8:12:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 10:46:53 PM

#81797 atidiv.t

Email: atidiv.t@myrealdata.net

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: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 12 Mins 40 Secs

atidiv.t	Hello, I am your Acebuddy	22 Sep, 10:46:54 PM
Acebuddy	Hello Atidiv.t, I'm your Ace Buddy. I'll be happy to assist you!	10:46:54 PM
	Whom Would You Like to Connect With?	10:46:54 PM
atidiv.t	Technical Support (QB & App Hosting)	10:47:02 PM
Acebuddy	Welcome to Ace Support.	10:47:02 PM
	Please chose an option :	10:47:02 PM
atidiv.t	I'd like to report an Issue	10:47:09 PM
Acebuddy	Please select an option!	10:47:09 PM
atidiv.t	QuickBooks Issue	10:47:19 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:47:19 PM
atidiv.t	QuickBooks Login Issue	10:47:31 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	10:47:31 PM
	Was that helpful?	10:47:31 PM
atidiv.t	No	10:47:36 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:47:36 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:47:36 PM
atidiv.t	Okay.	10:47:53 PM
	Please connect me with support	10:48:22 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:49:02 PM
	Hello Manish.	10:49:10 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:49:15 PM
atidiv.t	We facing issue in QB unable to login in it.	10:49:34 PM
Manish Singh	I will surely help you with this issue.	10:50:07 PM
	Kindly help me with your server name and user name?	10:50:30 PM
atidiv.t	This is our server name atidiv.t@myrealdata.net	10:51:00 PM
Manish Singh	Kindly allow me two minutes to check the same.	10:52:39 PM
atidiv.t	sure.	10:52:45 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?	10:52:48 PM
atidiv.t	I'm facing this issue.	10:53:32 PM
Manish Singh	Kindly try to access now.	10:54:19 PM
atidiv.t	okay.	10:54:26 PM
	Please give me a moment.	10:54:33 PM
Manish Singh	We have restarted the services of QuickBooks to resolve the issue.	10:54:58 PM
atidiv.t	No issue is not resolved facing same issue unable to login.	10:55:27 PM
Manish Singh	May I know the QuickBooks version in which you are facing the issue?	10:55:53 PM
atidiv.t	Sure.	10:56:02 PM
Manish Singh	Is it QuickBooks 2023 or 2024?	10:56:32 PM
atidiv.t	We are using qb 24 .	10:57:04 PM
Manish Singh	May I take the remote access of your server?	10:57:28 PM
atidiv.t	okay.	10:57:32 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:57:37 PM
atidiv.t	okay	10:57:45 PM
Manish Singh	As the issue is resolved.	10:59:12 PM
	Is there anything else I may help you with ?	10:59:14 PM
atidiv.t	No thank you.	10:59:19 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:59:24 PM

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

10:59:29 PM

atidiv.t sure.

10:59:29 PM

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

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

Thanks!

10:59:32 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

10:59:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 10:27:04 PM

#81172 marlina

Email: marlina@pcseinc.com

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: 52 Secs

City: WOODWAY

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 28 Secs

marlina Hello, I am your Acebuddy

4 Sep, 10:27:04 PM

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

10:27:05 PM

	Whom Would You Like to Connect With?	10:27:05 PM
marlina	Technical Support (QB & App Hosting)	10:27:28 PM
Acebuddy	Welcome to Ace Support.	10:27:28 PM
	Please chose an option :	10:27:28 PM
marlina	I'd like to report an Issue	10:27:40 PM
Acebuddy	Please select an option!	10:27:41 PM
marlina	QuickBooks Issue	10:27:46 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:27:46 PM
marlina	Other QB related issue	10:27:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:27:53 PM
marlina	I need to get payroll updates and it keeps saying it has run into an issue	10:28:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:28:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:28:17 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:28:26 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	10:28:31 PM
	Hello Marlina	10:28:35 PM
marlina	hi Kumar!	10:28:52 PM
	Sujeet I mean! Sorry	10:29:13 PM
Sujeet Kumar Suman	It's okay.	10:29:21 PM
	How are you doing?	10:29:31 PM
marlina	good! How are you?	10:29:51 PM
Sujeet Kumar Suman	I am also good, thanks for asking.	10:30:28 PM
	Kindly help me with your server name and user name?	10:30:38 PM
marlina	oh gosh...Marlinanew.nent, i think	10:31:36 PM
	business name - Power Control Systems Engineering	10:32:14 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	10:32:23 PM
marlina	thank you	10:32:46 PM
Sujeet Kumar Suman	Thank you for your patience.	10:35:15 PM
	As checked, you are on a shared server. For the payroll update, we need to reboot the server; however, multiple users are currently logged in. As per your issue, we will proceed with the payroll update during off-hours	10:35:16 PM
marlina	ok great, thank you! In the past i have been able to get those. Why is it different now?	10:36:09 PM

Sujeet Kumar Suman	It appears to be an application issue. We have scheduled a QuickBooks update along with the payroll update to ensure your issue is resolved.	10:37:49 PM
	Is there anything else I may help you with ?	10:38:00 PM
marlina	awesome! Thank you! No that is all.	10:38:13 PM
Sujeet Kumar Suman	Thanks for the confirmation !	10:38:16 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:38:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:38:25 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!	10:38:30 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	10:38:33 PM



Chat Transcript

Hi, I do can connect with the remote pc, but the problem is I can't open the app installed there, specifically the ATX software. I am stuck with the loading page and prompting an error message "An attempt was made to start the server process, but the application is still unable to connect. Please start the server and try again". Do it has to do with the remote set up?

Visitor Details	15 Sep, 11:42:29 PM
#81552 Aclan	
Email: rex@bdsmithfinancial.com Phone: 09266878307	
Department: Support(QB & App Hosting)	
Operator: Manish Singh	
Website: https://www.acecloudhosting.com/downloads/	
Operating System: Microsoft Windows	

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 54 Secs

City: CABUGAO

State: Quezon

Country: PHILIPPINES

Chat Transcript

Chat Duration : 1 Hour 10 Mins

Aclan	Hi, I do can connect with the remote pc, but the problem is I can't open the app installed there, specifically the ATX software. I am stuck with the loading page and prompting an error message "An attempt was made to start the server process, but the application is still unable to connect. Please start the server and try again". Do it has to do with the remote set up?	15 Sep, 11:42:30 PM
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.	11:43:13 PM
	<i>Amit is transferring the chat to Support(QB & App Hosting).</i>	11:43:27 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:44:19 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:44:23 PM
Aclan	Hi, I do can connect with the remote pc, but the problem is I can't open the app installed there, specifically the ATX software. I am stuck with the loading page and prompting an error message "An attempt was made to start the server process, but the application is still unable to connect. Please start the server and try again". Do it has to do with the remote set up?	11:44:50 PM
Manish Singh	I will surely help you with this issue.	11:45:13 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?	11:45:21 PM
Aclan	yes this is the first time, I think this is isolated	11:45:58 PM
Manish Singh	May I know your server name?	11:45:59 PM
Aclan	rex.a@myrealdata.net BDSmith2.myrealdata.net	11:46:40 PM
Manish Singh	As I can check you are not logged into the server right now.	11:47:48 PM
Aclan	what should i do?	11:48:08 PM
	I can access the pc though	11:48:36 PM
Manish Singh	Are you able to access server?	11:49:54 PM
	If do kindly login to the server.	11:50:05 PM
Aclan	which server? the remote pc?	11:50:18 PM
Manish Singh	Yes	11:50:20 PM
Aclan	let me close and reopen it again	11:50:40 PM
	yes, I am connected now	11:51:27 PM
Manish Singh	Is your username is BriSmith?	11:52:48 PM

Aclan	No, the first one	11:53:40 PM
	rex.a@myrealdata.net	11:53:58 PM
Manish Singh	Alright, your server's name is BDSmith4.myrealdata.net	11:55:04 PM
Aclan	yest	11:55:20 PM
	yes	11:55:22 PM
	<i>11:55:56 PM Aclan is sharing a file with you Screenshot 2025-09-16 015250.png - (Size:396.1 KB)</i>	11:55:56 PM
	<i>this is the error message I get.</i>	
Manish Singh	Right try to access remote pc and may I know which ATX version you are not able to access?	11:56:28 PM
Aclan	I tried 2023 version, not opening	11:57:40 PM
	stuck with loading screen	11:57:51 PM
	do you want screenshot?	11:58:54 PM
Manish Singh	Yes	11:59:19 PM
	We need to reboot the server once and check.	11:59:32 PM
	<i>11:59:52 PM Aclan is sharing a file with you Screenshot 2025-09-16 022936.png - (Size:1.12 MB)</i>	11:59:52 PM
	Yes, I have checked it's not working on server too.	16 Sep, 12:00:32 AM
	We need to reboot the server once and check.	12:00:43 AM
	This message has been deleted	12:01:09 AM
Aclan	ok, can it be fix ealier?	12:01:09 AM
Manish Singh	We have to try after the reboot	12:01:42 AM
	Shall I proceed with the reboot?	12:01:52 AM
Aclan	sure	12:01:57 AM
	what should i do next? do we need to re-set up remote pc?	12:02:52 AM
	let me know the next step	12:04:07 AM
Manish Singh	Kindly try to access remote Pc now	12:04:12 AM
Aclan	i can still access the remote pc. i'll try to open atx	12:05:07 AM
Manish Singh	When was the last time you were able to access the application working ?	12:05:39 AM
Aclan	It's still the same. Nothing happens	12:05:57 AM
	This day only	12:06:14 AM
	While I'm doing work inside atx. then i received a pop up notif almost the same to the one i sent you	12:07:13 AM
	My colleague can access the atx from her end.	12:07:54 AM

	but not with my end	12:08:33 AM
Manish Singh	We need to reboot your primary server once.	12:09:51 AM
Aclan	do you have any idea what's going on?	12:09:56 AM
	I don't know how to do that	12:10:10 AM
Manish Singh	Kindly ask Brismith to log off from the server once.	12:10:18 AM
Aclan	are you pertaining to the pc where I am connected that needs to be rebooted?	12:12:29 AM
Manish Singh	No, kindly ask BriSmith to log off from his remote PC once.	12:13:18 AM
Aclan	she said she's out	12:14:30 AM
	are you done rebooting the primary server, let me know when she can log in	12:16:19 AM
	we have a lot to do now	12:16:27 AM
Manish Singh	Try to access the remote PC and application now.	12:16:36 AM
Aclan	can bri can also log in now?	12:16:55 AM
Manish Singh	Yes	12:17:18 AM
Aclan	still not working	12:18:03 AM
	I can't still access atx	12:19:07 AM
Manish Singh	I apologize for the delay here; I am connecting with a senior engineer to get a fix here. Allow me 8-10 minutes here.	12:20:41 AM
Aclan	Thanks for letting me know. I hope this can be fixed as earlier as you can.	12:21:27 AM
	Hello, any update	12:31:18 AM
Manish Singh	Checking with Escalation team.	12:36:53 AM
	Aclan (Edited)	12:36:57 AM
	Thank you for your patience.	12:37:15 AM
Aclan	what's the update?	12:37:33 AM
	can you describe what's the problem is? why all of this is happening?	12:38:08 AM
Manish Singh	Actually, your server is connected with the primary server BDSmith1 to access ATX application, and your server is not communicating with the primary one our Escalation team is working on the case from the backend.	12:41:59 AM
	It will take some time we will let you know over the email.	12:42:25 AM
	Kindly provide us with your contact details so that we can connect with you if needed.	12:42:54 AM
Aclan	Atleast give an estimated time when you can fix this.	12:42:58 AM
	please contact me through this email: rex@bdsmitfinancial.com	12:43:55 AM
	My name is Rexier Aclan	12:44:22 AM
Manish Singh	Kindly provide your contact details so if needed our escalation team can contact you. ETA for	12:47:01 AM

	resolution will be provided in email most probably it will be 30 minutes to 1 hr. (Edited)	
Aclan	this is my email.	12:47:54 AM
	I can still wait though	12:49:18 AM
Manish Singh	Alright, we will notify you once this is resolved via email.	12:49:39 AM
	you can call us too on 1-888-415-5240	12:50:04 AM
Aclan	Is there's any ticket number for this one	12:51:34 AM
	I just want to be sure you're working on it	12:52:03 AM
Manish Singh	Once this chat end, we will email you for the same and you will get the ticket ID over the email.	12:52:15 AM
Aclan	Okay, thanks. Please resolve this as soon as possible	12:52:46 AM
Manish Singh	AClan, we are working on your case only on priority basis.	12:52:47 AM
Aclan	Thank you.	12:53:02 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:53:11 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!	12:53:20 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	12:53:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 7:53:41 PM

#81776 Raymond Crump

Email: ray@raycrumpcpa.com **Phone:** 8045982500

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 52 Secs

City: RICHMOND

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 54 Secs

Raymond Crump	Hello, I am your Acebuddy	22 Sep, 7:53:41 PM
Acebuddy	Hello Ray, I'm your Ace Buddy. I'll be happy to assist you!	7:53:42 PM
	Whom Would You Like to Connect With?	7:53:42 PM
Raymond Crump	Technical Support (QB & App Hosting)	7:53:47 PM
Acebuddy	Welcome to Ace Support.	7:53:47 PM
	Please chose an option :	7:53:47 PM
Raymond Crump	I'd like to report an Issue	7:53:52 PM
Acebuddy	Please select an option!	7:53:52 PM
Raymond Crump	Other Issue	7:53:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:53:56 PM
Raymond Crump	uniprint is not opening when printing from server	7:54:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:54:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:54:15 PM
	<i>Vikas Singh Chauhan declined the transfer request.</i>	7:54:24 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:54:41 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:54:45 PM
	I will surely help you with this issue.	7:54:50 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:56:54 PM
Raymond Crump	all users, today when i logged in the issue appeared	7:57:12 PM
Manish Singh	Alright	7:57:33 PM
	Kindly allow me two minutes to check the same.	7:57:37 PM
Raymond Crump	i just attempted to reboot the server to see if it fixed it, however, still the same	7:57:46 PM
Manish Singh	Yes, please allow me some time to check	7:59:36 PM

	Kindly try to access now.	8:02:23 PM
	Are we still connected here?	8:04:35 PM
Raymond Crump	yes, unitprint not working	8:05:00 PM
Manish Singh	This message has been deleted	8:05:04 PM
Raymond Crump	uniprint still not sending the dialog box to choose printer	8:05:30 PM
Manish Singh	Kindly let me reboot the server once	8:05:38 PM
Raymond Crump	okay	8:05:46 PM
Manish Singh	Kindly try to access server now.	8:08:08 PM
	Is Uniprint working fine now?	8:10:10 PM
Raymond Crump	i will check	8:10:21 PM
	yes working on multiple users, thank you	8:11:06 PM
Manish Singh	Is there anything else I may help you with ?	8:11:10 PM
Raymond Crump	no, have a great day	8:11:24 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:11:26 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:11:31 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:11:35 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	8:11:36 PM



Chat Transcript

Hello, I am your Acebuddy

#81064 Bernabe**Email:** bernabeparra17@outlook.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:** 31 Secs**City:** SANTIAGO DE LOS CABALLEROS**State:** Puerto Plata**Country:** DOMINICAN REPUBLIC

Chat Duration : 23 Mins 19 Secs

Chat Transcript

Bernabe	Hello, I am your Acebuddy	2 Sep, 6:04:44 PM
Acebuddy	Hello Bernabe, I'm your Ace Buddy. I'll be happy to assist you!	6:04:45 PM
	Whom Would You Like to Connect With?	6:04:45 PM
Bernabe	Technical Support (QB & App Hosting)	6:04:49 PM
Acebuddy	Welcome to Ace Support.	6:04:49 PM
	Please chose an option :	6:04:49 PM
Bernabe	I'd like to report an Issue	6:04:55 PM
Acebuddy	Please select an option!	6:04:56 PM
Bernabe	Other Issue	6:05:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:05:57 PM
Bernabe	Issue with the log in	6:06:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:06:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:06:39 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:07:22 PM
	<i>Shubham Maurya is transferring the chat to Sanyam Madan.</i>	6:07:51 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	6:08:02 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	6:08:09 PM
	Hello , how are you doing	6:08:18 PM
Bernabe	Hi, i'm fine thanks	6:08:39 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:08:55 PM
Bernabe	EMBERS.myrealdata.net	6:09:37 PM

	Bernabe.p	6:09:53 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	6:10:02 PM
Bernabe	ok	6:10:08 PM
	this issue has happen several times	6:11:13 PM
Sanyam Madan	I apologize for the trouble you've experienced.	6:12:52 PM
	May I take the remote access of your local computer?	6:13:00 PM
Bernabe	yes	6:13:11 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	6:13:17 PM
Bernabe	ok	6:13:28 PM
Sanyam Madan	https://assist.aceclouddhosting.com/join/7312792724	6:13:40 PM
Bernabe	go ahead	6:13:42 PM
Sanyam Madan	Kindly paste this link in the browser of local computer and join the session.	6:13:43 PM
Bernabe	done	6:15:00 PM
Sanyam Madan	Please click on the link and open the downloaded file, and follow the instruction to connect with us.	6:15:27 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.	6:15:54 PM
Bernabe	here	6:27:32 PM
Sanyam Madan	Is there anything else I may help you with ?	6:27:35 PM
Bernabe	https://assist.aceclouddhosting.com/join/7312792724	6:27:44 PM
	no, thank you	6:27:54 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:27:57 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:28:02 PM
	<i>Sanyam Madan has ended this chat session</i>	6:28:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81053 Hardik

Email: hardik@ledgerfinancials.com 8879886373

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Duration : 15 Mins 15 Secs

Chat Transcript

Hardik	Hello, I am your Acebuddy	2 Sep, 9:52:25 AM
Acebuddy	Hello Hardik, I'm your Ace Buddy. I'll be happy to assist you!	9:52:26 AM
	Whom Would You Like to Connect With?	9:52:26 AM
Hardik	Technical Support (QB & App Hosting)	9:52:37 AM
Acebuddy	Welcome to Ace Support.	9:52:37 AM
	Please chose an option :	9:52:37 AM
Hardik	I'd like to raise a Request	9:53:29 AM
Acebuddy	Please select your request type.	9:53:29 AM
Hardik	Password Reset	9:54:00 AM
Acebuddy	Please select an option below	9:54:00 AM
Hardik	Already Enrolled to Selfcare Portal	9:54:06 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:54:06 AM
	Do you need any further assistance on the topic?	9:54:06 AM
Hardik	Yes	9:54:46 AM
Acebuddy	Please wait while we connect you to our Support Representative	9:54:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:54:46 AM
	<i>Rohan accepted the chat transfer request.</i>	9:54:57 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:55:05 AM
Hardik	Hi Rohan	9:55:10 AM
	Hope you are doing well!	9:55:17 AM

Rohan	Hello Hardik, I'm doing good, How are you ?	9:55:39 AM
Hardik	Iam good	9:55:47 AM
Rohan	I will surely help you with this issue.	9:55:47 AM
Hardik	Thanks for asking	9:55:50 AM
Rohan	That's Great	9:56:00 AM
Hardik	I am unable to sign in to my Remote desktop server	9:56:07 AM
	We have not used since long might be the login credentials are not working	9:56:32 AM
	could you please help me out in this as i need to access the cloud server	9:56:47 AM
Rohan	Sure Hardik. Kindly allow me 3-4 minutes to check the same	9:57:15 AM
Hardik	yes	9:57:19 AM
	Server Name - myrealdata\StephenK	9:59:31 AM
Rohan	Thank you for all the details	9:59:48 AM
Hardik	I need his login credentials to access the same	9:59:59 AM
Rohan	Please allow us few minutes	10:00:02 AM
Hardik	sure	10:00:06 AM
Rohan	That's User Name Could you please confirm the Server Name?	10:01:32 AM
Hardik	RDG.myrealdata.net (RD Gateway Server)	10:02:45 AM
	DBinc.myrealdata.net (remote computer)	10:03:01 AM
Rohan	Thanks for the confirmation !	10:03:16 AM
	I have unlocked your account	10:05:02 AM
	Please try to login again with the correct Password	10:05:15 AM
Hardik	ok	10:05:25 AM
	wait	10:05:27 AM
Rohan	Sure take your time	10:05:34 AM
Hardik	I have signed in successfully	10:06:58 AM
Rohan	Thanks for the confirmation !	10:07:07 AM
	Is there anything else I may help you with ?	10:07:10 AM
Hardik	No	10:07:20 AM
	We are good to go!	10:07:25 AM
Rohan	Thanks for the confirmation !	10:07:30 AM
Hardik	Thanks for your support	10:07:31 AM

Rohan Thank you for choosing ACE cloud Hosting, you have a wonderful day. 10:07:32 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! 10:07:37 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/>)

Rohan has ended this chat session

10:07:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 9:17:53 PM

#81901 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net 15185870100
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 17 Secs
City: YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 48 Secs

Jennifer Snyder	Hello, I am your Acebuddy	24 Sep, 9:17:53 PM
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!	9:17:54 PM
	Whom Would You Like to Connect With?	9:17:54 PM

Jennifer Snyder	Technical Support (QB & App Hosting)	9:17:57 PM
Acebuddy	Welcome to Ace Support.	9:17:57 PM
	Please chose an option :	9:17:57 PM
Jennifer Snyder	I'd like to report an Issue	9:18:04 PM
Acebuddy	Please select an option!	9:18:04 PM
Jennifer Snyder	QuickBooks Issue	9:18:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:18:06 PM
Jennifer Snyder	Other QB related issue	9:18:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:18:13 PM
Jennifer Snyder	keep getting kicked out	9:18:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:18:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:18:22 PM
	<i>Arun Sharma declined the transfer request.</i>	9:18:24 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:19:15 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:19:18 PM
	Hello Jennifer	9:19:23 PM
	How are you?	9:19:29 PM
Jennifer Snyder	Ticket Number: 772601	9:20:25 PM
	I am still having issues	9:20:31 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	9:20:45 PM
	<i>9:22:32 PM Jennifer Snyder is sharing a file with you Capture.JPG - (Size:18.7 KB)</i>	9:22:32 PM
	I will surely help you with this issue.	9:22:59 PM
Jennifer Snyder	if I click on continue or cancel it kicks me out. Or the application freezes and I have to unfreez and get kicked out. I have been dealing with this all morning and it is extremelu frustrating that this is the third time I have had to contact support today. I am not getting my work done	9:23:57 PM
Shashwat Verma	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	9:24:11 PM
	Our team is currently working on the issue, kindly allow me 4-5 mins	9:24:57 PM
	Thank you for your patience.	9:38:53 PM
	Kindly try now to re-open the Qb again	9:39:03 PM
Jennifer Snyder	ok	9:40:32 PM
Shashwat Verma	Are we still connected here?	9:40:34 PM

	Kindly check	9:40:48 PM
Jennifer Snyder	yes	9:41:23 PM
	I got in	9:41:34 PM
Shashwat Verma	Perfect	9:41:41 PM
Jennifer Snyder	was something done differently this time?	9:41:47 PM
	Or am I going to continue to have an issue?	9:42:00 PM
Shashwat Verma	Yes, our backend team has made some changes	9:42:03 PM
	Will follow up for the same	9:42:16 PM
	If occurs, will keep this ticket in open status, if you face this issue, let us know	9:42:51 PM
	Is there anything else I may help you with ?	9:43:03 PM
Jennifer Snyder	ok	9:44:15 PM
Shashwat Verma	Shall I proceed with closing this chat for now?	9:44:56 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:47:39 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!	9:47:40 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/)	
	<i>Shashwat Verma has ended this chat session</i>	9:47:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 2:44:48 PM

#81621 Barbara Kerrigan

Email: bkerrigan@accountingresourcesinc.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: IE

State: New York

Country: UN1833878695

Chat Transcript

Chat Duration : 1 Min 13 Secs

Barbara Kerrigan	Hello, I am your Acebuddy	17 Sep, 2:44:49 PM
Acebuddy	Hello Barbara Kerrigan, I'm your Ace Buddy. I'll be happy to assist you!	2:44:50 PM
	Whom Would You Like to Connect With?	2:44:50 PM
Barbara Kerrigan	Technical Support (QB & App Hosting)	2:45:00 PM
Acebuddy	Welcome to Ace Support.	2:45:00 PM
	Please chose an option :	2:45:00 PM
Barbara Kerrigan	I'd like to report an Issue	2:45:12 PM
Acebuddy	Please select an option!	2:45:12 PM
Barbara Kerrigan	QuickBooks Issue	2:45:16 PM
Acebuddy	What type of QuickBooks Issue are you facing?	2:45:16 PM
Barbara Kerrigan	QuickBooks Login Issue	2:45:25 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	2:45:26 PM
	Was that helpful?	2:45:26 PM
Barbara Kerrigan	Yes	2:46:03 PM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	2:46:03 PM
	<i>Acebuddy has ended this chat session</i>	2:46:03 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 4:59:09 AM

#81362 Sonya Martin

Email: sonya@elevators.com ☎ 19168030120

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 20 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 14 Secs

Sonya Martin	Hello, I am your Acebuddy	10 Sep, 4:59:10 AM
Acebuddy	Hello Sonya Martin, I'm your Ace Buddy. I'll be happy to assist you!	4:59:11 AM
	Whom Would You Like to Connect With?	4:59:11 AM
Sonya Martin	Technical Support (QB & App Hosting)	4:59:16 AM
Acebuddy	Welcome to Ace Support.	4:59:16 AM
	Please chose an option :	4:59:16 AM
Sonya Martin	I'd like to raise a Request	4:59:25 AM
Acebuddy	Please select your request type.	4:59:25 AM
Sonya Martin	Other Request	4:59:39 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.	4:59:39 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:59:39 AM
Sonya Martin	Yes, I'm facing issues with my server	4:59:46 AM
Acebuddy	Please select an option!	4:59:46 AM
Sonya Martin	Password Reset	4:59:50 AM
Acebuddy	Please select an option below	4:59:50 AM
Sonya Martin	Not Enrolled to Selfcare Portal	4:59:55 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	4:59:55 AM

	Do you need any further assistance on the topic?	4:59:55 AM
Sonya Martin	Yes	4:59:59 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:59:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:59:59 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	5:00:08 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	5:00:14 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:00:17 AM
Sonya Martin	i need my windows credentials. i got a new computer	5:00:20 AM
	Admin_ME	5:00:38 AM
	Myrealdata\Admin_ME	5:01:08 AM
Yash Kalra	Kindly allow me two minutes to check the same.	5:01:40 AM
	Sonya, We can help you with resetting your credentials	5:04:52 AM
Sonya Martin	ok	5:06:46 AM
Yash Kalra	Please use the My portal to reset your password: My portal Link: https://myportal.acecloudhosting.com	5:07:38 AM
	Sonya, if you face any issue at any point, please let us know	5:08:45 AM
Sonya Martin	it says invalid username	5:09:35 AM
Yash Kalra	Please use CID62341 as your user name (Edited)	5:09:49 AM
	Click on forget password to reset your portal password	5:10:25 AM
	You can use this portal to manage all the users on the account.	5:10:57 AM
	<i>The visitor's name was changed from sonya martin to Sonya Martin.</i>	5:12:43 AM
Sonya Martin	i am working on it	5:12:59 AM
Yash Kalra	Sure, please take your time	5:13:07 AM
	Please let me know if you face any issue.	5:13:20 AM
Sonya Martin	it is reset but it still wont let me enter the info on the windows credentials\	5:16:45 AM
Yash Kalra	May I take the remote access of your local computer?	5:16:46 AM
Sonya Martin	yes	5:17:03 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	5:17:10 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3672657978	5:17:20 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:18:30 AM

Sonya Martin	yes thank you	5:23:42 AM
Yash Kalra	Sonya, we assisted you with the login issue on new device Is there anything else I may help you with?	5:23:54 AM
Sonya Martin	no that is it thank you	5:24:11 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	5:24:13 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:24:19 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!	5:24:22 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	5:24:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 8:37:29 PM

#81541 MARIA SOLIS

Email: maria.a.solis09@gmail.com 2103891078

Department: Support(QB & App Hosting)

Operator: Sujeept Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: NATALIA

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 57 Secs

MARIA SOLIS	Hello, I am your Acebuddy	15 Sep, 8:37:31 PM
Acebuddy	Hello Maria Solis, I'm your Ace Buddy. I'll be happy to assist you!	8:37:32 PM
	Whom Would You Like to Connect With?	8:37:32 PM
MARIA SOLIS	Technical Support (QB & App Hosting)	8:38:17 PM
Acebuddy	Welcome to Ace Support.	8:38:17 PM
	Please chose an option :	8:38:17 PM
MARIA SOLIS	I'd like to report an Issue	8:38:22 PM
Acebuddy	Please select an option!	8:38:22 PM
MARIA SOLIS	Other Issue	8:38:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:38:30 PM
MARIA SOLIS	can not login	8:38:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:38:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:38:52 PM
MARIA SOLIS	ok	8:38:59 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:39:50 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:40:00 PM
	Hello Maria	8:40:06 PM
MARIA SOLIS	hello	8:41:24 PM
	i can not logiin	8:41:26 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:41:32 PM
MARIA SOLIS	solisbusiness	8:42:24 PM
	i dont remember the server name	8:42:33 PM
	exactly	8:42:37 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:42:39 PM
	No issue.	8:42:48 PM
	When was the last time you were able to access the server?	8:43:02 PM
MARIA SOLIS	last week	8:43:11 PM
	i tried this weekend and i was not able and also today	8:43:23 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:43:31 PM

	Are you the only one experiencing this issue, or are others affected as well?	8:43:33 PM
MARIA SOLIS	yes, just me	8:43:58 PM
Sujeet Kumar Suman	Are you encountering any errors when trying to access it?	8:44:04 PM
MARIA SOLIS	i have no one else on the cloud yet	8:44:06 PM
	yes. can i share my screen	8:44:17 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	8:44:30 PM
MARIA SOLIS	i have my regular computer and my travel which both i am having issues	8:44:39 PM
	yes	8:44:45 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:44:54 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2562089531	8:45:22 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:46:42 PM
	Please stay connected; we are working on this from the backend. Thank you in advance for your patience.	9:13:32 PM
	Thank you for your patience.	9:17:01 PM
	As per discussion over the remote session, The issue is resolved.	9:17:11 PM
	Is there anything else I may help you with ?	9:17:26 PM
	Are we still connected here?	9:19:03 PM
	Are we still connected here?	9:22:09 PM
	Are we still connected here?	9:24:20 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:24:25 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	9:24:29 PM



Chat Transcript

Hi, I have an issue accessing ATX version inside the remote pc. can you help me please

Visitor Details

25 Sep, 12:42:21 AM

#81917 Aclan

Email: rex@bdsmithfinancial.com 09266878307

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

Website: https://www.acecloudhosting.com/?utm_source=website&utm_medium=organic&utm_campaign=90per-off

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 30 Secs

City: TRANCA

State: Batangas

Country: PHILIPPINES

Chat Transcript

Chat Duration : 32 Mins 54 Secs

Aclan Hi, I have an issue accessing ATX version inside the remote pc. can you help me please 25 Sep, 12:42:22 AM

Siddhant Thank you for contacting ACE. My name is Siddhant. I will be assisting you further. 12:42:30 AM

Siddhant is transferring the chat to Support(QB & App Hosting). 12:43:28 AM

Aclan Hi, I have an issue accessing ATX version inside the remote pc. can you help me please 12:43:32 AM

Abhay Kumar Saraswat accepted the chat transfer request. 12:43:58 AM

Abhay Kumar Saraswat Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. 12:44:07 AM

I deeply apologize for the inconvenience caused to you. 12:44:37 AM

Is this for account: **B.D. Smith Financial Services ?** 12:45:08 AM

Aclan Hi Abhay, I have an issue accessing an ATX 2022 in the remote pc. Although I can access it but I can get rid of this notif. 12:45:22 AM

Abhay Kumar Saraswat I will be surely assisting you with this. 12:46:02 AM

Please confirm. 12:46:09 AM

12:46:42 AMAclan is sharing a file with you

[Screenshot 2025-09-25 030535.png](#) - (Size:45.66 KB) 12:46:42 AM

this one showing in my screen, when I tried to follow the instruction, I end up failing to install the

Aclan yes, this is correct 12:47:03 AM

Abhay Kumar Saraswat Thanks for the confirmation ! 12:47:21 AM

And thank you for sharing the screenshot. 12:47:36 AM

Is this update completed? 12:47:48 AM

And on which server you are? 12:47:57 AM

	I can see multiple server on this account.	12:48:11 AM
Aclan	what server do you mean?	12:48:37 AM
	<i>12:49:29 AM Aclan is sharing a file with you</i> <u>Screenshot 2025-09-25 031727.png</u> - (Size:131.45 KB)	12:49:29 AM
Abhay Kumar Saraswat	BDSmith 1, 2, 3 or 4?	12:49:41 AM
Aclan	I see bdsmith server but i don't see any other option	12:51:15 AM
Abhay Kumar Saraswat	No worries.	12:51:27 AM
Aclan	i mean no other version on that server	12:51:34 AM
Abhay Kumar Saraswat	Let me assist you on remote session then.	12:51:40 AM
	May I take the remote access of your local computer?	12:51:47 AM
Aclan	sure	12:52:01 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	12:52:03 AM
	<u>https://assist.acecloudhosting.com/join/9772802611</u>	12:52:05 AM
	Kindly paste this link in the browser of local computer and join the session.	12:52:16 AM
	Is there any issue with the internet at your end?	12:55:10 AM
	I can't see your screen.	12:55:18 AM
	It's completely blank.	12:55:36 AM
	Are we still connected here?	12:56:42 AM
	Are we still connected here?	12:57:10 AM
Aclan	yes	12:57:17 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:57:47 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.	12:57:50 AM
	Thank you for your patience.	1:14:39 AM
Aclan	yes both version is working. Thank you so much for your help. I appreciate it	1:14:42 AM
Abhay Kumar Saraswat	My pleasure to assist you.	1:14:53 AM
	Is there anything else I may help you with ?	1:14:58 AM
Aclan	No more. Thank you so much	1:15:07 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:15:10 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!

1:15:15 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/>)

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

1:15:21 AM

Abhay Kumar Saraswat has ended this chat session

1:15:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 5:56:18 PM

#81579 Alyssa

Email: apickett@metrophapha.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: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 10 Secs

Alyssa	Hello, I am your Acebuddy	16 Sep, 5:56:19 PM
Acebuddy	Hello Alyssa, I'm your Ace Buddy. I'll be happy to assist you!	5:56:20 PM
	Whom Would You Like to Connect With?	5:56:20 PM
Alyssa		

	Technical Support (QB & App Hosting)	5:56:48 PM
Acebuddy	Welcome to Ace Support.	5:56:48 PM
	Please chose an option :	5:56:48 PM
Alyssa	I'd like to raise a Request	5:56:55 PM
Acebuddy	Please select your request type.	5:56:55 PM
Alyssa	Password Reset	5:57:01 PM
Acebuddy	Please select an option below	5:57:02 PM
Alyssa	Not Enrolled to Selfcare Portal	5:57:07 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.	5:57:07 PM
	Do you need any further assistance on the topic?	5:57:07 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.	6:29:30 PM
	<i>Ended due to chat idle timeout</i>	6:29:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 4:58:41 AM

#81149 Lulu Wang

Email: luluwang@mslulucpa.com 16269930788

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 47 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Lulu Wang	Hello, I am your Acebuddy	4 Sep, 4:58:43 AM
Acebuddy	Hello Lulu Wang, I'm your Ace Buddy. I'll be happy to assist you!	4:58:43 AM
	Whom Would You Like to Connect With?	4:58:43 AM
Lulu Wang	Managed IT	4:58:52 AM
Acebuddy	Please wait while we connect you to an available Representative.	4:58:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:58:52 AM
	<i>Ayush Kishor accepted the chat transfer request.</i>	4:59:07 AM
Ayush Kishor	Thank you for choosing ACE cloud Hosting, my name is Ayush. How may I assist you today?	4:59:40 AM
Lulu Wang	something is wrong with my prosries	5:00:00 AM
Ayush Kishor	Can you please provide me your Customer ID?	5:01:11 AM
Lulu Wang	where I can find it	5:02:00 AM
Ayush Kishor	May i please have your company name?	5:02:35 AM
Lulu Wang	ms Lulu Tax and Accounting LLC	5:03:38 AM
Ayush Kishor	You have contacted VDI support. Kindly allow me to transfer your chat to the concerned department.	5:04:32 AM
	<i>Ayush Kishor is transferring the chat to Support(QB & App Hosting).</i>	5:04:45 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:04:53 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:05:06 AM
	I understand your concern and assure you the proper and effective resolution.	5:05:58 AM
	Could you please confirm your user name?	5:06:44 AM
Lulu Wang	luluwang	5:07:03 AM
Anjainay Singh	Thankyou for your confirmation.	5:07:24 AM
	Could you please confirm which Pro Series application you are trying to locate ?	5:07:48 AM
Lulu Wang	all	5:08:06 AM
	2022, 2023, 2024	5:08:12 AM
	all has problem	5:08:17 AM
Anjainay Singh	As per my understanding you are not able to access any of them is it right?	5:09:06 AM
Lulu Wang	I can but I got error message	5:09:22 AM
Anjainay Singh	Could you please share the screenshot of issue?	5:09:50 AM
Lulu Wang	choose directory to scan	5:09:52 AM
	<i>5:10:04 AMLulu Wang is sharing a file with you</i>	5:10:04 AM

	<u>WeChatc9f17bc9943fbf6af60dcff019ac4049.jpg</u> - (Size:98.84 KB)	
Anjainay Singh	May I take the remote access of your server?	5:10:37 AM
	Are we still connected here?	5:11:53 AM
Lulu Wang	yes	5:12:14 AM
Anjainay Singh	Please allow me a remote access.	5:12:32 AM
Lulu Wang	where I can allow	5:12:58 AM
Anjainay Singh	We are connected.	5:13:18 AM
	Please show me the error now.	5:13:59 AM
Lulu Wang	whenever I login, I got this	5:14:28 AM
	also one company file is crashed I think	5:14:45 AM
	all assets I entered before is missing now	5:15:01 AM
Anjainay Singh	Please let me check.	5:15:14 AM
Lulu Wang	I called prosries. they told me you should have backup so I don't have to enter everything again	5:15:47 AM
Anjainay Singh	I see	5:17:01 AM
	Let me have a look	5:17:05 AM
Lulu Wang	thank you	5:17:12 AM
	you want to see the file that has problem	5:17:19 AM
	I can show you which company	5:17:28 AM
Anjainay Singh	Sure	5:18:51 AM
Lulu Wang	this is the company. all assets information is missing	5:19:31 AM
	all shows untitled	5:19:42 AM
Anjainay Singh	Since when you are facing this issue?	5:20:21 AM
Lulu Wang	I realized today	5:20:36 AM
Anjainay Singh	Have you performed any action in Pro Series recently?	5:20:52 AM
Lulu Wang	no	5:21:17 AM
	I just filed a file returns	5:21:26 AM
Anjainay Singh	Could you please ensure the date since when data was missing so we can restore the exact amount of Pro Series Data?	5:23:06 AM
Lulu Wang	you will restore only the company that had issue correct	5:23:54 AM
Anjainay Singh	Yes	5:24:02 AM
	I just need to confirm the date.	5:24:12 AM
Lulu Wang	I think it happened beginning of aug	5:24:33 AM

	how about the directory message	5:25:25 AM
	do we need to fix that	5:25:29 AM
	<i>5:25:42 AM Lulu Wang is sharing a file with you</i> <u>WeChat71f9b4e43a6817195a26231e5327243.jpg</u> - (Size:65.74 KB)	5:25:42 AM
Anjainay Singh	As you are selecting the option to scan your directory in Pro Series so it is giving option to scan it.	5:26:30 AM
Lulu Wang	this message always pops out when I login to prosries	5:27:15 AM
	I don't see this before aug	5:27:25 AM
Anjainay Singh	Could you please logout and login again so that I can observe it?	5:27:43 AM
Lulu Wang	also my server is slow	5:29:27 AM
Anjainay Singh	I will surely help you with it	5:30:56 AM
	Please allow me 5 minutes to check this	5:31:05 AM
	Could you please confirm the following below points Is the entire server slow, or only a specific application, file, or task? When did the slowness start? (This will help us review Grafana reports.) Is the slowness constant, or does it occur at specific times? Are all users affected, some users, or only you? Were there any recent changes (e.g., software updates, configuration changes)?	5:36:26 AM
Lulu Wang	entire	5:36:40 AM
	quickbooks and prosries	5:36:47 AM
Anjainay Singh	Could you please logout from server so that we can reboot it.	5:37:30 AM
	Thankyou for your information.	5:37:52 AM
	We are rebooting the server.	5:38:53 AM
	We have rebooted the server.	5:39:45 AM
Lulu Wang	should I login	5:40:52 AM
Anjainay Singh	Yes please login back.	5:41:15 AM
	Please also allow the remote access to server.	5:41:50 AM
Lulu Wang	I don't see any request	5:42:30 AM
Anjainay Singh	Please accept it.	5:43:01 AM
Lulu Wang	I need to go bathroom. I will be back in 5 min	5:44:14 AM
Anjainay Singh	Sure	5:44:47 AM
Lulu Wang	I am back	5:46:10 AM
Anjainay Singh	Welcome.	5:47:11 AM
	We have fixed the pop-up issue as it is not appearing any more.	5:48:37 AM
Lulu Wang	how can we fix this company	5:49:19 AM

Anjainay Singh	Please allow me 4-5 minutes as I am looking for backend setting.	5:50:37 AM
	Please close Pro Series.	5:51:10 AM
	Thankyou Lulu.	5:51:51 AM
	We are working on it , please stay connected.	5:54:41 AM
	Please login.	5:55:18 AM
	As I checked and its still same , please confirm.	5:58:30 AM
Lulu Wang	still same	5:59:07 AM
Anjainay Singh	Yes I got it and in order to fix I need to retrieve the file from 1st August as you mentioned the date with the assistance of backend team.	6:00:03 AM
Lulu Wang	thank you	6:00:46 AM
Anjainay Singh	I need your cooperation and I will share the backup copy by tomorrow.	6:01:26 AM
	I will keep this ticket on priority.	6:01:45 AM
Lulu Wang	ok I can logout now?	6:02:23 AM
Anjainay Singh	Is there anything else I may help you with ?	6:02:26 AM
Lulu Wang	no. I need this backup asap.	6:02:43 AM
	I am meeting with client tomorrow	6:02:51 AM
	if you can help at your earliest convenience. I really appreciate that.	6:03:14 AM
	thank you so much.	6:03:20 AM
Anjainay Singh	Sure, I will try my best.	6:03:23 AM
Lulu Wang	maybe give me a back up of 8/1 and 6/1	6:03:35 AM
	I don't really know when this happened	6:03:45 AM
Anjainay Singh	No issues I will try to resolve it.	6:04:11 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:04:20 AM
	Please share your positive feedback by clicking smiling emoji.	6:05:10 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:05:39 AM
<i>Anjainay Singh has ended this chat session</i>		6:06:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 10:36:32 PM

#81271 Aman Sajwani

Email: reliable_accounting@yahoo.com ☎ +1-(901) 881-1265

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: RESTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 50 Mins 29 Secs

Aman Sajwani	Hello, I am your Acebuddy	8 Sep, 10:36:33 PM
Acebuddy	Hello Reliable_accountingzia, I'm your Ace Buddy. I'll be happy to assist you!	10:36:34 PM
	Whom Would You Like to Connect With?	10:36:34 PM
Aman Sajwani	Technical Support (QB & App Hosting)	10:37:08 PM
Acebuddy	Welcome to Ace Support.	10:37:08 PM
	Please chose an option :	10:37:08 PM
Aman Sajwani	I'd like to raise a Request	10:37:21 PM
Acebuddy	Please select your request type.	10:37:21 PM
Aman Sajwani	Other Request	10:37:42 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:37:42 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:37:42 PM
Aman Sajwani	Yes, I'm facing issues with my server	10:37:50 PM
Acebuddy	Please select an option!	10:37:50 PM
Aman Sajwani	Other Issue	10:37:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:37:54 PM

Aman Sajwani	RDP working slow	10:38:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:38:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:38:11 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:38:14 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:38:24 PM
	I apologize for the trouble you've experienced.	10:38:59 PM
	Is this for account: Reliable Accounting Solutions ?	10:39:39 PM
Aman Sajwani	YEs	10:39:50 PM
Abhay Kumar Saraswat	Thanks for the confirmation.	10:40:23 PM
	Can I get your name please?	10:40:26 PM
Aman Sajwani	Zia	10:40:32 PM
Abhay Kumar Saraswat	Thank you for confirming your name.	10:40:49 PM
	Zia, Is this issue occurring only for you, or are other users on the server also experiencing it?	10:41:04 PM
Aman Sajwani	Issue same issue facing other employee	10:41:32 PM
Abhay Kumar Saraswat	Okay.	10:41:43 PM
	And since when have you been experiencing this issue?	10:41:48 PM
Aman Sajwani	my internet working good but can not connecting	10:41:50 PM
	today	10:42:00 PM
Abhay Kumar Saraswat	Thank you for the information.	10:42:13 PM
Aman Sajwani	last friday system work perfectly	10:42:18 PM
Abhay Kumar Saraswat	Okay.	10:42:26 PM
	No worries.	10:42:41 PM
	I will be surely assisting you with this.	10:42:50 PM
Aman Sajwani	ok	10:43:37 PM
Abhay Kumar Saraswat	Just to confirm, are you unable to connect to the RDP , or are you able to connect but experiencing slowness?	10:43:48 PM
Aman Sajwani	im unable to coonect	10:44:12 PM
	<i>10:44:15 PMAman Sajwani is sharing a file with you <u>1_image.png</u> - (Size:12.43 KB)</i>	10:44:15 PM
	before 2 hours working good but now our all system slow	10:44:37 PM

Abhay Kumar Saraswat	Okay.	10:44:49 PM
	Kindly allow me two minutes to check the same.	10:44:53 PM
Aman Sajwani	ok	10:44:59 PM
Abhay Kumar Saraswat	Thank you for your patience.	10:47:48 PM
	Could you please confirm the username you used to log in to the ACE server?	10:48:36 PM
Aman Sajwani	MohdWasay	10:48:51 PM
Abhay Kumar Saraswat	Okay.	10:49:03 PM
	May I take the remote access of your local computer?	10:49:16 PM
Aman Sajwani	sure	10:49:22 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	10:49:30 PM
Aman Sajwani	ok	10:49:52 PM
Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/7892886454	10:50:08 PM
	Kindly paste this link in the browser of local computer and join the session.	10:50:12 PM
Aman Sajwani	ok	10:50:20 PM
	you are in	10:52:17 PM
Abhay Kumar Saraswat	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.	10:52:20 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:27:03 PM
	<i>Ended due to chat idle timeout</i>	11:27:03 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 11:26:28 PM

#81802 Monty Herrin

Email: monty.herrin@gmail.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: MARYSVILLE

State: Washington

Country: UNITED STATES

Chat Duration : 35 Mins 30 Secs

Chat Transcript

Monty Herrin	Hello, I am your Acebuddy	22 Sep, 11:26:29 PM
Acebuddy	Hello Monty Herrin, I'm your Ace Buddy. I'll be happy to assist you!	11:26:29 PM
	Whom Would You Like to Connect With?	11:26:29 PM
Monty Herrin	Technical Support (QB & App Hosting)	11:26:36 PM
Acebuddy	Welcome to Ace Support.	11:26:36 PM
	Please chose an option :	11:26:36 PM
Monty Herrin	I'd like to raise a Request	11:26:42 PM
Acebuddy	Please select your request type.	11:26:42 PM
Monty Herrin	Password Reset	11:26:50 PM
Acebuddy	Please select an option below	11:26:51 PM
Monty Herrin	Already Enrolled to Selfcare Portal	11:26:55 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:26:55 PM
	Do you need any further assistance on the topic?	11:26:55 PM
Monty Herrin	Yes	11:27:00 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:27:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:27:01 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:28:08 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:28:12 PM
	Hello , how are you doing	11:28:49 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:29:09 PM
Monty Herrin	Visions Espresso CID69437	11:29:49 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	11:30:27 PM

Monty Herrin	ok	11:34:22 PM
Sanyam Madan	We can see person having this email id (monty@visionsespresso.com) can reset users password via MyPortal	11:35:45 PM
	Do you have access to this email , if yes , then you can log into MyPortal(myportal.acecloudhsosting.com) and reset your password	11:36:40 PM
Monty Herrin	I am speaking on CID69437 - when was pw changed?	11:36:57 PM
	I have been trying to add a user for the better part of a week - now it is saying PW is incorrect for CID69437	11:38:13 PM
Sanyam Madan	May I take the remote access of your local computer?	11:38:37 PM
Monty Herrin	sure	11:38:45 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	11:38:51 PM
	https://assist.acecloudhosting.com/join/1372865444	11:38:54 PM
Monty Herrin	ok	11:38:56 PM
Sanyam Madan	Kindly paste this link in the browser of local computer and join the session.	11:38:59 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.	11:39:45 PM
Monty Herrin	now it is locked out for 30 minutes?	11:43:17 PM
	when was the PW changed?	11:43:25 PM
Sanyam Madan	You tired to login multiple times and your MyPortal account got locked	11:43:53 PM
Monty Herrin	I cna see that, when was the PW changed, I had access last Friday?	11:44:23 PM
Sanyam Madan	Only this email (monty@visionsespresso.com) can change MyPortal password for your account	11:45:18 PM
	Do you know , any other person who access to it ? (Edited)	11:45:31 PM
Monty Herrin	just me	11:45:40 PM
	Can you confirm that hte PW was changed?	11:45:59 PM
Sanyam Madan	We deeply apologize for the inconvenience , we do not store logs for who has changed the password for this account	11:46:58 PM
	You can wait for 30 minutes and then reset the password by clicking on " Forgot password "	11:47:26 PM
Monty Herrin	it goes to an outlook email - which is not ours	11:47:43 PM
Sanyam Madan	There is on one email address registered that can do changes to MyPortal	11:48:48 PM
	<i>11:48:51 PM Sanyam Madan is sharing a file with you image.png - (Size:5.34 KB)</i>	11:48:51 PM
Monty Herrin	this is extremely frustrating. so it goes to an outlook email for recovery, but you have no record of it? I need to add an external user and create a gateway - which is challenging enough and now I am locked out	11:51:09 PM
		11:51:16 PM

	insane	
Sanyam Madan	I deeply apologize for the inconvenience caused to you.	11:51:47 PM
	I would like to assure you only the Authorized POC can reset the My Portal account credentials	11:53:08 PM
	Kindly let us know if you have received any OTP notification for the portal password reset. This information will help us investigate the issue further.	11:54:11 PM
	Also, upon checking, we found that there are multiple Points of Contact (POCs) associated with the account. The registered email is monty@visionsespresso.com and the registered phone number is +1 (206) 948-6683 . Typically, when a password reset or login request is made for the MyPortal, the OTP code is sent to both the registered email address and phone number.	11:55:49 PM
Monty Herrin	great, so there is not much I can do at this point	11:57:20 PM
	guess I'm just locked out of all functions	11:57:32 PM
	So, to add a user, you want me to reset the monty@visionsespresso.com or the CID username?	11:58:17 PM
	?	11:58:23 PM
Sanyam Madan	Till then, we can add user from our end	11:58:36 PM
Monty Herrin	great, can I give you name and email?	11:59:19 PM
Sanyam Madan	Kindly send us an email at support@acecloudhosting.com from the registered email address , including the user's full name , email address , and phone number . This will help us verify the details and proceed accordingly.	11:59:38 PM
	We will add the user and share the credentials via mail	11:59:59 PM
Monty Herrin	so, if I am adding an external user, you want me to get the users name, email and phone number?	23 Sep, 12:00:30 AM
Sanyam Madan	Yes	12:00:55 AM
Monty Herrin	ok, I will do that now	12:01:06 AM
Sanyam Madan	We will proceed with the request right away as soon as we receive the mail	12:01:20 AM
	Is there anything else I may help you with ?	12:01:26 AM
Monty Herrin	nope, thanks	12:01:32 AM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	12:01:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:01:50 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:01:56 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 7:56:32 PM

#82032 Celine Elhaj

Email: deebcilene@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 36 Secs

City: BALTIMORE

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 38 Secs

Celine Elhaj	Hello, I am your Acebuddy	29 Sep, 7:56:32 PM
Acebuddy	Hello Celine Elhaj, I'm your Ace Buddy. I'll be happy to assist you!	7:56:33 PM
	Whom Would You Like to Connect With?	7:56:33 PM
Celine Elhaj	Technical Support (QB & App Hosting)	7:56:47 PM
Acebuddy	Welcome to Ace Support.	7:56:47 PM
	Please chose an option :	7:56:47 PM
Celine Elhaj	I'd like to raise a Request	7:56:50 PM
Acebuddy	Please select your request type.	7:56:50 PM
Celine Elhaj	Restart	7:56:56 PM
Acebuddy	Hello Celine Elhaj, I'm your Ace Buddy. I'll be happy to assist you!	7:56:57 PM
	Whom Would You Like to Connect With?	7:56:57 PM

Celine Elhaj	Technical Support (QB & App Hosting)	7:57:01 PM
Acebuddy	Welcome to Ace Support.	7:57:01 PM
	Please chose an option :	7:57:01 PM
Celine Elhaj	I'd like to report an Issue	7:57:06 PM
Acebuddy	Please select an option!	7:57:06 PM
Celine Elhaj	Other Issue	7:57:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:57:10 PM
Celine Elhaj	I downloaded RDP and can not get in it is giving me error	7:57:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:57:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:57:56 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:58:54 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:58:58 PM
Celine Elhaj	Hello	7:59:04 PM
	I need help getting into my RDP after downloading it	7:59:27 PM
	It gives me an error it says the option can be that user account is not listed or IP address issue	8:00:30 PM
Manish Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:00:47 PM
Celine Elhaj	Tax wise and Celine.d	8:01:53 PM
Manish Singh	May I take the remote access of your local computer?	8:03:05 PM
Celine Elhaj	Yes	8:04:10 PM
Manish Singh	https://assist.acecloudhosting.com/join/1172030691	8:04:22 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:04:30 PM
	Kindly paste this link in the browser of local computer and join the session.	8:04:35 PM
Celine Elhaj	okay i gave access	8:06:45 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:07:30 PM
	We need to email the NOC team for IP whitelisting for the new user.	8:25:44 PM
	We have the static IP 96.86.56.33	8:26:02 PM
Celine Elhaj	okay	8:26:07 PM
Manish Singh	Once done we will notify you over the email.	8:26:19 PM
	Is there anything else I may help you with ?	8:26:21 PM
Celine Elhaj	okay thank you and no! thank you again	8:26:43 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:26:48 PM

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

8:26:54 PM

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

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

Thanks!

8:26:58 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/>)

Celine Elhaj thank you

8:27:09 PM

Manish Singh has ended this chat session

8:27:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 10:23:45 PM

#82049 Blaine

Email: roonco2@itstriangle.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 47 Secs

City: WHITE SULPHUR SPRINGS

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 36 Secs

Blaine

Hello, I am your Acebuddy

29 Sep, 10:23:45 PM

Acebuddy

	Hello Blaine, I'm your Ace Buddy. I'll be happy to assist you!	10:23:46 PM
	Whom Would You Like to Connect With?	10:23:46 PM
Blaine	Technical Support (QB & App Hosting)	10:23:59 PM
Acebuddy	Welcome to Ace Support.	10:23:59 PM
	Please chose an option :	10:23:59 PM
Blaine	I'd like to report an Issue	10:24:04 PM
Acebuddy	Please select an option!	10:24:04 PM
Blaine	QuickBooks Issue	10:24:08 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:24:08 PM
Blaine	QuickBooks is Frozen	10:24:12 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:24:12 PM
	Was that helpful?	10:24:12 PM
Blaine	No	10:25:40 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:25:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:25:40 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:25:46 PM
Blaine	why does my QB keep Freezing and how do I unfreeze it	10:26:07 PM
	<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>	10:26:28 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:26:30 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:26:34 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:26:37 PM
	Blaine, please help me with your server name so that I can check for the root cause of this issue.	10:28:30 PM
	Are we still connected here?	10:28:54 PM
	Are we still connected here?	10:30:11 PM
	Are we still connected here?	10:32:15 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.	10:32:18 PM
	<i>Yash Kalra has ended this chat session</i>	10:32:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 8:47:11 PM

#81896 Alison Matte

Email: alison@lorenwoodbuilders.com  812-219-3233

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: 2 Mins 26 Secs

City: BLOOMINGTON

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 10 Mins

Alison Matte	Hello, I am your Acebuddy	24 Sep, 8:47:12 PM
Acebuddy	Hello Alison Matte, I'm your Ace Buddy. I'll be happy to assist you!	8:47:12 PM
	Whom Would You Like to Connect With?	8:47:12 PM
Alison Matte	Technical Support (QB & App Hosting)	8:47:34 PM
Acebuddy	Welcome to Ace Support.	8:47:34 PM
	Please chose an option :	8:47:34 PM
Alison Matte	I'd like to report an Issue	8:47:40 PM
Acebuddy	Please select an option!	8:47:40 PM
Alison Matte	QuickBooks Issue	8:47:44 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:47:44 PM
Alison Matte	Other QB related issue	8:47:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:47:52 PM
Alison Matte	Printing from Quickbooks	8:48:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:48:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:48:01 PM

	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:48:33 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:48:39 PM
	Hello Alison	8:48:47 PM
Alison Matte	hello	8:48:54 PM
Sujeet Kumar Suman	How are you doing?	8:49:08 PM
Alison Matte	good	8:49:22 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:49:40 PM
Alison Matte	AlisonMA@myrealdata.net.rdp	8:50:17 PM
	Ali	8:50:28 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	8:50:37 PM
	Thank you for your patience.	8:51:33 PM
	Are you the only one experiencing this issue, or are others affected as well?	8:51:35 PM
Alison Matte	yes	8:51:39 PM
	only me	8:51:43 PM
Sujeet Kumar Suman	Are you encountering any errors when trying to print it?	8:51:57 PM
Alison Matte	yes	8:52:05 PM
	I select the printer I want to use and nothing prints. If I print without the remote desktop printing is fine	8:52:34 PM
Sujeet Kumar Suman	Thank you for sharing all the information.	8:53:09 PM
	May I take the remote access of your local computer?	8:53:16 PM
Alison Matte	yes	8:53:21 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:53:29 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8332397231	8:53:40 PM
Alison Matte	ok	8:53:41 PM
	I can't get this to download	8:54:59 PM
Sujeet Kumar Suman	Are you getting an error while downloading?	8:55:44 PM
Alison Matte	yes	8:56:00 PM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	8:56:08 PM
Alison Matte	i think i got it to work	8:56:53 PM
Sujeet Kumar Suman	Yes, as I can see from the backend, the application is downloading right now.	8:57:34 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till	

the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

8:57:43 PM

Alison Matte	ok	8:58:00 PM
Sujeet Kumar Suman	We are continuing to work on your issue remotely. Please stay connected on chat.	9:19:35 PM
	Please stay connected; we are working on remotely. Thank you in advance for your patience.	9:32:20 PM
	Thank you for your patience.	9:52:18 PM
	As per discussion over the remote session, The issue is resolved.	9:52:25 PM
	Is there anything else I may help you with ?	9:52:55 PM
	Are we still connected here?	9:53:41 PM
	Are we still connected here?	9:55:09 PM
	Are we still connected here?	9:57:28 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.	9:57:32 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	9:57:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 8:06:20 PM

#81538 dsachs

Email: dsachs@acsi-az.com ☎ 14805590218

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: 37 Secs

City: QUEEN CREEK

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 54 Secs

dsachs	Hello, I am your Acebuddy	15 Sep, 8:06:22 PM
Acebuddy	Hello Donovan Sachs, I'm your Ace Buddy. I'll be happy to assist you!	8:06:23 PM
	Whom Would You Like to Connect With?	8:06:23 PM
dsachs	Managed IT	8:06:49 PM
Acebuddy	Please wait while we connect you to an available Representative.	8:06:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:06:49 PM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	8:06:59 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	8:07:13 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:07:47 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:07:53 PM
	Hello Donovan	8:08:00 PM
dsachs	Hello, we are starting to use our ACE system more and we need to get the RAM increased please. At the moment I would say if we could get bumped from the 24GB to 48 that would be great.	8:09:13 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:09:36 PM
dsachs	acsi.myrealdata.com	8:09:59 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	8:10:28 PM
	Thank you for your patience.	8:13:07 PM
	Could you please confirm if you require additional RAM for the server?	8:13:10 PM
dsachs	Yes	8:13:31 PM
Sujeet Kumar Suman	We kindly request confirmation from your registered email ID in order to proceed with your request.	8:14:02 PM
dsachs	Okay, just send an email over with the request? Do I need to include any additional information?	8:14:42 PM
Sujeet Kumar Suman	After the chat ends, we will send you an email requesting authorization for the RAM addition. Kindly reply to that email with your approval so that we can proceed further. (Edited)	8:16:33 PM
dsachs	sounds good. Thank you!	8:17:02 PM
Sujeet Kumar Suman	Is there anything else I may help you with ?	8:17:07 PM
dsachs	not at this time.	8:17:46 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:17:59 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.	8:18:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:18:08 PM

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

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

8:18:14 PM

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

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

Sujeet Kumar Suman has ended this chat session

8:18:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Sep, 1:24:01 AM

#82001 YUNYUN.Z

Email: yunyun.z@estarfirm.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: SUNNYVALE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 22 Secs

YUNYUN.Z	Hello, I am your Acebuddy	27 Sep, 1:24:02 AM
Acebuddy	Hello Yunyun.z, I'm your Ace Buddy. I'll be happy to assist you!	1:24:03 AM
	Whom Would You Like to Connect With?	1:24:03 AM
YUNYUN.Z	Technical Support (QB & App Hosting)	1:24:07 AM

Acebuddy	Welcome to Ace Support.	1:24:07 AM
	Please chose an option :	1:24:07 AM
YUNYUN.Z	I'd like to raise a Request	1:24:13 AM
Acebuddy	Please select your request type.	1:24:13 AM
YUNYUN.Z	Reboot your Server	1:24:22 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	1:24:22 AM
	Do you need any further assistance on the topic?	1:24:22 AM
YUNYUN.Z	Yes	1:24:30 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:24:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:24:30 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:24:36 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:24:40 AM
	Hello	1:24:42 AM
YUNYUN.Z	Hi Shashwat	1:24:45 AM
Shashwat Verma	I will surely help you with this issue.	1:24:53 AM
YUNYUN.Z	I just run update for lacerte and it need a reboot	1:25:08 AM
	could you start now	1:25:10 AM
Shashwat Verma	Yes	1:25:16 AM
YUNYUN.Z	my CID is 74295	1:25:26 AM
Shashwat Verma	We have initiated the reboot	1:25:48 AM
	Is there anything else I may help you with ?	1:25:51 AM
YUNYUN.Z	how long does it take?	1:26:00 AM
Shashwat Verma	It will be completed in next 1 min	1:26:11 AM
	Kindly login after 1 min	1:26:19 AM
	Server is rebooted now	1:26:25 AM
YUNYUN.Z	ok	1:26:58 AM
Shashwat Verma	Do you need any further assistance?	1:27:05 AM
YUNYUN.Z	thats all	1:27:15 AM
	thank you	1:27:19 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:27:19 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:27:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 10:05:07 PM

#82090 info

Email: info@brkimcpa.com 9729724930

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 29 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 16 Secs

info	Hello, I am your Acebuddy	30 Sep, 10:05:08 PM
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!	10:05:09 PM
	Whom Would You Like to Connect With?	10:05:09 PM
info	Technical Support (QB & App Hosting)	10:05:15 PM
Acebuddy	Welcome to Ace Support.	10:05:15 PM
	Please chose an option :	10:05:15 PM
info	I'd like to raise a Request	10:05:22 PM
Acebuddy	Please select your request type.	10:05:22 PM
info	Other Request	10:05:37 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:05:37 PM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:05:37 PM
info	Yes, I'm facing issues with my server	10:05:43 PM
Acebuddy	Please select an option!	10:05:43 PM
info	Other Issue	10:05:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:05:47 PM
info	email black list	10:05:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:05:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:05:56 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:06:31 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:06:46 PM
info	hello,	10:06:54 PM
	<i>10:07:09 PM info is sharing a file with you image.png - (Size:6.69 KB)</i>	10:07:09 PM
	I tried to send the email. but I got this message.	10:07:13 PM
	when I serach, I heared it's the message I got when the email address is blocked by the server.	10:07:40 PM
	Could you handle this issue?	10:07:58 PM
Ashutosh Mishra	Hello Annie, I will surely help you with this.	10:07:59 PM
	Kindly help me with your server name and user name?	10:08:12 PM
info	Server name : Bongryong.myrealdatal.net. and user name is ANNIE_BK.	10:08:45 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	10:09:13 PM
	May i know are you sending email through Outlook?	10:11:21 PM
info	yes	10:12:29 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	10:13:25 PM
info	yes.	10:13:30 PM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	10:14:56 PM
info	I think is only fir me at now.	10:15:11 PM
	*for	10:15:16 PM
Ashutosh Mishra	Does the issue occur with a particular recipient email or for all receivers whom you are sending the email?	10:17:01 PM
info	with only one email.	10:17:18 PM
Ashutosh Mishra	Thank you for providing the details.	10:17:56 PM
	Kindly allow me two minutes to check the same.	10:18:00 PM
	May I know the email address of receiver?	10:19:43 PM

info	cindy@hnrcorp.net	10:19:57 PM
Ashutosh Mishra	Have you ever sent the email to this receiver before from the server?	10:20:57 PM
info	yes	10:21:09 PM
	even yesterday, I sent.	10:21:18 PM
	But today, suddenly I couldn't send an email.	10:21:28 PM
Ashutosh Mishra	Our apologies for the inconvenience. I will have to escalate this issue for thorough investigation and further assistance, the escalation team may reach out to you within two hours if the proposed resolution requires client-side input. Please share a callback number, timeframe and Timezone and we will move ahead with identifying the root cause and provide further updates. (Edited)	10:27:15 PM
info	972-972-4930, GMT-5	10:28:19 PM
	Can I ask what phone number is using? sometimes we missed if we got phone call from the number we don't know. So I'd like to put memo internally	10:29:41 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	10:30:44 PM
	Please allow me to inform, the numbers are not fixed as they are IP based contact numbers however, we can update you over the email and also within two hours we will reach out to you so within this timeframe you can be sure we will contact you.	10:34:20 PM
info	okay. thank you.	10:34:54 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:35:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:35:12 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:35:16 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	10:35:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Sep, 11:05:02 PM

#82014 paul

Email: paul@fhbcpa.com ☎ 0000000000

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 11 Secs

City: MACHIPONGO

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 26 Secs

paul	Hello, I am your Acebuddy	27 Sep, 11:05:03 PM
Acebuddy	Hello Paul, I'm your Ace Buddy. I'll be happy to assist you!	11:05:04 PM
	Whom Would You Like to Connect With?	11:05:04 PM
paul	Technical Support (QB & App Hosting)	11:05:12 PM
Acebuddy	Welcome to Ace Support.	11:05:12 PM
	Please chose an option :	11:05:12 PM
paul	I'd like to report an Issue	11:05:20 PM
Acebuddy	Please select an option!	11:05:20 PM
paul	Password Reset	11:05:23 PM
Acebuddy	Please select an option below	11:05:23 PM
paul	Already Enrolled to Selfcare Portal	11:05:32 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:05:32 PM
	Do you need any further assistance on the topic?	11:05:32 PM
paul	Yes	11:05:36 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:05:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:05:36 PM
paul	CID74389	11:05:52 PM
	I can not reset password as directed to by the email sent to me by my boss.	11:06:09 PM

Ashutosh Mishra accepted the chat transfer request.

11:06:23 PM

Ashutosh Mishra Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. 11:06:35 PM

paul the document says to click on the pw reset and then use the email to reset to gain access to the portal... 11:06:39 PM

but it autofills a email that is not my email address 11:06:52 PM

Ashutosh Mishra In such case simply click on the email block again and enter your email address. 11:07:35 PM

paul I have. I will not accept any text input 11:08:15 PM

Ashutosh Mishra May I take the remote access of your local computer to assist with this? 11:09:11 PM

paul Yes 11:09:51 PM

Ashutosh Mishra Prior providing the access, I would suggest you to close any important documents at your end. 11:10:18 PM

Kindly paste this link in the browser of local computer and join the session. 11:10:29 PM

<https://assist.acecloudhosting.com/join/5382905883> 11:10:30 PM

paul k. 11:10:31 PM

Ashutosh Mishra We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. 11:13:55 PM

As per discussion over the remote session, The issue will be resolved once the password is reset through My Portal by registered contact. The necessary instructions will be sent over the email and will also follow up to ensure issue is permanently resolved. 11:30:08 PM

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. 11:30:15 PM

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
Thanks! 11:30:22 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

11:30:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 8:30:15 PM

#81079 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Mins 44 Secs

City: SANTA RITA

State: Zambales

Country: PHILIPPINES

Chat Transcript

Chat Duration : 21 Mins 8 Secs

Maricel	Hello, I am your Acebuddy	2 Sep, 8:30:15 PM
	Hello, follow up please	8:30:27 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:31:42 PM
	Please hold on Liza, let me take a follow up with the concern team.	8:32:20 PM
Maricel	Yes please, thank you	8:35:11 PM
Shubham Maurya	I apologize for the delay, please hold on, we are still waiting for a confirmation.	8:44:36 PM
	Okay, It's done.	8:45:14 PM
	Please check and let us know are you able to connect.	8:45:28 PM
	Are we still connected here?	8:48:47 PM
	Are we still connected here?	8:49:51 PM
	Are we still connected here?	8:50:50 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:51:40 PM
	<i>Shubham Maurya has ended this chat session</i>	8:52:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 1:12:42 PM

#81055 ROSE DE LA LLANA

Email: rosedelallana@gmail.com ☎ 7879994901

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: 25 Secs

City: CAROLINA

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 39 Mins 35 Secs

ROSE DE LA LLANA	Hello, I am your Acebuddy	2 Sep, 1:12:42 PM
Acebuddy	Hello Rose De La Llana, I'm your Ace Buddy. I'll be happy to assist you!	1:12:43 PM
	Whom Would You Like to Connect With?	1:12:43 PM
ROSE DE LA LLANA	Technical Support (QB & App Hosting)	1:12:50 PM
Acebuddy	Welcome to Ace Support.	1:12:50 PM
	Please chose an option :	1:12:50 PM
ROSE DE LA LLANA	I'd like to report an Issue	1:13:08 PM
Acebuddy	Please select an option!	1:13:08 PM
ROSE DE LA LLANA	Other Issue	1:13:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:13:19 PM
ROSE DE LA LLANA	cannot access from my home... it says no connection...	1:13:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:13:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:13:52 PM

	<i>Shubham Kataria accepted the chat transfer request.</i>	1:14:02 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	1:14:08 PM
	Hello Rose	1:14:19 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:14:25 PM
ROSE DE LA LLANA	hi.	1:14:28 PM
	<i>1:15:06 PM ROSE DE LA LLANA is sharing a file with you image.png - (Size:19.74 KB)</i>	1:15:06 PM
Shubham Kataria	Thank you for the information.	1:15:41 PM
	Kindly confirm if you're the only user who is facing this issue.	1:15:57 PM
ROSE DE LA LLANA	well- here is 3:46am so no one in my office is working now...	1:16:26 PM
Shubham Kataria	Alright, I will assist you with this.	1:16:37 PM
	May I take the remote access of your local computer?	1:16:43 PM
ROSE DE LA LLANA	yes	1:16:57 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	1:17:03 PM
ROSE DE LA LLANA	done	1:17:25 PM
Shubham Kataria	https://assist.acecloudhosting.com/join/7582155147	1:17:27 PM
	Kindly paste this link in the browser of local computer and join the session.	1:17:31 PM
ROSE DE LA LLANA	done	1:18:40 PM
	<i>1:19:32 PM Shubham Kataria is sharing a file with you image.png - (Size:78.41 KB)</i>	1:19:32 PM
	<i>I'm currently waiting to connect to the remote session.</i>	
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:19:44 PM
	Thank you for your patience.	1:47:35 PM
	Since the remote session was disconnected and you mentioned you'll be using it in the office but now want to use it from home, please try rebooting your internet router once or switch to a different internet connection.	1:48:57 PM
	The latency is currently exceeding 2000 ms, whereas it should ideally be between 50 to 70 ms.	1:49:56 PM
	Are we still connected here?	1:50:42 PM
	Are we still connected here?	1:51:27 PM
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:52:15 PM
	<i>Shubham Kataria has ended this chat session</i>	1:52:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 5:53:04 PM

#81119 rtatpati

Email: rtatpati@data-keeper.com ☎ 19886750573

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 53 Secs

City: MAHADEVAPURA

State: Karnataka

Country: INDIA

Chat Transcript

Chat Duration : 46 Mins 2 Secs

rtatpati	Hello, I am your Acebuddy	3 Sep, 5:53:05 PM
Acebuddy	Hello Rtatpati, I'm your Ace Buddy. I'll be happy to assist you!	5:53:06 PM
	Whom Would You Like to Connect With?	5:53:06 PM
rtatpati	Technical Support (QB & App Hosting)	5:53:14 PM
Acebuddy	Welcome to Ace Support.	5:53:14 PM
	Please chose an option :	5:53:14 PM
rtatpati	I'd like to report an Issue	5:53:35 PM
Acebuddy	Please select an option!	5:53:35 PM
rtatpati	Other Issue	5:53:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:53:40 PM
rtatpati	Ticket ID: 760785	5:53:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:53:48 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	5:53:48 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:53:52 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:54:03 PM
rtatpati	Ticket ID: 760785	5:54:04 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	5:54:13 PM
rtatpati	Shubham gupta was handling this in the morning he was going to connect at 5 pm ISt	5:54:26 PM
	i did not receive any call but an email saying he tried to connect	5:54:40 PM
	he was going to check with escalation team on my excel issue	5:54:57 PM
Shubham Maurya	Thanks for the patience. As I can see that you do have an open ticket for "Issue in QB Data export in Excel"	5:55:20 PM
rtatpati	yes correct	5:56:22 PM
Shubham Maurya	Kindly login to server so that I can take the remote access of the server and check the error at your end.	5:56:33 PM
	May I take the remote access of your server?	5:56:44 PM
rtatpati	one second	5:56:50 PM
	yes	5:57:37 PM
Shubham Maurya	Please login to server so that we can take remote, as we can check right now no users are logged into server.	5:58:29 PM
rtatpati	done	5:58:34 PM
	pls check now	5:58:40 PM
Shubham Maurya	Alright, Please accept remote access request.	5:58:54 PM
rtatpati	ok	5:59:01 PM
	i did not get it	5:59:30 PM
	the access request	5:59:52 PM
Shubham Maurya	Kindly allow me some time, Please stay logged in. thank you.	6:00:20 PM
rtatpati	ok	6:00:24 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/6322996710	6:01:53 PM
	Kindly paste this link in the browser of server computer and join the session.	6:02:14 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.	6:39:07 PM
	<i>Ended due to chat idle timeout</i>	6:39:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 9:50:08 PM

#81693 Srinivasa Mandava

Email: mandava@hotmail.com 4083680461

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: 46 Secs

City: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 47 Secs

Srini Mandava	Hello, I am your Acebuddy	18 Sep, 9:50:09 PM
Acebuddy	Hello Srini Mandava, I'm your Ace Buddy. I'll be happy to assist you!	9:50:09 PM
	Whom Would You Like to Connect With?	9:50:09 PM
Srini Mandava	Technical Support (QB & App Hosting)	9:50:16 PM
Acebuddy	Welcome to Ace Support.	9:50:16 PM
	Please chose an option :	9:50:16 PM
Srini Mandava	I'd like to raise a Request	9:50:25 PM
Acebuddy	Please select your request type.	9:50:25 PM
Srini Mandava	Password Reset	9:50:31 PM
Acebuddy	Please select an option below	9:50:31 PM
Srini Mandava	Already Enrolled to Selfcare Portal	9:50:38 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:50:38 PM

	Do you need any further assistance on the topic?	9:50:38 PM
Srini Mandava	Yes	9:50:46 PM
Acebuddy	Please wait while we connect you to our Support Representative <i>Acebuddy (bot) forwarded the chat request</i>	9:50:46 PM
	<i>Dushyant declined the transfer request.</i>	9:51:19 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:51:36 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:51:41 PM
	Hello Srini	9:51:48 PM
Srini Mandava	Hello	9:52:01 PM
	<i>Sujeet Kumar Suman is transferring the chat to Sanyam Madan.</i>	9:52:08 PM
	When I tried to end the UID as my CID	9:52:16 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:52:19 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:52:26 PM
Srini Mandava	it's not finding it	9:52:27 PM
Sanyam Madan	No worries , let me fetch your details	9:52:44 PM
	Your CID number is CID69030	9:53:42 PM
Srini Mandava	Yes	9:53:52 PM
	But I see different questions and an email does not belong to me is there	9:54:14 PM
	My email is mandava@hotmail.com	9:54:29 PM
	there i see different email when tried to change the pwd	9:54:52 PM
Sanyam Madan	. (Edited)	9:55:00 PM
Srini Mandava	on self care portal	9:55:01 PM
	ok	9:55:11 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	9:55:42 PM
Srini Mandava	ok	9:57:25 PM
Sanyam Madan	china.yadlapalli@gmail.com does this email id belongs to you ?	9:57:32 PM
Srini Mandava	That is my accounting Admin	9:58:40 PM
	But when I tried to reset the password for this CID in selfcare portal, it's showing some thing starting with q and looks like a outlook.com	9:59:43 PM
Sanyam Madan	Okay so you can ask your accounting admin to reset your password via MyPortal	10:00:36 PM
	reference link : myportal.acecloudhosting.com	10:01:07 PM
Srini Mandava	yes	10:02:10 PM

	<i>10:02:14 PM</i> Srini Mandava is sharing a file with you 1_image.png - (Size:37.11 KB)	10:02:14 PM
	That's not even his email	10:02:30 PM
Sanyam Madan	We can do two things either you can send us an email from china.yadlapalli@gmail.com authorizing your password reset	10:04:31 PM
	or we can disenroll you from the selfcare portal and you can enroll again with your email id and reset your password (Edited)	10:05:03 PM
Srini Mandava	OK I will ask him to send a request.	10:05:47 PM
Sanyam Madan	Sure, as soon as we will receive the email, we will reset it right away	10:06:12 PM
	Is there anything else I may help you with ?	10:06:14 PM
Srini Mandava	thats it	10:06:31 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:06:48 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:06:52 PM
	<i>Sanyam Madan has ended this chat session</i>	10:06:56 PM



Chat Transcript

error pop up

Visitor Details 15 Sep, 7:32:43 PM

#81537 Tayler Lopez

Email: taylor@soleilfloors.com ☎ 5122180400

Department: Support(QB & App Hosting)

Operator: Dharmendra Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 4 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Tayler Lopez	error pop up	15 Sep, 7:32:44 PM
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	7:32:47 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>	7:32:54 PM
Tayler Lopez	hi, I have an error pop up that won't go away	7:33:27 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>	7:43:16 PM
	<i>Dharmendra Kumar accepted the chat transfer request.</i>	7:44:11 PM
Dharmendra Kumar	Thank you for contacting Ace Cloud Hosting. My name is Dharmendra Kumar. I will be assisting you today.	7:44:21 PM
	Hello Lopez,	7:44:52 PM
	Lopez, are we connected.	7:46:16 PM
Tayler Lopez	yes	7:48:11 PM
	I'm still here	7:48:47 PM
Dharmendra Kumar	ok,	7:49:34 PM
	<i>7:50:08 PMTayler Lopez is sharing a file with you Capture.PNG - (Size:22.32 KB)</i>	7:50:08 PM
Tayler Lopez	this won't go away	7:50:12 PM
Dharmendra Kumar	Lopez, please provide me the business name, so that i could pullup your account real quick in here.	7:50:23 PM
Tayler Lopez	Soleil Floors	7:50:29 PM
Dharmendra Kumar	noted, allow me a moment.	7:50:45 PM
	I am accessing your server at my end.	7:51:14 PM
Tayler Lopez	ok thank you	7:53:27 PM
Dharmendra Kumar	Welcome,	7:53:35 PM
	Please let me know the User Name, which you are using to connect with the server.	7:55:00 PM
	Lopez,	7:55:05 PM
Tayler Lopez	Tayler Lopez	7:55:15 PM
	or TaylerL	7:55:17 PM
Dharmendra Kumar	Ok, I am sending my remote request to you on the screen, please accept the pop-up.	7:55:58 PM
	The quickbooks application is launching, the error pop-up is generating from somewhere else.	7:57:23 PM
	Can you logoff from server & login back once,	7:57:32 PM
	please use the logoff button & logout from server once,	7:58:10 PM

	Lopez,	7:58:15 PM
	Waiting for your response.	7:58:47 PM
	Waiting for your response.	7:59:49 PM
Tayler Lopez	yes i will	8:01:21 PM
Dharmendra Kumar	ok,	8:01:34 PM
	Now you can login back,	8:02:00 PM
	Ok, We'll have to repair .Net Framework on server. Which will take around 15-20 minutes.	8:03:54 PM
	As of now, user "Shreenwh" is also logged in apart from you.	
	Do you want us to perform this right now Or schedule it for night hours.	8:04:16 PM
	Lopez,	8:05:24 PM
	As discussed over the notepad, we are going to repair the .Net framework on your server & will give you a call back once this is done.	8:13:19 PM
	Since this session was initiated from server side & you got disconnected during the logoff activity. So I am closing this chat session here.	8:14:01 PM
	<i>Dharmendra Kumar has ended this chat session</i>	8:14:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 11:40:38 PM

#81860 Anna

Email: lightboxbooks@gmail.com ☎ +639569501228

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Mins 50 Secs

City: SAN JOSE

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 1 Hour 3 Mins

Anna	Hello, I am your Acebuddy	23 Sep, 11:40:39 PM
Acebuddy	Hello Anna Borabo, I'm your Ace Buddy. I'll be happy to assist you!	11:40:40 PM
	Whom Would You Like to Connect With?	11:40:40 PM
Anna	Technical Support (QB & App Hosting)	11:40:50 PM
Acebuddy	Welcome to Ace Support.	11:40:50 PM
	Please chose an option :	11:40:50 PM
Anna	I'd like to raise a Request	11:40:58 PM
Acebuddy	Please select your request type.	11:40:58 PM
Anna	Other Request	11:41:04 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.	11:41:04 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:41:04 PM
Anna	Yes, I'm facing issues with my server	11:41:13 PM
Acebuddy	Please select an option!	11:41:13 PM
Anna	QuickBooks Issue	11:41:19 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:41:19 PM
Anna	Other QB related issue	11:41:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:41:29 PM
Anna	can you connect me to Sandeep Kumar	11:42:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:42:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:42:14 PM
	<i>Gaurav kumar declined the transfer request.</i>	11:42:37 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:42:49 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:43:00 PM
Anna	Hi Abhay	11:43:10 PM
	772154 ticket number	11:43:17 PM
Abhay Kumar Saraswat	Hello Anna	11:43:28 PM
	Thank you for sharing the ticket number with us.	11:43:37 PM
	Kindly allow me two minutes to check the same.	11:43:41 PM

Anna	Yes you may	11:43:55 PM
Abhay Kumar Saraswat	Is this for account: Light Box Homes LLC ?	11:44:40 PM
Anna	yes	11:45:00 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:45:07 PM
	As mentioned in your subject line, " Link Payment Service, " is this regarding QuickBooks Payment Services?	11:46:18 PM
Anna	Yes, i want to link it to payment service but I encounter an error	11:46:44 PM
	<i>11:47:07 PM Anna is sharing a file with you <u>1_image.png</u> - (Size:48.83 KB)</i>	11:47:07 PM
	I tried signing again but still got this error	11:47:38 PM
Abhay Kumar Saraswat	Okay.	11:47:49 PM
	Please allow me a moment to check whether we can assist you with this or if you need to connect with Intuit directly. I'll confirm internally.	11:49:04 PM
Anna	I connect to Intuit already and said cannot assist me as I am not the one who is on their list of owner,	11:49:50 PM
	I am the bookkeeper and I am the only one who can access this, as the owner is not using QB	11:50:21 PM
Abhay Kumar Saraswat	Okay.	11:50:37 PM
Anna	I am from diff country as the owner so I cant able to check with her	11:51:24 PM
Abhay Kumar Saraswat	Do you know who the owner of this QuickBooks account is—the person who purchased the license from the QuickBooks website?	11:51:34 PM
Anna	Yes	11:51:53 PM
	We purchase this from ACE	11:52:12 PM
Abhay Kumar Saraswat	So, can't you ask the owner for the username and password for the CAMP portal from which they purchased this QuickBooks ?	11:52:49 PM
Anna	I know the username and password	11:53:15 PM
Abhay Kumar Saraswat	That's great.	11:53:25 PM
	Then may I take the remote access of your local computer?	11:53:36 PM
Anna	yes	11:53:43 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:53:54 PM
	https://assist.aceclouddhosting.com/join/7102775430	11:54:04 PM
	Kindly paste this link in the browser of local computer and join the session.	11:54:07 PM
Anna	can you just invite me please	11:55:40 PM
	the one that the support is doing before, will just accept it	11:56:11 PM

Abhay Kumar Saraswat	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.	11:58:58 PM
Anna	ok	11:59:25 PM
	<i>12:37:32 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:45.57 KB)</i>	24 Sep, 12:37:32 AM
Abhay Kumar Saraswat	Are we still connected here?	12:41:22 AM
	Are we still connected here?	12:42:12 AM
	Are we still connected here?	12:43:21 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.	12:44:22 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:44:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 9 Sep, 2:18:19 AM

#81296 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: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript Chat Duration : 44 Mins 22 Secs

George Fowler	Hello, I am your Acebuddy	9 Sep, 2:18:19 AM
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Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:18:57 AM
George Fowler	Hello Ashutosh. This is George, we just spoke. I am sorry I got pulled away from my computer but I am here now	2:19:27 AM
	the two files that are not syncing are Firehouse Grill Inc and Chi Az LLC	2:19:50 AM
Ashutosh Mishra	I understand this is an ongoing concern, previously we restored your Firehouse Grill Inc company file and saved it in the client data drive.	2:20:58 AM
	Please note that all the users would have to access the file from same location to keep the changes in sync.	2:21:34 AM
George Fowler	ok. can we please make sure that user mattb is using the firehouse grill inc file that is in my client data	2:22:21 AM
	and for chi az llc can we ensure his client data file is what is going to mine	2:22:43 AM
	firehouse grill is correct in my desktop, not mattbs	2:22:56 AM
	chi az llc is correct in mattb's desktop, not mine	2:23:07 AM
Ashutosh Mishra	Please inform all the users to access the firehouse company file from the following location D:\FH Grill Backup Restore From DropBox (Sep-07-2025)	2:23:38 AM
George Fowler	can you please help me by viewing mattbs desktop to ensure that is set up properly	2:24:06 AM
Ashutosh Mishra	Sure, please inform mattb to accept the remote access session prompt. (Edited)	2:24:36 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:24:44 AM
George Fowler	sure	2:25:11 AM
Ashutosh Mishra	I have sent requests for remote session to mattb however it seems he is not accepting the prompt. Please inform mattb to accept the prompt on the server.	2:28:06 AM
George Fowler	ok one moment	2:29:01 AM
Ashutosh Mishra	Sure	2:29:36 AM
George Fowler	ive sent him a text just waiting to hear back	2:29:57 AM
Ashutosh Mishra	It seems matt is not available currently on the server.	2:34:16 AM
George Fowler	yes he is not responding	2:35:07 AM
	let me see if i can login to his server	2:35:13 AM
	one moment	2:35:14 AM
Ashutosh Mishra	Sure	2:35:24 AM
George Fowler	ok you should be in mattbs desktop now	2:38:34 AM
Ashutosh Mishra	Yes we are connected now.	2:38:49 AM
	I have highlighted the company file, is this file that you would also like access to?	2:39:16 AM
George Fowler	can you please show me again	2:40:22 AM
	yes i believe that is the correct file to put in matts desktop	2:40:44 AM
Ashutosh Mishra	Sure, currently I am adding the location for Firehouse Grill company file that you have the correct one.	2:41:06 AM

George Fowler	thank you	2:41:31 AM
Ashutosh Mishra	Please enter password to continue and open the file.	2:41:40 AM
	Are we still connected here?	2:43:10 AM
George Fowler	yes i am here	2:43:25 AM
	ok i will do that now	2:43:28 AM
	can i use my login on his desktop?	2:43:57 AM
	or do we need to go through mattb's login in QB?	2:44:09 AM
Ashutosh Mishra	You will have to add mattb as user for this company file.	2:44:42 AM
	Currently you can login with your credentials.	2:44:54 AM
George Fowler	he is added to this file i just do not remember his password but i can login with my password to test his file	2:45:13 AM
Ashutosh Mishra	Sure you can enter your credentials.	2:45:34 AM
George Fowler	i am not seeing firehouse grill file	2:46:13 AM
	can you help me add that file to mattb login	2:46:23 AM
Ashutosh Mishra	Yes, as i showed you the location Mattb can simply go to this location and open the company file. I will also send you instructions over the email for future reference.	2:48:15 AM
George Fowler	can we also add this particular file to his QB login to ensure he goes thru the correct one	2:48:57 AM
Ashutosh Mishra	Yes now that you have opened the file once, it will be available to open by Mattb too.	2:49:43 AM
George Fowler	ok can we add this particular one to his QB login screen	2:50:14 AM
	or i can?	2:50:18 AM
	available file list	2:50:28 AM
Ashutosh Mishra	I have added the folder shortcut on the desktop.	2:51:40 AM
George Fowler	that one listed here is correct right?	2:52:31 AM
Ashutosh Mishra	Yes now the correct location is shown.	2:52:44 AM
George Fowler	one more please. the chi az file is not syncing between us	2:53:13 AM
Ashutosh Mishra	Which one is the correct one?	2:53:47 AM
	As there are two files with exact same name.	2:54:25 AM
	I have added the shortcut folder for both the company files on your desktop.	2:57:16 AM
George Fowler	let me check this one on my desktop	2:58:37 AM
Ashutosh Mishra	It is named as Client Data- Shortcut and Client Data- Shortcut (2).	2:59:53 AM
George Fowler	this is the correct file	3:00:28 AM
	the one i am logged in to	3:00:31 AM
Ashutosh Mishra		3:01:18 AM

	Great, now it will be always accessible to you on the QuickBooks.	
	Is there anything else I may help you with ?	3:01:47 AM
George Fowler	that is all thanks	3:02:54 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:03:03 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:03:08 AM
	<i>Ashutosh Mishra has ended this chat session</i>	3:03:12 AM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Sep, 12:16:44 AM

#81731 Tayler Lopez

Email: tayler@soleilfloors.com  5122180400

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 23 Secs

Tayler Lopez	Hello, I am your Acebuddy	20 Sep, 12:16:45 AM
Acebuddy	Hello Tayler, I'm your Ace Buddy. I'll be happy to assist you!	12:16:46 AM
	Whom Would You Like to Connect With?	12:16:46 AM
Tayler Lopez	Technical Support (QB & App Hosting)	12:16:52 AM
Acebuddy	Welcome to Ace Support.	12:16:52 AM

	Please chose an option :	12:16:52 AM
Tayler Lopez	I'd like to report an Issue	12:17:11 AM
Acebuddy	Please select an option!	12:17:11 AM
Tayler Lopez	Other Issue	12:17:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:17:30 AM
Tayler Lopez	outlook\	12:17:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:17:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:17:39 AM
Tayler Lopez	ticket number 770458	12:17:48 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:18:36 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:18:41 AM
	Thank you for the information and allow 2 minutes to check the same.	12:18:51 AM
	Thank you for your patience.	12:21:26 AM
	I got your ticket.	12:21:37 AM
	Please let me know how may I assist you with this?	12:21:56 AM
Tayler Lopez	I'm still having this issue	12:22:05 AM
	where things stop sending	12:22:09 AM
Abhay Kumar Saraswat	Okay.	12:22:27 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	12:22:30 AM
Tayler Lopez	only me	12:22:40 AM
Abhay Kumar Saraswat	How long have you been experiencing this issue? Was it after the Office upgrade in 2021 ?	12:23:39 AM
Tayler Lopez	Since friday night	12:24:04 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	12:24:11 AM
	I will be surely assisting you with this.	12:24:19 AM
	May I take the remote access of your local computer?	12:24:25 AM
Tayler Lopez	yes	12:24:40 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	12:24:48 AM
Tayler Lopez	done	12:25:04 AM
Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/8802331660	12:25:10 AM
	Kindly paste this link in the browser of local computer and join the session.	12:25:16 AM

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

12:30:25 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.

1:01:09 AM

Ended due to chat idle timeout

1:01:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 11:49:37 PM

#81700 Remote

Email: remote@momiitrass.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: TARETI

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 27 Mins 41 Secs

Remote	Hello, I am your Acebuddy	18 Sep, 11:49:37 PM
Acebuddy	Hello Remote, I'm your Ace Buddy. I'll be happy to assist you!	11:49:38 PM
	Whom Would You Like to Connect With?	11:49:38 PM
Remote	Technical Support (QB & App Hosting)	11:49:42 PM
Acebuddy	Welcome to Ace Support.	11:49:42 PM
	Please chose an option :	11:49:42 PM
Remote	Setback	11:49:50 PM

Acebuddy	Hello Remote, I'm your Ace Buddy. I'll be happy to assist you!	11:49:50 PM
	Whom Would You Like to Connect With?	11:49:50 PM
Remote	Managed IT	11:50:00 PM
Acebuddy	Please wait while we connect you to an available Representative.	11:50:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:50:01 PM
	<i>Shubham declined the transfer request.</i>	11:50:04 PM
	<i>Ayush Kishor accepted the chat transfer request.</i>	11:50:09 PM
Ayush Kishor	Thank you for choosing ACE cloud Hosting, my name is Ayush. How may I assist you?	11:50:38 PM
Remote	hello ayush, I am trying to get access of partnership returns in the Lacerte, can you help me with that?	11:50:53 PM
	my cpa said that I must not linked up with that, so I need to ask you.	11:51:48 PM
Ayush Kishor	May I know your company name or customer ID?	11:51:51 PM
Remote	Company name is Momii & Trass CPAs	11:52:15 PM
Ayush Kishor	Please allow me a moment, let me check	11:52:40 PM
	Kindly stay connected, I am transferring this chat to the concerned department	11:54:21 PM
Remote	ok]	11:54:27 PM
	<i>Ayush Kishor is transferring the chat to Support(QB & App Hosting).</i>	11:55:00 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:55:23 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:55:35 PM
Remote	thnks	11:55:44 PM
	I am trying to get access of partnership returns in the Lacerte, can you help me with that?	11:56:02 PM
Abhay Kumar Saraswat	Can I get your name please?	11:56:05 PM
Remote	Fatema	11:56:11 PM
Abhay Kumar Saraswat	Hello Fatema	11:56:32 PM
	How are you doing today?	11:56:42 PM
Remote	good	11:57:08 PM
Abhay Kumar Saraswat	Great.	11:57:22 PM
	Could you please elaborate more?	11:57:38 PM
Remote	my cpa said that I must not linked up with that, so I need to ask you.	11:57:54 PM
Abhay Kumar Saraswat	Not linked up with Lacerte?	11:58:46 PM
	Are we still connected here?	19 Sep, 12:01:00 AM

Remote	yes	12:01:11 AM
	i am linked with lacerte	12:01:19 AM
	but not with the other type of returns	12:01:31 AM
	which is partnership type	12:01:38 AM
Abhay Kumar Saraswat	Could you please give me your remote session and show me what exactly you are looking into?	12:02:41 AM
Remote	ok	12:02:58 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	12:03:05 AM
Remote	ok	12:03:13 AM
Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/5232875572	12:03:25 AM
	Kindly paste this link in the browser of local computer and join the session.	12:03:29 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.	12:04:52 AM
	Thank you for your patience.	12:11:20 AM
	Is there anything else I may help you with ?	12:11:24 AM
	Are we connected?	12:13:14 AM
	Are we still connected here?	12:14:20 AM
	Are we still connected here?	12:15:30 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.	12:17:15 AM
<i>Abhay Kumar Saraswat has ended this chat session</i>		12:17:19 AM



Chat Transcript

I need to access the Ace Cloud hosting portal for my new job, I have a Macbook Air and a Imac, how can I set up my Macbook to have access to the portal?

Visitor Details

29 Sep, 7:07:28 PM

#82030 Mandy Mulholland

Email: mandy@aghstore.com  +27763189058

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/knowledgebase/new-ace-cloud-hosting-setup-guide-mac/>

Operating System: Mac OS

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: MUSCHENBACH

State: Nordrheinwestfalen

Country: GERMANY

Chat Transcript

Chat Duration : 35 Mins 53 Secs

Mandy Mulholland	I need to access the Ace Cloud hosting portal for my new job, I have a Macbook Air and a Imac, how can I set up my Macbook to have access to the portal?	29 Sep, 7:07:29 PM
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.	7:07:34 PM
Mandy Mulholland	Thank you, I am looking the app store for Microsoft Remote Desktop 10, but cannot find it (has it changed?)	7:08:15 PM
Amit	Can I have the name of your account which is registered with us.	7:08:33 PM
Mandy Mulholland	American Grill & Hearth	7:08:54 PM
Amit	Thank you.	7:09:01 PM
	Let me transfer you.	7:09:13 PM
Mandy Mulholland	Okay thank you	7:09:19 PM
	<i>Amit is transferring the chat to Support(QB & App Hosting).</i>	7:09:21 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:09:56 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:09:59 PM
Mandy Mulholland	Hi Manish, I need to access the Ace Cloud hosting portal for my new job, I have a Macbook Air and a Imac, how can I set up my Macbook to have access to the portal? I am looking the app store for Microsoft Remote Desktop 10, but cannot find it (has it changed?)	7:10:45 PM
Manish Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:11:20 PM
	Are we still connected here?	7:13:35 PM
Mandy Mulholland	Hi, I will send it to you shortly	7:14:31 PM
Manish Singh	Sure	7:14:49 PM
Mandy Mulholland	myrealdata\mandy.m Finance	7:15:29 PM
	I hope this is correct	7:15:33 PM
	American Grill & Hearth	7:15:52 PM

Manish Singh	Alright, May I take remote access of your local computer?	7:16:40 PM
Mandy Mulholland	Okay, how do you want to do that?	7:16:54 PM
Manish Singh	https://assist.acecloudhosting.com/join/2432839239	7:17:08 PM
	Kindly paste this link in the browser of local computer and join the session.	7:17:12 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:17:15 PM
Mandy Mulholland	Busy downloading	7:20:15 PM
Manish Singh	Yes, it will take some time	7:20:37 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.	7:22:12 PM
	Is there anything else I may help you with ?	7:42:36 PM
Mandy Mulholland	Okay, thank you	7:43:14 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:43:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:43:23 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:43:27 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	7:43:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Sep, 3:13:03 AM

#82017 Dennis Burke

Email: dennis@fhbcpa.com ☎ 443-451-4237

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: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 42 Secs

Dennis Burke	Hello, I am your Acebuddy	28 Sep, 3:13:04 AM
Acebuddy	Hello Dennis Burke, I'm your Ace Buddy. I'll be happy to assist you!	3:13:05 AM
	Whom Would You Like to Connect With?	3:13:05 AM
Dennis Burke	Technical Support (QB & App Hosting)	3:13:16 AM
Acebuddy	Welcome to Ace Support.	3:13:16 AM
	Please chose an option :	3:13:16 AM
Dennis Burke	I'd like to raise a Request	3:13:28 AM
Acebuddy	Please select your request type.	3:13:28 AM
Dennis Burke	Other Request	3:13:44 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:13:44 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:13:44 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.	3:52:47 AM
	<i>Ended due to chat idle timeout</i>	3:52:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Sep, 3:31:07 AM

#82007 Ken Mathews**Email:** kmathews@patriotprocesseq.com  12146799979**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:** 34 Secs**City:** MOUNT IDA**State:** Oklahoma**Country:** UNITED STATES

Chat Duration : 33 Mins 26 Secs

Chat Transcript

Ken Mathews	Hello, I am your Acebuddy	27 Sep, 3:31:07 AM
Acebuddy	Hello Kmathews, I'm your Ace Buddy. I'll be happy to assist you!	3:31:08 AM
	Whom Would You Like to Connect With?	3:31:08 AM
Ken Mathews	Technical Support (QB & App Hosting)	3:31:22 AM
Acebuddy	Welcome to Ace Support.	3:31:22 AM
	Please chose an option :	3:31:22 AM
Ken Mathews	I'd like to raise a Request	3:31:30 AM
Acebuddy	Please select your request type.	3:31:30 AM
Ken Mathews	Change in Users	3:31:41 AM
Acebuddy	Please select your desired option!	3:31:41 AM
Ken Mathews	User Addition	3:31:45 AM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	3:31:46 AM
	Do you need any further assistance on the topic?	3:31:46 AM
Ken Mathews	Yes	3:31:52 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:31:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:31:52 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	3:32:51 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	3:32:59 AM
	Hello Ken	3:33:36 AM
Ken Mathews		

	Hi. Need to add a new user to PatriotProcess.myrealdata.net	3:34:34 AM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:35:12 AM
Ken Mathews	User is Irvin Molina. Let's call him IrvinM	3:36:15 AM
Sujeet Kumar Suman	Thank you for the information.	3:36:52 AM
	Are you receiving an error while creating a user in MyPortal, or do you need assistance on how to add a user?	3:37:34 AM
Ken Mathews	Please confirm users Jenny Kirk and John Daniel are both off the user list as well.	3:37:56 AM
	The portal is only on our bookkeeper's profile and she can't use it.	3:38:29 AM
Sujeet Kumar Suman	Let me check.	3:39:27 AM
	Thank you for your patience.	3:43:09 AM
	As per our records, user Jenny Kirk is already off, and we are unable to find user John Daniel in either the active or disabled user list.	3:43:10 AM
Ken Mathews	Ok, he may have used her profile.	3:43:36 AM
	Needs Sage instance on user. No Office Apps necessary.	3:44:30 AM
Sujeet Kumar Suman	Sure, I will assist you.	3:45:03 AM
	May we connect remotely so we can guide you on how to create a user from MyPortal?	3:45:30 AM
Ken Mathews	I'm on a hotspot. Let me see if I have enough bandwigth.	3:46:17 AM
Sujeet Kumar Suman	Sure, please take your time	3:46:36 AM
Ken Mathews	Ok, it's up	3:47:24 AM
Sujeet Kumar Suman	Thanks for the confirmation !	3:47:31 AM
	Kindly close all important tabs and documents for not to breach any security concern.	3:47:37 AM
Ken Mathews	ok	3:47:53 AM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudbhosting.com/join/6052137389	3:47:58 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:49:41 AM
	Thank you for your patience.	3:59:12 AM
	As you do not have permission for MyPortal, we will need authentication from your registered email along with the new user's full name, contact number, and email ID	4:03:16 AM
	Is there anything else I may help you with ?	4:03:31 AM
Ken Mathews	No thanks, just the e-mail	4:03:57 AM
Sujeet Kumar Suman	Thanks for the confirmation !	4:04:18 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on	4:04:25 AM

smileys at the end of this chat.

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

4:04:28 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!

4:04:31 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/>)

Sujeet Kumar Suman has ended this chat session

4:04:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 9:35:42 AM

#81819 Rachel

Email: accounting@vbnetworks.com 12508021185

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: VICTORIA

State: British Columbia

Country: CANADA

Chat Transcript

Chat Duration : 44 Mins 42 Secs

Rachel

Hello, I am your Acebuddy

23 Sep, 9:35:43 AM

Acebuddy

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

9:35:44 AM

	Whom Would You Like to Connect With?	9:35:44 AM
Rachel	Technical Support (QB & App Hosting)	9:35:49 AM
Acebuddy	Welcome to Ace Support.	9:35:49 AM
	Please chose an option :	9:35:49 AM
Rachel	I'd like to report an Issue	9:35:53 AM
Acebuddy	Please select an option!	9:35:53 AM
Rachel	Other Issue	9:35:57 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:35:57 AM
Rachel	agent	9:36:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:36:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:36:01 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:36:56 AM
	<i>Shubham Kataria is transferring the chat to Rohan.</i>	9:37:06 AM
	<i>Rohan accepted the chat transfer request.</i>	9:37:09 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:37:14 AM
Rachel	Hello, my ticket # 771626 . I have followed the instructions and logged into the new Oxbow user profile by using the RDP connection. Could you confirm if this is resolved?	9:37:29 AM
Rohan	Hello Rachel, how are you doing today ?	9:37:32 AM
	Thank you for Providing the details.	9:38:10 AM
	I will surely help you with this issue.	9:38:33 AM
Rachel	thanks	9:38:38 AM
Rohan	Kindly allow me 2-3 minutes to check the same.	9:38:48 AM
Rachel	sure	9:38:53 AM
Rohan	Rachel, As I can check you have not logged in yet. Kindly login again and confirm us so that we can provide the required shortcut	9:42:10 AM
Rachel	I don't have the new user's information such as the username. Could you provide that to me?	9:42:45 AM
	I don't know where to find the user Oxbow username	9:43:12 AM
Rohan	Please log in to My Portal again, go to the user section where you created this user, download the RDP file for this user, and reset the password if required. (Edited)	9:44:30 AM
Rachel	I have the password, but I don't know what the username is	9:44:59 AM
	Where do I find that?	9:45:22 AM
Rohan	You can download the RDP file for this user from the user section; it contains all the required information to log in to the server.	9:46:51 AM

	The username is: oxbow.a@myrealdata.net.	
Rachel	ok logged in now.	9:47:27 AM
	thxs	9:47:30 AM
Rohan	Okay let me check	9:48:02 AM
Rachel	I can still see the sage files, and this user is not supposed to be able to see that. '	9:48:21 AM
Rohan	Please refresh and check again	9:48:52 AM
Rachel	ok let me check	9:49:17 AM
	Ok, I see it is now denied access. Is it possible to have the sage files hidden from this user?	9:50:31 AM
Rohan	Let me check	9:50:55 AM
	Kindly allow me 2-3 minutes to check the same.	9:51:09 AM
Rachel	thanks. Because in the future, if I have multiple clients using this folder, I want all the folders except theirs to be hidden.	9:51:31 AM
Rohan	May I take the remote access of your server?	9:54:27 AM
Rachel	sure	9:54:32 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	9:54:41 AM
Rachel	sure	9:54:47 AM
Rohan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:55:37 AM
Rachel	thanks	9:55:43 AM
Rohan	Will that be okay if we remove the Client Data Folder from all the users ?	9:57:42 AM
Rachel	The two other users will require access to the client data folder, since it has the sage files on it	9:58:24 AM
Rohan	Okay then I will put it on those user's desktop manually.	9:58:34 AM
Rachel	ok	9:59:01 AM
Rohan	Please verify now and let us know the status	9:59:41 AM
	Since we have already provided a shortcut to the required folder on this user's desktop, why would this user need to go to the client Data drive?	10:01:30 AM
	If we hide it, then it will be hidden for everyone. Additionally, this user won't be able to access the sage files even if they try to (Edited)	10:02:04 AM
Rachel	ok, I can still see the Sage files. I understand that the client wouldn't need to, but if they start clicking around, they'd be able to see my other client information.	10:02:42 AM
	Can you hide the sage files but add the sage files shortcut to the other two users desktop?	10:03:24 AM
Rohan	Kindly allow me some time to check	10:05:17 AM
Rachel	thanks. I have to leave for an appointment now, but could you follow up with an email?	10:05:35 AM

Rohan	I need to check the functionality first, so I just need 5 more minutes. Then I can confirm whether this is possible or not.	10:06:39 AM
Rachel	ok	10:06:45 AM
	there must be a way to hide folders based on permissions in a user group.	10:07:13 AM
Rohan	This message has been deleted	10:12:58 AM
Rachel	are we still connected?	10:14:50 AM
Rohan	Yes We are still connected	10:15:04 AM
Rachel	yes	10:15:07 AM
Rohan	Rachel, we have checked this and confirm that if we hide any folder, it will be hidden for all users. What we can do instead is restrict access to the entire D drive and provide each user access only to their corresponding folders. This way, they will not be able to see the D drive at all and will only be able to access their folder using the shortcuts provided on their desktop.	10:15:12 AM
Rachel	ok, sounds great. Thanks, that works. CarinaMex and RachelVanBuskirk users will require access to the sage files and the oxbow folder.	10:16:34 AM
Rohan	Please note that only you will have access to the entire drive, so you can create new folders for clients in the future.	10:16:51 AM
Rachel	ok, thats fine.	10:17:13 AM
	Can CarinaMex user still access the sages files and Oxbow folder though?	10:17:33 AM
	Or instead, user CarinaMax should also have access to the entire D drive. Same as myself	10:18:41 AM
Rohan	Okay these two users RachelVan & CarinaMex will have access to Sage Files and Oxbow folder and Oxbow Aquatic will requires access to only Oxbow Aquatic Services Inc right ?	10:18:43 AM
Rachel	yes	10:18:50 AM
Rohan	Okay we can do that as well	10:19:03 AM
Rachel	great. thanks.	10:19:10 AM
Rohan	Okay, We will implement the changes accordingly and will inform you via email once done	10:19:55 AM
Rachel	thank you	10:20:01 AM
Rohan	Is there anything else I may help you with ?	10:20:02 AM
Rachel	thats it	10:20:08 AM
Rohan	Thanks for the confirmation !	10:20:14 AM
	I would request you to please give your Valuable feedback after ending the chat.	10:20:15 AM
Rachel	sure	10:20:20 AM
Rohan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:20:21 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!

10:20:23 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/>)

Rohan has ended this chat session

10:20:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 12:12:04 AM

#81957 Christian

Email: christian@hmbv.co 7078059470

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: 38 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 51 Secs

Christian	Hello, I am your Acebuddy	26 Sep, 12:12:04 AM
Acebuddy	Hello Christian, I'm your Ace Buddy. I'll be happy to assist you!	12:12:05 AM
	Whom Would You Like to Connect With?	12:12:05 AM
Christian	Technical Support (QB & App Hosting)	12:12:15 AM
Acebuddy	Welcome to Ace Support.	12:12:15 AM
	Please chose an option :	12:12:15 AM

Christian	I'd like to raise a Request	12:12:24 AM
Acebuddy	Please select your request type.	12:12:24 AM
Christian	Other Request	12:12:41 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:12:41 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:12:41 AM
Christian	Yes, I'm facing issues with my server	12:12:50 AM
Acebuddy	Please select an option!	12:12:50 AM
Christian	Other Issue	12:12:54 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:12:54 AM
Christian	I need to install a app on my server	12:13:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:13:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:13:16 AM
	<i>Vignesh Arul declined the transfer request.</i>	12:13:28 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:13:37 AM
	<i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i>	12:13:44 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:13:46 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:13:50 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:13:56 AM
Christian	how do I fund it	12:14:14 AM
	I think its simonsays.myreldata.net	12:14:32 AM
Yash Kalra	Please confirm if your account name is Simon Says Packaging LLC	12:15:03 AM
Christian	yes	12:15:17 AM
Yash Kalra	Christian, kindly let us know the name of the application you would like to have installed on the server. (Edited)	12:16:14 AM
Christian	zed axis	12:16:59 AM
	currently in downloads	12:18:11 AM
	axis setup.exe	12:18:27 AM
Yash Kalra	Okay Christian, please allow me a moment to check this from the backend.	12:18:48 AM
Christian	ok	12:22:22 AM
Yash Kalra	Christian, we have received the setup, however, as per policy, we will require approval via email from the registered ID: christian@hmbv.co.	12:23:07 AM
	Once this chat ends, you will receive an approval request on the same email. Kindly provide us with	

	the approval, and we will proceed with the installation immediately.	
	Is there anything else I may help you with ?	12:23:19 AM
	Are we still connected here?	12:25:24 AM
Christian	yes	12:26:51 AM
Yash Kalra	Christian, we have received the setup, however, as per policy, we will require approval via email from the registered ID: christian@hmbv.co. Once this chat ends, you will receive an approval request on the same email. Kindly provide us with the approval, and we will proceed with the installation immediately.	12:27:02 AM
Christian	ok	12:27:16 AM
Yash Kalra	Is there anything else I may help you with ?	12:27:20 AM
Christian	no	12:27:57 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:27:58 AM
Christian	I havent got email yet assuming its coming	12:28:10 AM
Yash Kalra	christian, you will be receiving the mail once this end. Shall we proceed to end this chat now? (Edited)	12:29:10 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:29:50 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:29:53 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	12:29:56 AM



Chat Transcript

Hello, I am your Acebuddy

#81369 rhernandez

Email: rhernandez@docomopacific.com **16716864566**

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 18 Secs

City: HAGATNA

State: Guam

Country: GUAM

Chat Transcript

Chat Duration : 14 Mins 46 Secs

rhernandez	Hello, I am your Acebuddy	10 Sep, 7:38:46 AM
Acebuddy	Hello Ricardo B Hernandez, I'm your Ace Buddy. I'll be happy to assist you!	7:38:47 AM
	Whom Would You Like to Connect With?	7:38:47 AM
rhernandez	Technical Support (QB & App Hosting)	7:38:50 AM
Acebuddy	Welcome to Ace Support.	7:38:50 AM
	Please chose an option :	7:38:50 AM
rhernandez	I'd like to report an Issue	7:38:55 AM
Acebuddy	Please select an option!	7:38:55 AM
rhernandez	QuickBooks Issue	7:38:58 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:38:58 AM
rhernandez	QuickBooks Update	7:39:06 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	7:39:06 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	7:39:06 AM
	Do you need any further assistance on the topic?	7:39:06 AM
rhernandez	Yes	7:39:16 AM
Acebuddy	Please wait while we connect you to our Support Representative	7:39:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:39:16 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:39:25 AM

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	7:39:31 AM
	Hello Ricardo	7:39:35 AM
	How are you doing today?	7:39:42 AM
rherandez	hello im good	7:39:47 AM
	i need an urgent request	7:39:50 AM
	quickbooks needed an update so i pushed update and now it requires a reboot	7:40:04 AM
	it wont open up now. can you do the reboot?	7:40:14 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:40:15 AM
rherandez	docompacific.myrealdate.net	7:40:40 AM
	RicardoHe	7:40:42 AM
Shubham Kataria	please allow me a minute to reboot the server.	7:40:59 AM
rherandez	thanks	7:41:04 AM
Shubham Kataria	You're welcome	7:41:29 AM
	I've initiated the reboot, you may try to access server in next one minute.	7:43:26 AM
	Server is up now.	7:44:48 AM
rherandez	ok let me check	7:44:57 AM
Shubham Kataria	Sure, please take your time	7:45:04 AM
	<i>7:46:38 AM rherandez is sharing a file with you</i> <u>1_4DCE35AE-13B9-42A3-9BE3-70094F3789F7.png</u> - (Size:100.76 KB)	7:46:38 AM
rherandez	still says this	7:46:39 AM
Shubham Kataria	Please click on OK once and re-open QB	7:47:08 AM
	<i>7:47:25 AM Shubham Kataria is sharing a file with you</i> <u>image.png</u> - (Size:36.24 KB)	7:47:25 AM
	<i>Its opened on my end</i>	
	<i>7:47:41 AM rherandez is sharing a file with you</i> <u>1_3BB813E0-FC2A-42AD-BD1A-A108F1F1117C.png</u> - (Size:98.97 KB)	7:47:41 AM
rherandez	says this but it's up now atleast	7:47:47 AM
	are you able to run that update?	7:48:04 AM
Shubham Kataria	Let me check the updates, please allow me a minute	7:48:13 AM
	Kindly close the QB on your end	7:48:19 AM
rherandez	closed	7:48:32 AM
Shubham Kataria	Thank you, let me check the updates now	7:48:46 AM
		7:49:16 AM

Please check now

7:49:47 AM Shubham Kataria is sharing a file with you
[image.png](#) - (Size:25.74 KB)

7:49:47 AM

There are no updates pending now.

rherandez ok opened now

7:52:49 AM

thank you!

7:52:50 AM

appreciate it

7:52:52 AM

Shubham Kataria You're welcome

7:52:56 AM

Is there anything else I may help you with ?

7:52:59 AM

rherandez all good

7:53:12 AM

appreciate the quick assistance

7:53:18 AM

Shubham Kataria I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.

7:53:25 AM

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

7:53:28 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!

7:53:31 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/>)

Shubham Kataria has ended this chat session

7:53:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Sep, 4:11:54 AM

#81743 mark

Email: mark@markjkohler.com ☎ 4355907008

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: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 47 Secs

mark	Hello, I am your Acebuddy	20 Sep, 4:11:55 AM
Acebuddy	Hello Mark, I'm your Ace Buddy. I'll be happy to assist you!	4:11:56 AM
	Whom Would You Like to Connect With?	4:11:56 AM
mark	Technical Support (QB & App Hosting)	4:12:03 AM
Acebuddy	Welcome to Ace Support.	4:12:03 AM
	Please chose an option :	4:12:03 AM
mark	I'd like to raise a Request	4:12:12 AM
Acebuddy	Please select your request type.	4:12:12 AM
mark	Other Request	4:12:19 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.	4:12:19 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:12:19 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:50:42 AM
	<i>Ended due to chat idle timeout</i>	4:50:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Sep, 10:07:01 AM

#81757 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 36 Secs

City: FAIRVIEW

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 31 Secs

shari	Hello, I am your Acebuddy	21 Sep, 10:07:01 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	10:07:02 AM
	Whom Would You Like to Connect With?	10:07:02 AM
shari	Technical Support (QB & App Hosting)	10:07:10 AM
Acebuddy	Welcome to Ace Support.	10:07:10 AM
	Please chose an option :	10:07:10 AM
shari	I'd like to report an Issue	10:07:14 AM
Acebuddy	Please select an option!	10:07:14 AM
shari	QuickBooks Issue	10:07:19 AM
Acebuddy	What type of QuickBooks Issue are you facing?	10:07:19 AM
shari	QuickBooks Login Issue	10:07:23 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:07:23 AM
	Was that helpful?	10:07:23 AM
shari	No	10:07:29 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:07:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:07:29 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:07:33 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:07:38 AM
	Hello Shari	10:07:43 AM
shari		

	hi... on jks enterprise sever... the file was frozen. I had to use taskmanager to end the program now the admin user is locked	10:08:29 AM
Shubham Kataria	Alright, I will surely assist you with this.	10:09:12 AM
	Please allow me a minute to check the same.	10:09:28 AM
	Could you please try to access now as user admin was showing in disconnected state.	10:10:13 AM
shari	nope says I'm already logged in	10:10:50 AM
Shubham Kataria	Kindly confirm the username which you're trying to use?	10:11:17 AM
shari	sorry username on server is sbray	10:11:32 AM
Shubham Kataria	Alright	10:11:40 AM
	May I take the remote access of your server?	10:11:45 AM
shari	yes	10:12:07 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	10:12:12 AM
shari	but I can save you time please reboot the server	10:12:18 AM 10:12:22 AM
Shubham Kataria	We can check the issue via a remote session first, if you prefer. Alternatively, we can proceed with a server reboot directly just let me know your preference. (Edited)	10:13:21 AM
shari	just do the server reboot first i have had this too many times	10:14:00 AM 10:14:09 AM
Shubham Kataria	Alright, I have initiated the server reboot and will inform you once the server up	10:14:34 AM
	Server is up now, you may check	10:15:07 AM
	Kindly confirm if everything working fine after the reboot	10:18:08 AM
	Are we still connected here?	10:19:12 AM
shari	yes thank you I am in now	10:19:24 AM 10:19:26 AM
	take the file a while to boot	10:19:32 AM
Shubham Kataria	please confirm if the file took time to open?	10:21:12 AM
	Are we still connected here?	10:22:05 AM
	As you have disconnected the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:22:31 AM
	<i>Shubham Kataria has ended this chat session</i>	10:22:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 9:27:08 PM

#81849 jmadewell

Email: jmadewell@qimsolutions.com ☎ 19127398341

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: CLAXTON

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Secs

jmadewell	Hello, I am your Acebuddy	23 Sep, 9:27:09 PM
Acebuddy	Hello Jmadewell, I'm your Ace Buddy. I'll be happy to assist you!	9:27:10 PM
	Whom Would You Like to Connect With?	9:27:10 PM
jmadewell	Technical Support (QB & App Hosting)	9:27:22 PM
Acebuddy	Welcome to Ace Support.	9:27:22 PM
	Please chose an option :	9:27:22 PM
jmadewell	I'd like to report an Issue	9:27:28 PM
Acebuddy	Please select an option!	9:27:28 PM
jmadewell	Password Reset	9:27:32 PM
Acebuddy	Please select an option below	9:27:32 PM
jmadewell	Already Enrolled to Selfcare Portal	9:27:40 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:27:41 PM
	Do you need any further assistance on the topic?	9:27:41 PM
jmadewell	No	9:27:49 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:27:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 1:24:30 AM

#81704 Tamara Brown

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

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: NASHVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 48 Secs

Tamara Brown	Hello, I am your Acebuddy	19 Sep, 1:24:31 AM
Acebuddy	Hello Tamarabrown, I'm your Ace Buddy. I'll be happy to assist you!	1:24:32 AM
	Whom Would You Like to Connect With?	1:24:32 AM
Tamara Brown	Managed IT	1:24:53 AM
Acebuddy	Please wait while we connect you to an available Representative.	1:24:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:24:53 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	1:25:03 AM
Tamara Brown	I need help resetting my password I can't get in	1:25:04 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	1:25:14 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:25:24 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:25:30 AM

	Hello , how are you doing	1:25:41 AM
Tamara Brown	help	1:25:50 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:25:51 AM
Tamara Brown	Tamara.B@myrealdata.net	1:26:34 AM
Sanyam Madan	Since you are enrolled in selfcare portal, you can change the password from there	1:29:08 AM
	If you do not know how to do that , we can guide you in resetting your password by taking your remote access (Edited)	1:29:55 AM
	You can also contact Ashlie Smith, as she can reset your password via MyPortal	1:31:47 AM
	Are we still connected here?	1:33:03 AM
	Are we still connected here?	1:35:29 AM
	Are we still connected here?	1:37:14 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.	1:37:19 AM
	<i>Sanyam Madan has ended this chat session</i>	1:37:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 10:51:46 PM

#81439 natasha

Email: natasha@nptasolutions.com 9288996926
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: 32 Secs
City: ANNAPOLIS
State: Maryland
Country: UNITED STATES

Chat Transcript

natasha	Hello, I am your Acebuddy	11 Sep, 10:51:47 PM
Acebuddy	Hello Natasha, I'm your Ace Buddy. I'll be happy to assist you!	10:51:48 PM
	Whom Would You Like to Connect With?	10:51:48 PM
natasha	Technical Support (QB & App Hosting)	10:51:57 PM
Acebuddy	Welcome to Ace Support.	10:51:57 PM
	Please chose an option :	10:51:57 PM
natasha	I'd like to raise a Request	10:52:09 PM
Acebuddy	Please select your request type.	10:52:09 PM
natasha	Setup Ace Server	10:52:28 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:52:28 PM
natasha	Microsoft Windows	10:52:41 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	10:52:41 PM
	Do you need any further assistance on the topic?	10:52:41 PM
natasha	Yes	10:52:53 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:52:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:52:53 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:53:02 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:53:07 PM
	Hello Natasha , how are you?	10:53:25 PM
natasha	Hello, I need assistance to add a second screen on my existing server connection.	10:53:34 PM
Anjainay Singh	Sure Natasha I will surely assist you with setting up the new connection.	10:54:25 PM
	May I take the remote access of your local computer?	10:54:32 PM
natasha	yes	10:54:38 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:55:19 PM
	https://assist.acecloudhosting.com/join/9482937665	10:55:22 PM
	Please copy this URL at your new local machine and download the Remote access file.	10:55:50 PM
	Click on Accept and continue so that I can access your screen.	10:56:10 PM

We are connected. 10:56:51 PM

Please stay connected 11:11:15 PM

As issue is resolved we are disconnecting the chat. 11:12:41 PM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 11:12:48 PM

Anjainay Singh has ended this chat session 11:12:50 PM

