

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 10:01:50 PM

#76776 Adam Test
Email: aensman@calcraft.com 📞 19098792900
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: 27 Secs
City: PRESCOTT
State: Arizona
Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 46 Secs

Adam Test	Hello, I am your Acebuddy	8 May, 10:01:51 PM
Acebuddy	Hello Adam Ensman, I'm your Ace Buddy. I'll be happy to assist you!	10:01:52 PM
	Whom Would You Like to Connect With?	10:01:52 PM
Adam Test	Technical Support (QB & App Hosting)	10:01:57 PM
Acebuddy	Welcome to Ace Support.	10:01:57 PM
	Please chose an option :	10:01:57 PM
Adam Test	I'd like to report an Issue	10:02:04 PM
Acebuddy	Please select an option!	10:02:04 PM
Adam Test	Other Issue	10:02:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:02:13 PM
Adam Test	When logging in to an account, one of our users gets the pop up messages saying that anything done won't be saved.	10:03:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:03:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:03:10 PM
	<i>Rohan Prajapati declined the transfer request.</i>	10:03:13 PM

	<i>Shashwat Verma accepted the chat transfer request.</i>	10:03:33 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:03:36 PM
	Hello Adam	10:03:40 PM
	Could you please show me that prompt?	10:03:54 PM
	<i>10:04:44 PMAdam Test is sharing a file with you</i> Ace Cloud Issues 2.png - (Size:144.27 KB) <i>This pops up after clicking, "Dismiss."</i>	10:04:44 PM
	<i>10:04:44 PMAdam Test is sharing a file with you</i> Ace Cloud Issues.png - (Size:262.57 KB) <i>This pops up first.</i>	10:04:44 PM
	Are you getting this pop by doing some particular steps or application?	10:05:42 PM
Adam Test	It's after signing in.	10:06:20 PM
Shashwat Verma	Okay got it	10:06:22 PM
	I will surely help you with this issue.	10:06:29 PM
	Kindly allow me two minutes to check the same.	10:06:31 PM
Adam Test	OK	10:06:37 PM
Shashwat Verma	May I take the remote access of your local computer?	10:08:04 PM
Adam Test	Yeah	10:08:23 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:08:29 PM
	https://assist.acecloudhosting.com/join/2022116169	10:08:41 PM
Adam Test	The issue was on another user's computer just so you know.	10:08:59 PM
Shashwat Verma	No problem, kindly share the link with that user or ask them to connect with us	10:09:19 PM
Adam Test	OK sent it to them.	10:10:11 PM
Shashwat Verma	Sure	10:10:28 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:11:46 PM
	As per the remote session, we have resolved Admin issue and will update you for the Janet and Brett issue shortly	10:25:56 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:26:33 PM
	<i>Shashwat Verma has ended this chat session</i>	10:26:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 May, 10:48:29 AM

#76617 rhernandez
Email: rhernandez@docomopacific.com ☎ 16716864566
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: 22 Secs
City: TAMUNING
State: Guam
Country: GUAM

Chat Transcript

Chat Duration : 3 Mins 40 Secs

rhernandez	Hello, I am your Acebuddy	6 May, 10:48:29 AM
Acebuddy	Hello Rhernandez, I'm your Ace Buddy. I'll be happy to assist you!	10:48:31 AM
	Whom Would You Like to Connect With?	10:48:31 AM
rhernandez	Technical Support (QB & App Hosting)	10:48:43 AM
Acebuddy	Welcome to Ace Support.	10:48:43 AM
	Please chose an option :	10:48:43 AM
rhernandez	I'd like to report an Issue	10:48:49 AM
Acebuddy	Please select an option!	10:48:49 AM
rhernandez	Other Issue	10:48:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:48:53 AM
rhernandez	working on current issue	10:49:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:49:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:49:01 AM
	<i>Manish Singh accepted the chat transfer request.</i>	10:49:23 AM

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:49:30 AM
rhernandez	hello	10:49:51 AM
	i believe ayush is working on our server	10:50:00 AM
Manish Singh	Hii	10:50:02 AM
rhernandez	need to get an update as it's almost been an hour	10:50:15 AM
Manish Singh	Yes, he is currently working on the server and it's approximately 95% complete. He will contact you with an update once it's fully done.	10:51:23 AM
	Is there anything else I may help you with ?	10:51:48 AM
rhernandez	all good thanks	10:51:55 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:52:01 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.	10:52:06 AM
	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!	
	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		10:52:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76510 Richard Reimer

Email: rreimer@kpmg.ca

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

2 May, 7:46:04 PM

Device: Desktop
Average Response Time: 44 Secs
City: OTTAWA
State: Ontario
Country: CANADA

Chat Transcript

Chat Duration : 12 Mins 42 Secs

Richard Reimer	Hello, I am your Acebuddy	2 May, 7:46:05 PM
Acebuddy	Hello Richard Reimer, I'm your Ace Buddy. I'll be happy to assist you!	7:46:06 PM
	Whom Would You Like to Connect With?	7:46:06 PM
Richard Reimer	Technical Support (QB & App Hosting)	7:46:10 PM
Acebuddy	Welcome to Ace Support.	7:46:10 PM
	Please chose an option :	7:46:10 PM
Richard Reimer	I'd like to report an Issue	7:46:16 PM
Acebuddy	Please select an option!	7:46:16 PM
Richard Reimer	Password Reset	7:46:20 PM
Acebuddy	Please select an option below	7:46:20 PM
Richard Reimer	Not Enrolled to Selfcare Portal	7:46:26 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.	7:46:26 PM
	Do you need any further assistance on the topic?	7:46:26 PM
Richard Reimer	Yes	7:46:32 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:46:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:46:32 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	7:46:34 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:47:02 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:47:04 PM
	Hello Richard	7:47:10 PM
Richard Reimer	Hello, this is in regards to ticket issue 682587.	7:47:30 PM
	I am unable to log into the clients account to assist him with his accounting issue	7:47:52 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	7:47:58 PM
	I will surely help you with this issue.	7:50:23 PM
	May I take the remote access of your local computer?	7:50:26 PM

Richard Reimer	im not sure if i will be able to as we have quite the risk protocols, but we could try	7:50:54 PM
Shashwat Verma	To check the login issue we require the local pc access	7:51:51 PM
Richard Reimer	we can try	7:52:15 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	7:53:03 PM
	https://assist.acecloudhosting.com/join/4492145344	7:53:10 PM
	Kindly Click on the link and open the downloaded file.	7:53:13 PM
Richard Reimer	i tried but was not able to open it once downloaded. our system is very locked down	7:55:23 PM
Shashwat Verma	Okay, means it blocked the remote right?	7:56:26 PM
Richard Reimer	yes	7:56:31 PM
	any other options?	7:56:45 PM
Shashwat Verma	In that case you have to first unblock the restrictions from your local IT	7:57:39 PM
	Then we'll proceed further	7:57:48 PM
Richard Reimer	ok thank you	7:57:57 PM
Shashwat Verma	This message has been deleted	7:58:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:58:42 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!	7:58:45 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Shashwat Verma has ended this chat session

7:58:47 PM



Chat Transcript

Hello, I'm having an issue with logging into our remote desktop. It keeps giving me the error below [Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer

"SunsetWest.myrealdata.net". This might mean that "SunsetWest.myrealdata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 05/06/25 05:29:30 PM Press Ctrl+C to copy.

Visitor Details

7 May, 1:52:21 AM

#76664 Lexy Rodriguez
Email: lexy@sunsetwestusa.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: SAN DIEGO
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 25 Secs

Lexy Rodriguez	Hello, I'm having an issue with logging into our remote desktop. It keeps giving me the error below [Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "SunsetWest.myrealdata.net". This might mean that "SunsetWest.myrealdata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 05/06/25 05:29:30 PM Press Ctrl+C to copy.	7 May, 1:52:22 AM
Acebuddy	Hello Lexy Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	1:52:23 AM
	Whom Would You Like to Connect With?	1:52:23 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:23:47 AM
Ended due to chat idle timeout		2:23:47 AM



LESLIE STEPHENS	Today is the start of a new server. Once I am in and try to open QB it opens up a QB Desktop Setup. I do not have the company file from our previous version, as I thought everything would be finished today.	5:57:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:57:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:57:25 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:57:27 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:57:50 PM
	Please allow me two minutes so that I can look into the issue .	6:01:16 PM
LESLIE STEPHENS	Okay	6:01:31 PM
Anjainay Singh	Please be patient with me I am looking into it so that I can provide you the exact resolution.	6:11:25 PM
LESLIE STEPHENS	That is fine.	6:11:48 PM
Anjainay Singh	As you have been migrated to new server and you are not able to find the company file to open in QB , am I right ?	6:15:34 PM
LESLIE STEPHENS	That is right.	6:15:49 PM
	<i>6:16:53 PMLESLIE STEPHENS is sharing a file with you</i> <i>QB Message.docx - (Size:129.87 KB)</i> <i>This is what appears when I try to open QB's.</i>	6:16:53 PM
Anjainay Singh	May I take the remote access of your server?	6:17:06 PM
LESLIE STEPHENS	Yes	6:17:15 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	6:17:37 PM
LESLIE STEPHENS	Okay	6:18:23 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/1152454199	6:19:30 PM
	Please copy this URL at your server so that I can access your server .	6:19:46 PM
LESLIE STEPHENS	It says out of storage space when I try to agree and download it.	6:21:18 PM
Anjainay Singh	Just allow me a minute .	6:21:43 PM
	Please try to download it	6:24:37 PM
LESLIE STEPHENS	I did. It still says that.	6:25:12 PM
Anjainay Singh	Okay let me check in .	6:25:44 PM
LESLIE STEPHENS	oKAY	6:30:13 PM
Anjainay Singh	Could you please confirm the folder or company file which is missing at your end .	6:33:36 PM
LESLIE STEPHENS	Where am I supposed to be finding the company file to download for the setup?	6:35:48 PM
Anjainay Singh	Please confirm me the company file name I may provide you the location of it .	6:36:48 PM
LESLIE STEPHENS	I honestly don't know. I was under the impression that everything was being migrated over to this new server over the weekend and it would be ready to use today.	6:37:24 PM

	But when I try to get in QB's it says it needs to be setup.	6:37:36 PM
Anjainay Singh	Could you please provide me your call back details so that we can assist you over call in real time	6:38:40 PM
LESLIE STEPHENS	6063545555	6:38:59 PM
Anjainay Singh	Please share your available time and Timezone for better assistance	6:39:55 PM
LESLIE STEPHENS	Now would be great. EST	6:40:08 PM
Anjainay Singh	Thankyou for sharing your call back details and one of our team member will reach you over call .	6:40:59 PM
	Please ensure to attend the call so that this issue can be resolved immediately .	6:41:20 PM
LESLIE STEPHENS	I just now figured it out.	6:41:48 PM
Anjainay Singh	Could you please let me know as well .	6:43:13 PM
LESLIE STEPHENS	Actually I didn't. The file is not working,.	6:43:24 PM
	How can I grant you access?	6:43:31 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/1152454199	6:44:25 PM
	Please copy this URL at your server machine browser. (Edited)	6:44:48 PM
LESLIE STEPHENS	It didn't work in the server but I done it at my local when you said to do that.	6:46:14 PM
Anjainay Singh	Please do it at local now .	6:46:27 PM
	As everything is resolved , you may end this chat session.	7:05:45 PM
	Please also provide your positive feedback by clicking on smiling emoji .	7:06:22 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:06:37 PM

Anjainay Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77233 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net 📞 15185870100

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

20 May, 5:05:49 PM

Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: SARATOGA SPRINGS
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 1 Sec

Jennifer Snyder	Hello, I am your Acebuddy	20 May, 5:05:51 PM
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!	5:05:52 PM
	Whom Would You Like to Connect With?	5:05:52 PM
Jennifer Snyder	Technical Support (QB & App Hosting)	5:06:00 PM
Acebuddy	Welcome to Ace Support.	5:06:00 PM
	Please chose an option :	5:06:00 PM
Jennifer Snyder	I'd like to report an Issue	5:06:02 PM
Acebuddy	Please select an option!	5:06:02 PM
Jennifer Snyder	Other Issue	5:06:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:06:08 PM
Jennifer Snyder	Ca not log in	5:06:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:06:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:06:17 PM
Jennifer Snyder	Username: myrealdataljenniferSn.q14	5:06:25 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:06:29 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:06:43 PM
	<i>5:07:33 PMJennifer Snyder is sharing a file with you</i> Capture.JPG - (Size:24.79 KB)	5:07:33 PM
	Since when you are facing this issue .	5:07:56 PM
Jennifer Snyder	this morning	5:08:04 PM
Anjainay Singh	Are other users also facing the same issue ?	5:09:03 PM
Jennifer Snyder	I do not know, the only other user is not in today	5:09:27 PM
Anjainay Singh	May I take the remote access of your local computer?	5:09:38 PM
Jennifer Snyder	yes	5:10:00 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	5:10:03 PM

	https://assist.acecloudhosting.com/join/9182193535	5:10:06 PM
	Please copy this URL at your local machine browser so that I can access the machine .	5:10:26 PM
	Please enter your password .	5:16:04 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:19:28 PM
Jennifer Snyder	ok	5:19:35 PM
Anjainay Singh	You may end this chat session.	5:19:45 PM
Jennifer Snyder	ok	5:19:50 PM
	<i>Jennifer Snyder has ended this chat session</i>	5:19:53 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 May, 2:53:54 AM

#76853 Long Doan
Email: accounting@realtygroupmn.com ☎ 19522049081
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 55 Secs
City: SAN RAFAEL
State: Cavite
Country: PHILIPPINES

Chat Transcript

Chat Duration : 27 Mins 5 Secs

Long Doan	Hello, I am your Acebuddy	10 May, 2:53:55 AM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	2:53:56 AM
	Whom Would You Like to Connect With?	2:53:56 AM

Long Doan	Technical Support (QB & App Hosting)	2:54:05 AM
Acebuddy	Welcome to Ace Support.	2:54:05 AM
	Please chose an option :	2:54:05 AM
Long Doan	I'd like to report an Issue	2:54:14 AM
Acebuddy	Please select an option!	2:54:14 AM
Long Doan	Other Issue	2:54:20 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:54:20 AM
	<i>2:55:08 AM</i> Long Doan is sharing a file with you image.png - (Size:12.4 KB) <i>cannot access Deluxe echecks on a new account</i>	2:55:08 AM
	Please wait while we connect you to a Support Representative	2:55:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:55:08 AM
	<i>Gaurava Tyagi declined the transfer request.</i>	2:55:10 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:55:26 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:55:42 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:56:02 AM
Long Doan	RealtyGroupLLC.myrealdata.net	2:57:11 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	2:57:20 AM
Long Doan	User name: myrealdata\LesterCruz	2:57:59 AM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	2:59:07 AM
Long Doan	all of us	2:59:22 AM
Ashutosh Mishra	Is this the first time you are facing this issue?	3:00:24 AM
Long Doan	no the same thing happened when we created a new bank account linked to deluxe echecks	3:01:17 AM
Ashutosh Mishra	Thanks for the confirmation !	3:01:44 AM
	May I take the remote access of your server?	3:01:48 AM
Long Doan	a moment please	3:02:06 AM
Ashutosh Mishra	Sure, please take your time	3:02:11 AM
Long Doan	all good now	3:03:18 AM
Ashutosh Mishra	The issue is resolved?	3:03:52 AM
Long Doan	no you may remote access our server	3:04:28 AM
Ashutosh Mishra	Sure, Prior providing the access, I would suggest you to close any important documents at your end.	3:04:34 AM
Long Doan	done	3:04:57 AM

Ashutosh Mishra	As per discussion over the remote session, Their are pending updates for QuickBooks, as approved by you this will be scheduled for night hours after which we can verify if issue persists.	3:20:19 AM
Long Doan	Got it thanks	3:20:41 AM
Ashutosh Mishra	Thanks for the confirmation !	3:20:47 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:20:52 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	3:20:58 AM
	<i>Ashutosh Mishra has ended this chat session</i>	3:21:01 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77040 Lynnette Lin

Email: office@pbislandhospice.org 📞 15618328585

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: WEST PALM BEACH

State: Florida

Country: UNITED STATES

15 May, 1:14:13 AM

Lynnette Lin	Hello, I am your Acebuddy	15 May, 1:14:14 AM
Acebuddy	Hello Lynnette Lin, I'm your Ace Buddy. I'll be happy to assist you!	1:14:14 AM
	Whom Would You Like to Connect With?	1:14:14 AM
Lynnette Lin	Technical Support (QB & App Hosting)	1:14:44 AM
Acebuddy	Welcome to Ace Support.	1:14:44 AM
	Please chose an option :	1:14:44 AM
Lynnette Lin	I'd like to report an Issue	1:14:55 AM
Acebuddy	Please select an option!	1:14:55 AM
Lynnette Lin	Other Issue	1:15:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:15:25 AM
Lynnette Lin	I am not able to login	1:15:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:15:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:15:49 AM
	<i>Tushar accepted the chat transfer request.</i>	1:16:19 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	1:16:25 AM
Lynnette Lin	Hello Tushar. I am having trouble understanding what the men were saying on the phone. I need someone who can speak clearly to assist me in resolving the issue of logging into Ace Cloud Hosting.	1:17:39 AM
Tushar	I will surely help you with this issue.	1:18:39 AM
	According to your previous ticket it's mentioned that you were unable to login and it was because you recently had your password reset and old credentials were saved which was causing the issue.	1:21:33 AM
	Did the issue reoccur same as pervious ?	1:22:00 AM
Lynnette Lin	Yes. And the gentleman installed a myrealdata.net on my laptop and when I click on it, and I try to put in my password it does not accept it. I would be glad to show you if you want to log into my computer.	1:25:02 AM
Tushar	Sure.	1:26:01 AM
	May I take the remote access of your local computer?	1:26:04 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:26:07 AM
Lynnette Lin	Of course.	1:26:27 AM
Tushar	https://assist.acecloudhosting.com/join/5672055432	1:26:30 AM
	Kindly Click on the link and open the downloaded file.	1:26:34 AM
	Kindly show me the login icon that the previous engineer edited.	1:27:56 AM
Lynnette Lin	Login attempt failed	1:28:48 AM

Tushar	Kindly enter the password one more time.	1:30:03 AM
	Kindly allow me some time to check the user profile status if its blocked by multiple failed attempts or not.	1:31:13 AM
Lynnette Lin	Okay	1:31:23 AM
Tushar	Thank you for waiting.	1:35:09 AM
	DO you have credentials for MyPortal login?	1:35:22 AM
Lynnette Lin	What do you mean Credentials?	1:36:22 AM
	CID66162	1:36:35 AM
Tushar	Let me show you from there we can reset your password.	1:36:43 AM
	Kindly enter the verification code.	1:37:33 AM
	Kindly make new password.	1:39:02 AM
	Lets log of and relog in just to be sure.	1:41:50 AM
	It is working fine now.	1:42:32 AM
	Is there anything else I may help you with ?	1:42:34 AM
Lynnette Lin	Okay. So when our accountant wants to log in, what do they do? (I know that I will have to be off Quick Books as we only have one user at a time. But how do they remotely log in?	1:44:03 AM
Tushar	By remotely login you mean you want your accountant to use your user profile?	1:45:06 AM
Lynnette Lin	When they go into ACE Cloud, do they use our CID66162 and our login or do they use our email address, as they did before?	1:46:19 AM
Tushar	I don't know how they did before, but if you share your icon through which you login to your user profile, they will be able use your profile they will need your password sharing a user profile comes with security risk as they can see all your client data folder.	1:49:28 AM
Lynnette Lin	Thank you so much. I do not keep client data in the computer for just that reason. I appreciate your patience. I hope we are all set now.	1:50:50 AM
Tushar	Okay.	1:51:13 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:51:15 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:51:19 AM
Lynnette Lin	You too.	1:51:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 May, 10:04:07 PM

#76455 ricky pais
Email: ricky@brannanhessel.cpa
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 31 Secs
City: WILLISTON
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 43 Secs

ricky pais	Hello, I am your Acebuddy	1 May, 10:04:08 PM
Acebuddy	Hello Ricky, I'm your Ace Buddy. I'll be happy to assist you!	10:04:08 PM
	Whom Would You Like to Connect With?	10:04:08 PM
ricky pais	Technical Support (QB & App Hosting)	10:04:18 PM
Acebuddy	Welcome to Ace Support.	10:04:19 PM
	Please chose an option :	10:04:19 PM
ricky pais	I'd like to report an Issue	10:04:24 PM
Acebuddy	Please select an option!	10:04:24 PM
ricky pais	Other Issue	10:04:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:04:27 PM
ricky pais	please see my current open ticket issues, i had to switch to local	10:04:45 PM

Acebuddy	Please wait while we connect you to a Support Representative	10:04:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:04:45 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:04:50 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:05:01 PM
ricky pais	ok, i am out. do you see any other users still active?	10:05:19 PM
Ashutosh Mishra	Yes, Rose.D and AprilWhi are still connected.	10:06:01 PM
ricky pais	can you please send them a notification? i will see if i can sign off user rose. worst case you may have to force the reset?	10:06:40 PM
Ashutosh Mishra	I have sent the notification.	10:06:45 PM
	If you want i can sign off the users from my end and reboot server.	10:07:06 PM
ricky pais	you may have to, i was able to remove Rose, but i cant reach april	10:08:17 PM
Ashutosh Mishra	Sure, i am signing out the user and starting the reboot.	10:08:38 PM
ricky pais	thank you	10:09:28 PM
	please let me know as soon as users can start signing back in	10:10:15 PM
Ashutosh Mishra	I have rebooted the server and users can log back in. (Edited)	10:11:55 PM
ricky pais	they are all trying to log in, i will do the same	10:13:31 PM
	i was able to sign in and it seems to be functioning. i will go and ask others	10:17:38 PM
Ashutosh Mishra	Thanks for the confirmation !	10:18:00 PM
	Sure, please take your time	10:18:07 PM
ricky pais	they are all still trying to get into things.	10:19:30 PM
Ashutosh Mishra	Are we still connected here?	10:24:10 PM
ricky pais	YES	10:24:18 PM
	it appears to be working	10:24:22 PM
Ashutosh Mishra	Great!	10:24:30 PM
	Is there anything else I may help you with ?	10:24:33 PM
ricky pais	no, thank you. our other server may be having the same issue, they will probably be reaching out to you.	10:25:11 PM
Ashutosh Mishra	Thanks for the confirmation !	10:25:43 PM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	10:25:46 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:25:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 8:10:20 PM

#77069 Kevinder
Email: k.singh@innercircle.cpa
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 3 Secs
City: NAWANSHAHR
State: Punjab
Country: INDIA

Chat Transcript

Chat Duration : 1 Hour 1 Min

Kevinder	Hello, I am your Acebuddy	15 May, 8:10:21 PM
Acebuddy	Hello K.singh, I'm your Ace Buddy. I'll be happy to assist you!	8:10:21 PM
	Whom Would You Like to Connect With?	8:10:21 PM
Kevinder	Technical Support (QB & App Hosting)	8:10:27 PM
Acebuddy	Welcome to Ace Support.	8:10:27 PM
	Please chose an option :	8:10:27 PM
Kevinder	I'd like to report an Issue	8:10:34 PM
Acebuddy	Please select an option!	8:10:34 PM
Kevinder	QuickBooks Issue	8:10:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:10:40 PM
Kevinder	Other QB related issue	8:10:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:10:47 PM
Kevinder	I have raised a query earlier regarding the QuickBooks issue. Here is the ticket number 694851	8:11:35 PM

Acebuddy	Please wait while we connect you to a Support Representative	8:11:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:11:36 PM
Kevinder	okay	8:12:36 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:12:50 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:13:01 PM
Kevinder	Hi Anjainay	8:13:22 PM
	I have raised a query earlier regarding the QuickBooks issue. Here is the ticket number 694851	8:13:25 PM
Anjainay Singh	Please provide me two minutes so that I can go through ticket details.	8:14:20 PM
Kevinder	okay sure	8:14:36 PM
Anjainay Singh	Could you please mention your issue , with which I can assist you with . (Edited)	8:17:57 PM
Kevinder	I am unable to pull reports in excel format.	8:18:50 PM
Anjainay Singh	Please allow me two minutes so that I can check backend settings at my end .	8:19:18 PM
Kevinder	okay	8:19:22 PM
Anjainay Singh	May I take the remote access of your server?	8:20:21 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:20:46 PM
Kevinder	yes	8:20:53 PM
	okay	8:20:57 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/7372616399	8:21:19 PM
	Please copy this URL at your server browser.	8:21:30 PM
	We are assisting you remotely .	8:40:26 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:11:53 PM

Ended due to chat idle timeout

9:11:53 PM



#76726 Stephanie Craven

Email: stephanie@peaklandscapeinc.com 📞 15304481936

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: 34 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 32 Secs

Stephanie Craven	Hello, I am your Acebuddy	8 May, 3:46:50 AM
Acebuddy	Hello Stephanie Craven, I'm your Ace Buddy. I'll be happy to assist you!	3:46:51 AM
	Whom Would You Like to Connect With?	3:46:51 AM
Stephanie Craven	Technical Support (QB & App Hosting)	3:46:55 AM
Acebuddy	Welcome to Ace Support.	3:46:55 AM
	Please chose an option :	3:46:55 AM
Stephanie Craven	I'd like to raise a Request	3:47:01 AM
Acebuddy	Please select your request type.	3:47:01 AM
Stephanie Craven	Application Update	3:47:11 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	3:47:11 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	3:47:11 AM
Stephanie Craven	Yes	3:47:17 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:47:17 AM
	Acebuddy (bot) forwarded the chat request	3:47:17 AM
	Ashutosh Mishra accepted the chat transfer request.	3:47:28 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:47:37 AM
Stephanie Craven	HI	3:47:44 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:47:46 AM
Stephanie Craven	Peak Landscape Inc	3:48:01 AM

	IndependentTech.myrealdata.net	3:48:34 AM
Ashutosh Mishra	Do you want to update QuickBooks?	3:49:27 AM
Stephanie Craven	yes	3:49:34 AM
Ashutosh Mishra	I see that users are currently logged in, would it be fine if i schedule the update for night hours.	3:51:14 AM
	You will be notified via email once the task has been completed.	3:51:23 AM
Stephanie Craven	sure	3:51:49 AM
Ashutosh Mishra	Great!	3:51:57 AM
	Is there anything else I may help you with ?	3:51:59 AM
Stephanie Craven	no, that was it	3:52:12 AM
Ashutosh Mishra	Thanks for the confirmation !	3:52:15 AM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	3:52:18 AM
	Ashutosh Mishra has ended this chat session	3:52:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77581 carrie morrell

Email: officemanager@woodlawnandlandscaping.com 📞 2527275301

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: NEWPORT

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 48 Secs

carrie morrell	Hello, I am your Acebuddy	29 May, 6:10:11 PM
Acebuddy	Hello Officemanager, I'm your Ace Buddy. I'll be happy to assist you!	6:10:12 PM
	Whom Would You Like to Connect With?	6:10:12 PM
carrie morrell	Technical Support (QB & App Hosting)	6:10:18 PM
Acebuddy	Welcome to Ace Support.	6:10:19 PM
	Please chose an option :	6:10:19 PM
carrie morrell	I'd like to report an Issue	6:10:33 PM
Acebuddy	Please select an option!	6:10:33 PM
carrie morrell	QuickBooks Issue	6:11:15 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:11:15 PM
carrie morrell	Other QB related issue	6:11:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:11:55 PM
carrie morrell	same problem as before can't print\	6:12:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:12:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:12:06 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	6:12:20 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	6:12:23 PM
	Hello Officemanager	6:12:29 PM
carrie morrell	the printer is acting up again, same issue as last time i called. it doesn't redirect to my main printer from quickbooks uniport NUL	6:14:24 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	6:15:37 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:15:42 PM
carrie morrell	pw Diamond87!	6:16:48 PM
	QBLivePre1.myrealdata.net	6:16:59 PM
	you prob need to take over my computer. what ever they did the last 2 calls it's the same issue.	6:17:26 PM
Anurag Sharma	Please confirm if your username is GaryW.Pre1@myrealdata.net	6:17:39 PM
carrie morrell	that looks right to me.	6:18:32 PM
Anurag Sharma	May I take the remote access of your local computer?	6:19:01 PM
carrie morrell	yes	6:19:12 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	6:19:55 PM
	https://assist.acecloudhosting.com/join/1682336654	6:20:07 PM

	Kindly paste this link in the browser of local computer and join the session.	6:20:17 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:22:40 PM
	Since we are connected on the remote session, I am ending this chat. We will continue with our trouble shooting in the remote session.	6:39:55 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:39:57 PM
<i>Anurag Sharma has ended this chat session</i>		6:40:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 May, 8:21:18 PM

#77446 Cecelia Sonsini
Email: restaurantbooks@gmail.com 📞 13236644800
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: 36 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 26 Secs

Cecelia Sonsini	Hello, I am your Acebuddy	26 May, 8:21:20 PM
Acebuddy	Hello Cecelia Sonsini, I'm your Ace Buddy. I'll be happy to assist you!	8:21:21 PM
	Whom Would You Like to Connect With?	8:21:21 PM
Cecelia Sonsini	Technical Support (QB & App Hosting)	8:21:24 PM
Acebuddy	Welcome to Ace Support.	8:21:24 PM

	Please chose an option :	8:21:24 PM
Cecelia Sonsini	I'd like to report an Issue	8:21:29 PM
Acebuddy	Please select an option!	8:21:29 PM
Cecelia Sonsini	Other Issue	8:21:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:21:35 PM
Cecelia Sonsini	My desktop icons are gone	8:21:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:21:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:21:50 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:22:44 PM
	<i>Anjainay Singh is transferring the chat to Yash Kalra.</i>	8:23:00 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	8:23:02 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	8:23:06 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:23:10 PM
Cecelia Sonsini	I'd rather do this on the phone, but my calls are not going through. Is it possible for you to call me?	8:23:55 PM
Yash Kalra	Cecelia, please share your call back number and a good time to reach you along with time zone.	8:24:53 PM
Cecelia Sonsini	323-664-4800. Now is a good time. I am in Pacific Standard Time (it's 7:55am)	8:25:18 PM
Yash Kalra	Is there anything else I may help you with for now? (Edited)	8:25:29 PM
Cecelia Sonsini	No, I think it's best to speak to tech support. Any idea when I'll be called?	8:26:01 PM
Yash Kalra	As soon as this chat ends, I will align a call back and you will be receiving a call soon.	8:27:29 PM
Cecelia Sonsini	Thank you	8:27:40 PM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:27:41 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	8:27:43 PM
	<i>Yash Kalra has ended this chat session</i>	8:27:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


14 May, 6:31:42 PM

#77018 Chris Rhodes
Email: crhodes@engloinc.com 📞 13042530777
Department: Support(QB & App Hosting)
Operator: Ankit Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 48 Secs
City: BECKLEY
State: West Virginia
Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 42 Secs

Chris Rhodes	Hello, I am your Acebuddy	14 May, 6:31:42 PM
Acebuddy	Hello Chris Rhodes, I'm your Ace Buddy. I'll be happy to assist you!	6:31:43 PM
	Whom Would You Like to Connect With?	6:31:43 PM
Chris Rhodes	Technical Support (QB & App Hosting)	6:31:47 PM
Acebuddy	Welcome to Ace Support.	6:31:47 PM
	Please chose an option :	6:31:47 PM
Chris Rhodes	I'd like to report an Issue	6:31:54 PM
Acebuddy	Please select an option!	6:31:54 PM
Chris Rhodes	QuickBooks Issue	6:32:00 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:32:00 PM
Chris Rhodes	QuickBooks Login Issue	6:32:05 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	6:32:06 PM
	Was that helpful?	6:32:06 PM
Chris Rhodes	No	6:32:13 PM

Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:32:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:32:13 PM
Chris Rhodes	Ticket #694032	6:32:22 PM
	<i>Ankit accepted the chat transfer request.</i>	6:32:39 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	6:32:43 PM
	Hello Chris!! How are you doing today?	6:33:02 PM
Chris Rhodes	Hello Ankit. I am doing ok. Ticket #694032. I am still getting the same message.	6:33:32 PM
Ankit	I deeply apologize for the inconvenience caused to you.	6:33:48 PM
	I will surely help you with this issue.	6:33:52 PM
	Kindly allow me 3–4 minutes to check the ticket once.	6:34:14 PM
Chris Rhodes	Thank you.	6:34:22 PM
Ankit	Thank you for waiting. I am currently checking the root cause of the issue so I can resolve it once and for all.	6:36:59 PM
	Thank you for waiting. Chris, Please check now I have made few changes for the application.	6:41:30 PM
Chris Rhodes	ok.	6:41:41 PM
	That worked! Thank you so much!	6:42:45 PM
Ankit	I have configured the services to run automatically without needing manual intervention on the server.	6:42:45 PM
	Is there anything else I may help you with ?	6:42:52 PM
Chris Rhodes	That is all for now. I truly appreciate your assistance!	6:43:18 PM
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:43:19 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	6:43:22 PM
	<i>Ankit has ended this chat session</i>	6:43:25 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 8:53:33 PM

#77299 Krisy Murray

Email: acctg@atavolaboise.com ☎ 2087610498

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 17 Secs

Krisy Murray	Hello, I am your Acebuddy	21 May, 8:53:34 PM
Acebuddy	Hello Krisy Murray, I'm your Ace Buddy. I'll be happy to assist you!	8:53:34 PM
	Whom Would You Like to Connect With?	8:53:34 PM
Krisy Murray	Technical Support (QB & App Hosting)	8:53:37 PM
Acebuddy	Welcome to Ace Support.	8:53:37 PM
	Please chose an option :	8:53:37 PM
Krisy Murray	I'd like to raise a Request	8:53:43 PM
Acebuddy	Please select your request type.	8:53:43 PM
Krisy Murray	Application Version Upgrade	8:53:50 PM
Acebuddy	Please select the application you would like to upgrade :	8:53:50 PM
Krisy Murray	QuickBooks	8:53:53 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	8:53:53 PM
	<ul style="list-style-type: none">QuickBooks YearVariant : Pro / Premier / Enterprise / AccountantLicense NumberProduct Code	8:53:53 PM

	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	8:53:53 PM
	Do you need any further assistance on the topic?	8:53:53 PM
Krisy Murray	Yes	8:54:03 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:54:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:54:03 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	8:54:57 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	8:55:01 PM
	Hello Krisy	8:55:05 PM
Krisy Murray	I am upgrading my Quickbooks to Prol Plus 2024. I have downloaded the new version but it is telling me I do not have the administrator privileges to finish	8:55:15 PM
Anurag Sharma	Okay no problem	8:55:38 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:55:43 PM
Krisy Murray	Server name : Atavola.myrealddata.net	8:56:19 PM
	user name : myrealddata\KrisyM.q6	8:56:52 PM
Anurag Sharma	Thanks for the confirmation !	8:56:57 PM
	Krisy, after this chat I will send you an email. You can revert back to that email with an approval from the primary contact. Once we will receive the email approval from the primary contact. We will proceed with the installation on the server.	8:58:18 PM
	Also please make sure to share the license detail and product key on the email.	8:58:44 PM
	Is there anything else I may help you with ?	8:58:48 PM
Krisy Murray	Have you sent the email?	8:59:54 PM
Anurag Sharma	After this chat, I will surely send you the email.	9:00:10 PM
	Please confirm if I can proceed with closing this chat now?	9:00:24 PM
Krisy Murray	Yes, please proceed	9:00:36 PM
Anurag Sharma	Thanks for the confirmation !	9:00:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:00:46 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)</p>	9:00:48 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 5:19:56 AM

#77275 Todd
Email: todd@toddgrasty.com ☎ 8156901299
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 36 Secs
City: MOKENA
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 53 Secs

Todd	Hello, I am your Acebuddy	21 May, 5:19:57 AM
Acebuddy	Hello Todd, I'm your Ace Buddy. I'll be happy to assist you!	5:19:58 AM
	Whom Would You Like to Connect With?	5:19:58 AM
Todd	Technical Support (QB & App Hosting)	5:20:02 AM
Acebuddy	Welcome to Ace Support.	5:20:02 AM
	Please chose an option :	5:20:02 AM
Todd	I'd like to raise a Request	5:20:10 AM
Acebuddy	Please select your request type.	5:20:10 AM
Todd	Other Request	5:20:22 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our	5:20:22 AM

	technicians will connect with you for further assistance.	
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:20:22 AM
Todd	Yes, I'm facing issues with my server	5:20:31 AM
Acebuddy	Please select an option!	5:20:31 AM
Todd	QuickBooks Issue	5:20:35 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:20:35 AM
Todd	Other QB related issue	5:20:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:20:43 AM
Todd	I need to send myself a copy of my company file for my accountant and I am getting restricted access when trying to get into the folders it is saved into,	5:21:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:21:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:21:40 AM
	<i>Gaurava Tyagi accepted the chat transfer request.</i>	5:22:42 AM
	<i>Gaurava Tyagi is transferring the chat to Ashutosh Mishra.</i>	5:23:05 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	5:23:20 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	5:23:31 AM
	I will surely help you with this issue.	5:23:37 AM
	We require the following details on the email to proceed with the request: company file name, admin password and dividing date. (Edited)	5:24:24 AM
	Are we still connected here?	5:26:52 AM
Todd	What is Dividing date?	5:27:17 AM
Ashutosh Mishra	Are you trying to create an accountant copy?	5:28:39 AM
Todd	Yes	5:28:45 AM
	I did and need to send it to myself	5:28:56 AM
Ashutosh Mishra	Ok, if you were able to create then please let me know the folder name where you have saved it and i will check from backend.	5:29:33 AM
Todd	FIXED_Todd Grasty LLC(QuickBooks2022 Portable May 20,2025 06 53 PM).QBM	5:29:53 AM
	Downloads	5:30:01 AM
Ashutosh Mishra	Allow me few minutes, i will check.	5:30:20 AM
	Please check on your desktop it should be visible now.	5:34:23 AM
Todd	ok, thanks.	5:34:42 AM
Ashutosh Mishra	Is there anything else I may help you with ?	5:34:46 AM
Todd	no	5:35:36 AM

Ashutosh Mishra	Thanks for the confirmation !	5:35:42 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:35:45 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com]).](https://selfcare.acecloudhosting.com).)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	5:35:47 AM

Ashutosh Mishra has ended this chat session

5:35:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 May, 7:04:53 PM

#77022 michael Gardner

Email: michael@rayswine.com 📞 +14142589821

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: MILWAUKEE

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 1 Sec

michael Gardner	Hello, I am your Acebuddy	14 May, 7:04:54 PM
Acebuddy	Hello Michael, I'm your Ace Buddy. I'll be happy to assist you!	7:04:55 PM

	Whom Would You Like to Connect With?	7:04:55 PM
michael Gardner	Technical Support (QB & App Hosting)	7:05:08 PM
Acebuddy	Welcome to Ace Support.	7:05:08 PM
	Please chose an option :	7:05:08 PM
michael Gardner	I'd like to report an Issue	7:05:25 PM
Acebuddy	Please select an option!	7:05:25 PM
michael Gardner	Other Issue	7:05:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:05:31 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:38:56 PM

Ended due to chat idle timeout

7:38:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 May, 7:27:32 PM

#77524 Samantha Pospichal

Email: samanthap@marathonpress.net 📞 18002280629

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: NORFOLK

State: Nebraska

Country: UNITED STATES

Chat Transcript

Chat Duration : 59 Secs

Samantha Pospichal	Hello, I am your Acebuddy	28 May, 7:27:33 PM
Acebuddy		

	Hello Samantha, I'm your Ace Buddy. I'll be happy to assist you!	7:27:35 PM
	Whom Would You Like to Connect With?	7:27:35 PM
Samantha Pospichal	Technical Support (QB & App Hosting)	7:27:47 PM
Acebuddy	Welcome to Ace Support.	7:27:47 PM
	Please chose an option :	7:27:47 PM
Samantha Pospichal	I'd like to raise a Request	7:27:56 PM
Acebuddy	Please select your request type.	7:27:56 PM
Samantha Pospichal	Change in Users	7:28:05 PM
Acebuddy	Please select your desired option!	7:28:05 PM
Samantha Pospichal	User Replacement	7:28:11 PM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	7:28:11 PM
	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!	7:28:11 PM
	Do you need any further assistance on the topic?	7:28:11 PM
Samantha Pospichal	No	7:28:33 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:28:33 PM
	<i>Acebuddy has ended this chat session</i>	7:28:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 12 May, 8:55:52 PM

#76914 ap
Email: ap@crusa.com ☎ 15136742300
Department: Support(QB & App Hosting)
Operator: Dharmendra Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop

Average Response Time: 36 Secs

City: CINCINNATI

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 5 Mins

ap	Hello, I am your Acebuddy	12 May, 8:55:53 PM
Acebuddy	Hello Michelle, I'm your Ace Buddy. I'll be happy to assist you!	8:55:54 PM
	Whom Would You Like to Connect With?	8:55:54 PM
ap	Managed IT	8:56:04 PM
Acebuddy	Please wait while we connect you to an available Representative.	8:56:04 PM
	Acebuddy (bot) forwarded the chat request	8:56:04 PM
	Abhijeet Arun Thakur accepted the chat transfer request.	8:56:08 PM
Abhijeet Arun Thakur	Thank you for contacting Ace Cloud Hosting. My name is Abhijeet. How may I assist you today?	8:56:16 PM
	Could you please help me with the organization name?	8:56:52 PM
ap	One of our users has a new computer. I need to get them set up on the new computer for RMD and sage. This user is: myrealdata\GeneralO	8:56:57 PM
	CRUSA Cincinnati	8:57:04 PM
	It says: CRUSA of Cincinnati LLC	8:57:16 PM
Abhijeet Arun Thakur	Thank you for the details	8:57:44 PM
ap	You are welcome	8:57:49 PM
Abhijeet Arun Thakur	Let transfer you to the concerned team.	8:58:05 PM
	Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).	8:58:15 PM
ap	okay, thank youi	8:58:24 PM
	Dharmendra Kumar accepted the chat transfer request.	8:59:35 PM
Dharmendra Kumar	Thank you for contacting Ace Cloud Hosting. My name is Dharmendra Kumar. I will be assisting you today.	8:59:48 PM
	Hello Michelle,	9:00:28 PM
ap	Thank you. one of our users: myrealdata\GeneralO has a new computer and I am assisting setting her up on the new pc with remote desktop and sage.	9:00:51 PM
	Can you help with this?	9:00:53 PM
Dharmendra Kumar	So this new user (myrealdata\GeneralO) need a RDP Connector in order to connect with server?	9:01:01 PM
ap	I don't know what that means	9:01:22 PM

	It's not a new user	9:01:27 PM
	She is already in the system	9:01:37 PM
Dharmendra Kumar	Not an issue, if you want, we can call the user directly & assist.	9:01:47 PM
	If you share the contact details.	9:01:57 PM
	Michelle,	9:02:05 PM
	As per my information the business name is : CRUSA of Cincinnati LLC	9:03:48 PM
ap	Please advise who they can call as we have to provide her the laptop prior to her calling	9:04:02 PM
	Can you please give me the contact info and ticket number she can reference so she can call in after she picks up her new laptop?	9:04:25 PM
Dharmendra Kumar	Michelle, if user wants to call us, she can call at 888-415-5240.	9:04:34 PM
ap	and what ticket number can she reference so she does not have to go through explaining it all?	9:04:54 PM
Dharmendra Kumar	Let me create a ticket & share that ticket number with you quickly.	9:05:20 PM
	Otherwise, if you want, i can call her as well.	9:05:32 PM
ap	Thank you!	9:05:32 PM
	She does not have her laptop as of yet to handle this.	9:05:46 PM
Dharmendra Kumar	ok, noted. the reference ticket number is #692781	9:07:35 PM
	if you have user's email ID, you can share that with me.	9:07:53 PM
ap	Where do I find teh email id?	9:08:10 PM
Dharmendra Kumar	So, that i could keep her in CC while sending an email.	9:08:12 PM
ap	I am not sure what you mean?>	9:08:41 PM
Dharmendra Kumar	Michelle,	9:09:43 PM
	I mean, you can share user's email address with me.	9:10:07 PM
ap	I am not sure what email address they have used to access sage or remote desktop	9:10:34 PM
Dharmendra Kumar	Not an issue, I have created the ticket, send you an email, user can call us anytime once she is available, we are open & available 24/7 at 888-415-5240.	9:11:23 PM
ap	Thank you!	9:11:37 PM
Dharmendra Kumar	Let me know if there is anything else i may assist you with today, Michelle.	9:11:53 PM
ap	ok	9:11:58 PM
Dharmendra Kumar	/	9:12:11 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am</p>	

	working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	9:12:19 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/)	
	Michelle, are we still connected.	9:17:28 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:01:19 PM

Ended due to chat idle timeout

10:01:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 2:59:23 AM

#77169 Gregory Fidlon

Email: greg@fidlonlegal.com 📞 17708762847

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: ALPHARETTA

State: Georgia

Country: UNITED STATES

Chat Transcript		Chat Duration : 15 Mins 8 Secs
Gregory Fidlon	Hello, I am your Acebuddy	19 May, 2:59:24 AM
Acebuddy	Hello Greg, I'm your Ace Buddy. I'll be happy to assist you!	2:59:25 AM
	Whom Would You Like to Connect With?	2:59:25 AM
Gregory Fidlon	Technical Support (QB & App Hosting)	2:59:29 AM

Acebuddy	Welcome to Ace Support.	2:59:29 AM
	Please chose an option :	2:59:29 AM
Gregory Fidlon	I'd like to report an Issue	2:59:38 AM
Acebuddy	Please select an option!	2:59:38 AM
Gregory Fidlon	Other Issue	2:59:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:59:45 AM
Gregory Fidlon	Question about Windows server login prompt	3:00:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:00:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:00:08 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:01:34 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:01:37 AM
	Hello greg	3:01:50 AM
Gregory Fidlon	Hello	3:02:13 AM
Shashwat Verma	Let me know the issue	3:02:28 AM
Gregory Fidlon	When I am logged into the server and the connection times out, I get a Windows login screen asking for my username and password	3:03:31 AM
	I was wondering if there is a way to save this info. in Windows so I don't have to enter it each time	3:03:53 AM
Shashwat Verma	I will surely help you with this issue.	3:04:00 AM
	May I take the remote access of your local computer?	3:04:10 AM
Gregory Fidlon	Yes, but unfortunately, my server window just closed so I unfortunately cannot replicate the issue right now	3:05:33 AM
Shashwat Verma	No problem , will help you to save the info	3:06:16 AM
Gregory Fidlon	OK	3:06:34 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	3:06:46 AM
Gregory Fidlon	OK	3:07:05 AM
	I am ready	3:07:08 AM
Shashwat Verma	https://assist.acecloudhosting.com/join/2382381693	3:07:08 AM
	Kindly Click on the link and open the downloaded file.	3:07:12 AM
	As per the remote session, we will remove the idle timeout, once we are done, will inform you one email	3:14:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:14:23 AM
	<i>Shashwat Verma has ended this chat session</i>	3:14:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 3:40:10 AM

#77048 Sandam
Email: sandam@yoecpa.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 16 Secs
City: BETHESDA
State: Maryland
Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 9 Secs

Sandam	Hello, I am your Acebuddy	15 May, 3:40:11 AM
Acebuddy	Hello Sanda Myo, I'm your Ace Buddy. I'll be happy to assist you!	3:40:12 AM
	Whom Would You Like to Connect With?	3:40:12 AM
Sandam	Technical Support (QB & App Hosting)	3:40:27 AM
Acebuddy	Welcome to Ace Support.	3:40:27 AM
	Please chose an option :	3:40:27 AM
Sandam	I'd like to report an Issue	3:40:37 AM
Acebuddy	Please select an option!	3:40:37 AM
Sandam	Other Issue	3:40:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:40:41 AM
Sandam	i would like to talk to Ashutosh Mishra	3:41:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:41:05 AM
	Acebuddy (bot) forwarded the chat request	3:41:05 AM

	<i>Shashwat Verma accepted the chat transfer request.</i>	3:42:12 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:42:20 AM
	Hello	3:42:24 AM
	We just got the case confirmed by him	3:43:26 AM
	You installation will complete soon	3:43:40 AM
	Once we are done, will let you know on email.	3:43:55 AM
Sandam	i would like to know when we can start using Acecloud	3:44:01 AM
	OK	3:44:07 AM
Shashwat Verma	If you want to login the server now, then we can also do it in night hours, otherwise it will take 30 mins	3:44:47 AM
	Let me know the best suites you	3:44:59 AM
Sandam	OK	3:45:41 AM
	30 min is fine	3:45:45 AM
Shashwat Verma	Okay	3:45:49 AM
	Is there anything else I may help you with ?	3:45:54 AM
Sandam	that's all	3:46:13 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:46:18 AM
	<i>Shashwat Verma has ended this chat session</i>	3:46:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77220 Chase Perry

Email: chase@eastcoastgearsupply.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

20 May, 4:12:28 AM

Average Response Time: 1 Min
City: LOUISBURG
State: North Carolina
Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 46 Secs

Chase Perry	Hello, I am your Acebuddy	20 May, 4:12:29 AM
Acebuddy	Hello Chase, I'm your Ace Buddy. I'll be happy to assist you!	4:12:30 AM
	Whom Would You Like to Connect With?	4:12:30 AM
Chase Perry	Technical Support (QB & App Hosting)	4:12:37 AM
Acebuddy	Welcome to Ace Support.	4:12:37 AM
	Please chose an option :	4:12:37 AM
Chase Perry	I'd like to raise a Request	4:12:44 AM
Acebuddy	Please select your request type.	4:12:44 AM
Chase Perry	Application Update	4:13:00 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	4:13:00 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	4:13:00 AM
Chase Perry	Yes	4:13:10 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:13:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:13:10 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:13:26 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:13:36 AM
Chase Perry	I need to add a application to the server	4:13:51 AM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:13:55 AM
Chase Perry	it is a payment gateway	4:13:58 AM
Yash Kalra	Kindly help me with your server name and user name?	4:14:19 AM
Chase Perry	Chase Perry	4:14:39 AM
	Eastcoast.myrealddata.net?	4:14:55 AM
Yash Kalra	Kindly allow me two minutes to check the same.	4:15:06 AM
	Chase, please provide us with the setup files/requirements for this application via email? Kindly send them	

	using the mail id: [chase.perry@eastcoastgear.com](https://mailto:chase.perry@eastcoastgear.com/) This will allow us to proceed with the installation process promptly (Edited)	4:17:07 AM
Chase Perry	I can email you but you need my credentials to connect to the site to download the driver	4:17:59 AM
Yash Kalra	Chase, then please share us your credentials too so that we can smoothing proceed with the installation.	4:19:34 AM
Chase Perry	I emailed the link	4:20:36 AM
	<i>4:22:01 AM</i> <i>Yash Kalra is sharing a file with you</i> <i>image.png - (Size:14.41 KB)</i> <i>Please share us your Username and Password</i>	4:22:01 AM
Yash Kalra	Are we still connected here?	4:23:16 AM
	Are we still connected here?	4:25:14 AM
Chase Perry	yes	4:26:41 AM
	ECGSCC username	4:26:55 AM
	Password: Ecgs27549!	4:27:16 AM
Yash Kalra	Chase, please check the username and password one more time	4:29:00 AM
Chase Perry	Username: ECGSCC	4:29:25 AM
Yash Kalra	As the error message we are encountering is: (Edited)	4:29:25 AM
	<i>4:29:28 AM</i> <i>Yash Kalra is sharing a file with you</i> <i>image.png - (Size:8.94 KB)</i>	4:29:28 AM
Chase Perry	Password: Ecgscc27549!	4:29:56 AM
	i just logged in you will need a pin after you log in	4:30:31 AM
	<i>4:31:14 AM</i> <i>Yash Kalra is sharing a file with you</i> <i>image.png - (Size:17.99 KB)</i> <i>Please help us with the pin</i>	4:31:14 AM
	86225128	4:31:21 AM
Yash Kalra	Please stay connected (Edited)	4:32:50 AM
Chase Perry	ok	4:33:10 AM
Yash Kalra	May I take the remote access of your server?	4:38:32 AM
Chase Perry	yes	4:38:43 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	4:39:01 AM
Chase Perry	its like it is not trying to take credentials again can it be refreshed	4:44:11 AM
Yash Kalra	Chase, we suggest you to please reach out to Merchant support regarding this issue, upon checking we found that you are also the admin to the account so you can perform this installation from your end as well (Edited)	4:44:58 AM

Chase Perry	did this install to all the users accounts	4:45:53 AM
Yash Kalra	Yes, the application is installed for all the users. (Edited)	4:46:21 AM
Chase Perry	ok i will work on it	4:46:34 AM
Yash Kalra	Is there anything else I may help you with ?	4:46:44 AM
Chase Perry	no	4:46:49 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.	4:46:56 AM
Chase Perry	did you sign up for free trial	4:47:00 AM
Yash Kalra	Chase, I just logged in using the credentials provided and I was directed to the installation page.	4:48:05 AM
Chase Perry	ok	4:48:14 AM
Yash Kalra	Chase, Please feel free to reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-415-5240 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting	4:48:51 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:49:10 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	4:49:12 AM

Yash Kalra has ended this chat session

4:49:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77121 Angelo Bocacao

Email: info@clmqbp.com 📞 639157602689


16 May, 6:41:20 AM

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: 48 Secs
City: PINAGBUHATAN
State: Quezon
Country: PHILIPPINES

Chat Transcript

Chat Duration : 12 Mins

Angelo Bocacao	Hello, I am your Acebuddy	16 May, 6:41:21 AM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	6:41:21 AM
	Whom Would You Like to Connect With?	6:41:21 AM
Angelo Bocacao	Technical Support (QB & App Hosting)	6:43:42 AM
Acebuddy	Welcome to Ace Support.	6:43:42 AM
	Please chose an option :	6:43:42 AM
Angelo Bocacao	I'd like to raise a Request	6:43:48 AM
Acebuddy	Please select your request type.	6:43:48 AM
Angelo Bocacao	Change in Users	6:43:55 AM
Acebuddy	Please select your desired option!	6:43:55 AM
Angelo Bocacao	User Addition	6:44:01 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!	6:44:01 AM
	Do you need any further assistance on the topic?	6:44:01 AM
Angelo Bocacao	Yes	6:44:06 AM
Acebuddy	Please wait while we connect you to our Support Representative	6:44:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:44:06 AM
	<i>Manish Singh accepted the chat transfer request.</i>	6:44:09 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:44:13 AM
Angelo Bocacao	Hello	6:44:19 AM
	I need assistance on changing my QB license	6:44:44 AM
Manish Singh	May I know if you want to install new QuickBooks version over to the server?	6:45:24 AM
Angelo Bocacao	CID69954	6:45:25 AM

	No. just change the license	6:45:36 AM
Manish Singh	We can do that	6:45:49 AM
	<p>Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.</p> <p>Also, the registered email for your account with us is :info@clmqbp.com</p>	6:46:08 AM
Angelo Bocacao	Will do now	6:46:31 AM
Manish Singh	Is there anything else I may help you with ?	6:47:47 AM
Angelo Bocacao	Hold on	6:48:05 AM
Manish Singh	Yes, please take your time	6:49:48 AM
Angelo Bocacao	Can you check if you receive the email?	6:50:53 AM
Manish Singh	Yes, once we will complete your request, we will email you as confirmation.	6:52:40 AM
Angelo Bocacao	ok please do this asap	6:52:51 AM
Manish Singh	Noted	6:52:59 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:53:05 AM
Angelo Bocacao	bbye	6:53:12 AM
Manish Singh	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	6:53:15 AM
	<i>Manish Singh has ended this chat session</i>	6:53:21 AM
		

12 May, 11:32:55 PM

Visitor Details

#76927 Heidi Nogy

Email: heidi@assured-bc.com 📞 16056802468

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript		Chat Duration : 46 Mins 19 Secs
Heidi Nogy	Hello, I am your Acebuddy	12 May, 11:32:56 PM
Acebuddy	Hello Heidi Nogy, I'm your Ace Buddy. I'll be happy to assist you!	11:32:57 PM
	Whom Would You Like to Connect With?	11:32:57 PM
Heidi Nogy	Technical Support (QB & App Hosting)	11:33:11 PM
Acebuddy	Welcome to Ace Support.	11:33:11 PM
	Please chose an option :	11:33:11 PM
Heidi Nogy	I'd like to raise a Request	11:33:19 PM
Acebuddy	Please select your request type.	11:33:19 PM
Heidi Nogy	Other Request	11:33:33 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.	11:33:33 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:33:33 PM
Heidi Nogy	Restart	11:33:50 PM
Acebuddy	Hello Heidi Nogy, I'm your Ace Buddy. I'll be happy to assist you!	11:33:50 PM
	Whom Would You Like to Connect With?	11:33:50 PM
Heidi Nogy	Technical Support (QB & App Hosting)	11:33:55 PM
Acebuddy	Welcome to Ace Support.	11:33:55 PM
	Please chose an option :	11:33:55 PM
Heidi Nogy	I'd like to raise a Request	11:34:03 PM
Acebuddy	Please select your request type.	11:34:03 PM
Heidi Nogy		

	Other Request	11:34:07 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.	11:34:10 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:34:10 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.	13 May, 12:19:16 AM
Ended due to chat idle timeout		12:19:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


22 May, 8:54:31 AM

#77333 Mark Dickinson
Email: mark.d@wealthbuilderscpa.com
Department: Support(QB & App Hosting)
Operator: Karan Kanwal
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 20 Secs
City: COMMERCE CITY
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 37 Secs

Mark Dickinson	Hello, I am your Acebuddy	22 May, 8:54:33 AM
Acebuddy	Hello Mark Dickinson, I'm your Ace Buddy. I'll be happy to assist you!	8:54:34 AM
	Whom Would You Like to Connect With?	8:54:34 AM
Mark Dickinson	Technical Support (QB & App Hosting)	8:54:38 AM
Acebuddy	Welcome to Ace Support.	8:54:39 AM

	Please chose an option :	8:54:39 AM
Mark Dickinson	I'd like to report an Issue	8:54:45 AM
Acebuddy	Please select an option!	8:54:46 AM
Mark Dickinson	Other Issue	8:54:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:54:50 AM
Mark Dickinson	Cannot login	8:55:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:55:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:55:05 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:57:00 AM
	<i>Shubham Kataria is transferring the chat to Karan Kanwal.</i>	8:57:08 AM
Mark Dickinson	hello	8:58:08 AM
	<i>Karan Kanwal accepted the chat transfer request.</i>	8:59:04 AM
Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.	8:59:09 AM
Mark Dickinson	actually i think i figured it all out - all good thanks	9:00:12 AM
Karan Kanwal	Alright	9:00:43 AM
	Is there anything else I may help you with ?	9:00:48 AM
	Are we still connected here?	9:02:03 AM
	<i>Karan Kanwal has ended this chat session</i>	9:03:10 AM
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Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77542 steven

Email: steven@lynncpas.com 📞 17204703581

Department: Support(QB & App Hosting)

Operator: Harsh Bhardwaj

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

Operating System: Microsoft Windows

Browser: Google Chrome

28 May, 10:17:59 PM

Device: Desktop
Average Response Time: 26 Secs
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 56 Secs

steven	Hello, I am your Acebuddy	28 May, 10:18:00 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	10:18:01 PM
	Whom Would You Like to Connect With?	10:18:01 PM
steven	Technical Support (QB & App Hosting)	10:18:23 PM
Acebuddy	Welcome to Ace Support.	10:18:23 PM
	Please chose an option :	10:18:23 PM
steven	I'd like to report an Issue	10:18:26 PM
Acebuddy	Please select an option!	10:18:26 PM
steven	Other Issue	10:18:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:18:31 PM
steven	A technition changed my login credentials and I cant login	10:18:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:18:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:18:44 PM
	<i>Harsh Bhardwaj accepted the chat transfer request.</i>	10:19:39 PM
Harsh Bhardwaj	Thank you for contacting Ace Cloud Hosting. My name is Harsh Bhardwaj. I will be assisting you today.	10:19:45 PM
	Hello Steven, Hope you are well!	10:19:56 PM
steven	One of you changed my login and credentials and i cannot login after I was just kicked	10:20:03 PM
	what is the user and password	10:20:07 PM
	to login to my server	10:20:12 PM
Harsh Bhardwaj	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue.	10:20:30 PM
steven	It doesnt work and now I cangt get inm	10:20:35 PM
	you people caused this problem]	10:20:41 PM
	I had no issues now I do	10:20:48 PM
	It asked me for a user and password	10:21:03 PM
	I put the username in and the password and it does nothing	10:21:11 PM

	fix it	10:21:15 PM
Harsh Bhardwaj	I will surely help you with this issue.	10:21:30 PM
	Please allow me 2-3 minutes to check this (Edited)	10:21:39 PM
steven	Ok stop telling me your goin to help and fix it	10:21:42 PM
	When we are done here I want to speak with somone who can give me credit on my bill. I am losing work hours with these issues and I want credit for it on my invoice	10:22:51 PM
Harsh Bhardwaj	I noticed you had a disconnected session on the server, which I have signed out	10:22:54 PM
steven	whatever that means	10:23:04 PM
	i cant login	10:23:06 PM
	I click the connect	10:23:31 PM
Harsh Bhardwaj	I will certainly assist you after we resolve your login issue permanently.	10:23:31 PM
steven	ok well its not resolved	10:23:45 PM
Harsh Bhardwaj	May I take the remote access of your local computer?	10:23:47 PM
steven	Sure this is the 3rd time in 2 days	10:24:02 PM
Harsh Bhardwaj	Prior providing the access, I would suggest you to close any important documents at your end.	10:24:12 PM
steven	I am not paying the next invoice this is ridiculous	10:24:14 PM
Harsh Bhardwaj	Steven, I totally understand your concern and I will do my best to resolve the issue permanently.	10:24:53 PM
	https://assist.acecloudhosting.com/join/6602423872	10:25:11 PM
steven	well do it then	10:25:13 PM
Harsh Bhardwaj	Kindly paste this link in the browser of local computer and join the session.	10:25:15 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:26:17 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.	11:01:56 PM

Ended due to chat idle timeout

11:01:56 PM



Chat Transcript

Hello, I am your Acebuddy

#76538 Brad Brad.n.blake

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

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: ELEANOR

State: West Virginia

Country: UNITED STATES

Brad Brad.n.blake	Hello, I am your Acebuddy	3 May, 3:46:13 AM
Acebuddy	Hello Brad.n.blake, I'm your Ace Buddy. I'll be happy to assist you!	3:46:14 AM
	Whom Would You Like to Connect With?	3:46:14 AM
Brad Brad.n.blake	Technical Support (QB & App Hosting)	3:46:21 AM
Acebuddy	Welcome to Ace Support.	3:46:21 AM
	Please chose an option :	3:46:21 AM
Brad Brad.n.blake	I'd like to report an Issue	3:46:30 AM
Acebuddy	Please select an option!	3:46:30 AM
Brad Brad.n.blake	Password Reset	3:46:39 AM
Acebuddy	Please select an option below	3:46:39 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.	4:31:21 AM
	Ended due to chat idle timeout	4:31:21 AM



Visitor Details

27 May, 5:28:06 PM

#77466 Fenil Shah
Email: tax@sktaxaddison.com 📞 8473508121
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 54 Secs
City: AHMEDABAD
State: Gujarat
Country: INDIA

Chat Transcript

Chat Duration : 19 Mins

Fenil Shah	Hello, I am your Acebuddy	27 May, 5:28:09 PM
Acebuddy	Hello Fenil Shah, I'm your Ace Buddy. I'll be happy to assist you!	5:28:10 PM
	Whom Would You Like to Connect With?	5:28:10 PM
Fenil Shah	Managed Security	5:28:17 PM
Acebuddy	Please wait while we connect you to an available Representative.	5:28:17 PM
	Acebuddy (bot) forwarded the chat request	5:28:17 PM
	Pradeep Kumar accepted the chat transfer request.	5:28:24 PM
Fenil Shah	hello	5:28:29 PM
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?	5:28:35 PM
Fenil Shah	i wanted to shift my current rdp into some other rdp	5:28:56 PM
	currently i have darshak rdp working and i want to use monika rdp and close darshak rdp	5:29:27 PM
	so whats the procedure for that ?	5:29:40 PM
	also if i do the changes will i be able to see my previous work and login ?	5:30:11 PM
Pradeep Kumar	Alright let me transfer the chat to the concerned Team allow me a moment please.	5:30:36 PM
Fenil Shah	oko	5:30:42 PM
	Pradeep Kumar is transferring the chat to Support(QB & App Hosting).	5:30:46 PM
	Anurag Sharma accepted the chat transfer request.	5:30:59 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:31:01 PM
	Hello Fenil	5:31:05 PM

Fenil Shah	hello	5:31:09 PM
	currently i have darshak rdp working and i want to use monika rdp and close darshak rdp	5:31:18 PM
	so whats the procedure for that ?	5:31:26 PM
	also if i do the changes will i be able to see my previous work and login ?	5:31:33 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:32:20 PM
Fenil Shah	first pls ans me that if i do the changes will i be able to see my previous work and login ?	5:32:49 PM
	otherwise there is no point '	5:33:03 PM
Anurag Sharma	Fenil as I can understand, you are trying to say that you want to access the account of 2 separate users.	5:33:52 PM
	Simultaneously.	5:33:58 PM
	From your computer only, right?	5:34:14 PM
Fenil Shah	what i am saying is i want to shift my darshak rdp which is currently on to monika rdp which i previously closed	5:35:03 PM
	so will i be getting saved logins andsaved work if i make the changes	5:35:28 PM
	saved login and work in monika rdp	5:35:56 PM
Anurag Sharma	I will surely answer to all your queries.	5:37:25 PM
Fenil Shah	ya	5:37:29 PM
Anurag Sharma	May I take the remote access of your local computer?	5:37:30 PM
Fenil Shah	why?	5:37:37 PM
	can yo u give me your number . i guess i would explain you better on phone	5:38:08 PM
Anurag Sharma	Actually, I want to make sure that I am delivering the right information which you are asking for. Just to make myself confident, I was asking for the remote session. (Edited)	5:39:38 PM
Fenil Shah	if possible?	5:39:54 PM
Anurag Sharma	Yes, we can surely arrange a callback for you.	5:40:16 PM
Fenil Shah	pls arrange the call on 9712503498	5:40:39 PM
Anurag Sharma	Or if you want to reach out to us directly then you can call us on our 24/7 available phone number : 1-888-415-5240	5:41:03 PM
	Thank you for the contact number. Could you please confirm me the best time to reach you on call? along with your time zone?	5:41:50 PM
Fenil Shah	i Have called on this	5:42:38 PM
	thansk	5:42:40 PM
Anurag Sharma	Thank you Fenil for confirming.	5:43:04 PM
	Is there anything else I may help you with ?	5:43:07 PM
Fenil Shah	nope	5:43:14 PM

Anurag Sharma	Please confirm me once you are connected to an engineer on call. (Edited)	5:44:12 PM
	Are we still connected here?	5:46:21 PM
	Are we still connected here?	5:47:00 PM
	Are we still connected here?	5:47:04 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:47:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:47:07 PM
	Anurag Sharma has ended this chat session	5:47:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


20 May, 4:28:49 AM

#77221 Jenifer campa
Email: jc@acpnational.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 7 Secs
City: OKLAHOMA CITY
State: Oklahoma
Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 38 Secs

Jenifer campa	Hello, I am your Acebuddy	20 May, 4:28:50 AM
Acebuddy	Hello Jenifer Campa, I'm your Ace Buddy. I'll be happy to assist you!	4:28:51 AM
	Whom Would You Like to Connect With?	4:28:51 AM
Jenifer campa	Technical Support (QB & App Hosting)	4:28:55 AM

Acebuddy	Welcome to Ace Support.	4:28:55 AM
	Please chose an option :	4:28:55 AM
Jenifer campa	I'd like to raise a Request	4:29:30 AM
Acebuddy	Please select your request type.	4:29:30 AM
Jenifer campa	Setup Ace Server	4:29:52 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	4:29:52 AM
Jenifer campa	MacOS	4:29:58 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	4:29:58 AM
	Do you need any further assistance on the topic?	4:29:58 AM
Jenifer campa	Yes	4:39:36 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:39:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:39:36 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:39:43 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:39:50 AM
	I understand you want to setup Ace server. I will be surely assisting you with this. Kindly help me with your server name and user name? (Edited)	4:40:11 AM
	Are we still connected here?	4:43:13 AM
	Are we still connected here?	4:45:31 AM
	Are we still connected here?	4:48:19 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:49:27 AM
	<i>Ashutosh Mishra has ended this chat session</i>	4:49:29 AM
<div></div>		

#76450 pnyland

Email: pnyland@midwestintegrated.com 📞 18159338376

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: BRADLEY

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 18 Secs

pnnyland	Hello, I am your Acebuddy	1 May, 9:06:28 PM
Acebuddy	Hello Paige Nyland, I'm your Ace Buddy. I'll be happy to assist you!	9:06:29 PM
	Whom Would You Like to Connect With?	9:06:29 PM
pnnyland	Technical Support (QB & App Hosting)	9:06:32 PM
Acebuddy	Welcome to Ace Support.	9:06:32 PM
	Please chose an option :	9:06:32 PM
pnnyland	I'd like to raise a Request	9:06:39 PM
Acebuddy	Please select your request type.	9:06:39 PM
pnnyland	Reboot your Server	9:06:46 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	9:06:46 PM
	Do you need any further assistance on the topic?	9:06:46 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:37:47 PM
Ended due to chat idle timeout		9:37:47 PM



#77289 Rachel Sylverne

Email: rsylverne@acmealliance.com 📞 13123756209

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: ARLINGTON HEIGHTS

State: Illinois

Country: UNITED STATES

Rachel Sylverne	Hello, I am your Acebuddy	21 May, 7:15:46 PM
Acebuddy	Hello Rachel Sylverne, I'm your Ace Buddy. I'll be happy to assist you!	7:15:47 PM
	Whom Would You Like to Connect With?	7:15:47 PM
Rachel Sylverne	Technical Support (QB & App Hosting)	7:16:57 PM
Acebuddy	Welcome to Ace Support.	7:16:57 PM
	Please chose an option :	7:16:57 PM
Rachel Sylverne	I'd like to raise a Request	7:17:05 PM
Acebuddy	Please select your request type.	7:17:05 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:53:04 PM

Ended due to chat idle timeout

7:53:04 PM



#77283 Kevin Kussow

Email: edgeplumbingwi@gmail.com 📞 9202135746

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: APPLETON

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Secs

Kevin Kussow	Hello, I am your Acebuddy	21 May, 5:13:09 PM
Acebuddy	Hello Kevin Kussow, I'm your Ace Buddy. I'll be happy to assist you!	5:13:11 PM
	Whom Would You Like to Connect With?	5:13:11 PM
Kevin Kussow	Technical Support (QB & App Hosting)	5:13:16 PM
Acebuddy	Welcome to Ace Support.	5:13:16 PM
	Please chose an option :	5:13:16 PM
	Kevin Kussow has ended this chat session	5:13:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 May, 10:49:04 PM

#76653 Chris Sawyer

Email: chris@sundeleafpainting.com 📞 5032587073

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: 2 Mins 12 Secs
City: PORTLAND
State: Oregon
Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 52 Secs

Chris Sawyer	Hello, I am your Acebuddy	6 May, 10:49:05 PM
Acebuddy	Hello Chris Sawyer, I'm your Ace Buddy. I'll be happy to assist you!	10:49:06 PM
	Whom Would You Like to Connect With?	10:49:06 PM
Chris Sawyer	Technical Support (QB & App Hosting)	10:49:14 PM
Acebuddy	Welcome to Ace Support.	10:49:16 PM
	Please chose an option :	10:49:16 PM
Chris Sawyer	I'd like to report an Issue	10:49:22 PM
Acebuddy	Please select an option!	10:49:23 PM
Chris Sawyer	Other Issue	10:49:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:49:27 PM
Chris Sawyer	Micro Soft Word and Excel are no longer working on my desktop	10:50:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:50:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:50:08 PM
	<i>Rohan Prajapati declined the transfer request.</i>	10:50:15 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:50:20 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:50:30 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:50:43 PM
Chris Sawyer	My name is Chris Sawyer	10:52:00 PM
	Is the server name - SundeleafP.mymyrealdata.net	10:53:00 PM
Ashutosh Mishra	Thanks for the confirmation !	10:54:17 PM
	Kindly allow me two minutes to check the same.	10:54:20 PM
	Thank you for your patience.	10:59:22 PM
	Please allow me few more minutes and i will identify the issue.	10:59:48 PM
Chris Sawyer	ok thank you	11:00:01 PM
Ashutosh Mishra	I have noticed that you do not have permissions for MS Excel and Word 2016.	11:05:30 PM
	The permissions are provided for an additional charge of \$5.99 per user per month for Excel and \$5.99 per user per month for Word.	11:06:21 PM

	Are we still connected here?	11:07:58 PM
	Are we still connected here?	11:09:10 PM
	Are we still connected here?	11:11:04 PM
Chris Sawyer	Yes thank you . I previously had access to those. If we need to re-add the permission please do so	11:12:28 PM
Ashutosh Mishra	Great! Once the chat session ends, i will send you ticket ID and request to approve the charges. Once you approve over email i will make necessary changes from backend.	11:15:29 PM
	Is there anything else I may help you with ?	11:15:35 PM
Chris Sawyer	No that is all thank you !	11:15:44 PM
Ashutosh Mishra	Thanks for the confirmation !	11:15:53 PM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	11:15:56 PM

Ashutosh Mishra has ended this chat session

11:15:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 May, 3:23:34 PM

#77515 krisika

Email: krisika@hkidata.com 📞 7383092838

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 48 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 52 Mins 39 Secs



krisika	Hello, I am your Acebuddy	28 May, 3:23:35 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	3:23:37 PM
	Whom Would You Like to Connect With?	3:23:37 PM
krisika	Technical Support (QB & App Hosting)	3:23:41 PM
Acebuddy	Welcome to Ace Support.	3:23:41 PM
	Please chose an option :	3:23:41 PM
krisika	I'd like to report an Issue	3:23:47 PM
Acebuddy	Please select an option!	3:23:47 PM
krisika	Other Issue	3:23:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:23:53 PM
krisika	Hi	3:24:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:24:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:24:09 PM
	<i>Deepak Taneja declined the transfer request.</i>	3:24:16 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	3:24:17 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	3:24:23 PM
krisika	Hi	3:25:11 PM
Anjainay Singh	Hello Krisika , could you please elaborate your issue so that I can assist you with.	3:26:16 PM
	Are we still connected here?	3:28:25 PM
	Are we still connected here?	3:29:54 PM
krisika	Quickbook very slow in all pc	3:30:30 PM
	<i>3:32:25 PMAnjainay Singh is sharing a file with you</i> <i>image.png - (Size:7.4 KB)</i>	3:32:25 PM
	<i>Could you please confirm the server name onto which you are facing issue .</i>	
	A few times quickbook in not responding error	3:32:37 PM
	Yes	3:32:50 PM
	Priorware.myrealdata.net	3:33:04 PM
Anjainay Singh	Thankyou for your confirmation .	3:35:01 PM
	Is every user facing this issue on server?	3:35:13 PM
	<i>3:35:24 PMkrisika is sharing a file with you</i> <i>17484266963195584422065863397274.jpg - (Size:3.52 MB)</i>	3:35:24 PM
	<i>This error</i>	
		3:36:14 PM

	Please allow me two minutes so that I can look into it .	
krisika	Ok	3:36:48 PM
	Yes	3:37:39 PM
Anjainay Singh	The RAM utilization on server is high .	3:38:35 PM
	This may be causing server slowness issue.	3:38:56 PM
krisika	Ok	3:40:40 PM
Anjainay Singh	Could you also please confirm whether all other applications on the server, besides QuickBooks, are running smoothly?	3:43:23 PM
	Please accept my remote session request.	3:44:42 PM
	Please share your username?	3:45:14 PM
krisika	Hkidata01	3:46:06 PM
Anjainay Singh	Please open qb	3:49:48 PM
	Please open qb again and launch your company file.	3:51:02 PM
krisika	Quickbook open but very slow	3:52:18 PM
	Quickbook speed very slow	3:52:42 PM
Anjainay Singh	please run some tasks on qb, and I am observing.	3:52:56 PM
krisika	Ok	3:53:06 PM
	Some operations not working	3:53:58 PM
	Keep freezing	3:54:35 PM
	On desktop u made double icons?	3:54:49 PM
Anjainay Singh	Please logout once from your server, and allow me to clear some temp items.	3:55:12 PM
krisika	Ok	3:58:03 PM
	Server logout	3:59:56 PM
Anjainay Singh	Please check now	4:03:45 PM
krisika	??	4:06:07 PM
Anjainay Singh	I apologize—this happened unintentionally while I was checking using the mouse.	4:07:26 PM
	I would request you may simply delete this.	4:07:43 PM
	Could you please confirm whether your issue has been resolved or still occurring.	4:10:15 PM
	Are we still connected here?	4:13:42 PM
krisika	Quickbook working fine now	4:14:07 PM
	Thank you	4:14:11 PM
Anjainay Singh	Is there anything else I may help you with ?	4:14:30 PM

krisika	No	4:14:50 PM
	Thank you	4:14:54 PM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	4:15:23 PM
	You may disconnect this chat .	4:15:38 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:16:13 PM
	Anjainay Singh has ended this chat session	4:16:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 10:11:53 PM

#77310 Jim.tuton

Email: jim.tuton@nexfazeco.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: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins

Jim.tuton	Hello, I am your Acebuddy	21 May, 10:11:54 PM
Acebuddy	Hello Jim.tuton, I'm your Ace Buddy. I'll be happy to assist you!	10:11:55 PM
	Whom Would You Like to Connect With?	10:11:55 PM
Jim.tuton	Technical Support (QB & App Hosting)	10:12:02 PM
Acebuddy	Welcome to Ace Support.	10:12:02 PM

	Please chose an option :	10:12:02 PM
Jim.tuton	I'd like to report an Issue	10:12:13 PM
Acebuddy	Please select an option!	10:12:13 PM
Jim.tuton	Password Reset	10:12:22 PM
Acebuddy	Please select an option below	10:12:22 PM
Jim.tuton	Not Enrolled to Selfcare Portal	10:12:29 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.	10:12:29 PM
	Do you need any further assistance on the topic?	10:12:29 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.	10:42:55 PM

Ended due to chat idle timeout

10:42:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 9:40:58 PM

#76842 Robyn Frizzell

Email: carderconcrete@gmail.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: BURLESON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 48 Secs

	Hello, I am your Acebuddy	PM
Acebuddy	Hello Robyn Frizzell, I'm your Ace Buddy. I'll be happy to assist you!	9:41:00 PM
	Whom Would You Like to Connect With?	9:41:00 PM
Robyn Frizzell	Technical Support (QB & App Hosting)	9:41:11 PM
Acebuddy	Welcome to Ace Support.	9:41:11 PM
	Please chose an option :	9:41:11 PM
Robyn Frizzell	I'd like to report an Issue	9:41:21 PM
Acebuddy	Please select an option!	9:41:29 PM
Robyn Frizzell	QuickBooks Issue	9:41:58 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:41:58 PM
Robyn Frizzell	QuickBooks Login Issue	9:42:04 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	9:42:05 PM
	Was that helpful?	9:42:05 PM
Robyn Frizzell	No	9:43:33 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:43:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:43:33 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:43:48 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:43:56 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:44:02 PM
Robyn Frizzell	gateway server	9:45:43 PM
	myrealdata\RobynFrizzell	9:46:43 PM
Ashutosh Mishra	Is the business name Carder Concrete Company?	9:47:13 PM
Robyn Frizzell	yes	9:47:22 PM
Ashutosh Mishra	Thanks for the confirmation !	9:48:34 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	9:48:40 PM
Robyn Frizzell	yes only me	9:49:04 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	9:49:13 PM
Robyn Frizzell	yes	9:49:23 PM
Ashutosh Mishra	Thanks for the confirmation !	9:51:08 PM
	May I take the remote access of your local computer?	9:51:10 PM
Robyn Frizzell	yes	9:51:28 PM

Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:51:36 PM
	Kindly paste this link in the browser of local computer and join the session.	9:51:40 PM
	https://assist.acecloudhosting.com/join/8662378081	9:51:41 PM
	We are connected now.	9:54:36 PM
	As per discussion over the remote session, The issue is resolved after unlocking your account.	10:05:12 PM
	Is there anything else I may help you with ?	10:06:21 PM
Robyn Frizzell	Thank you!	10:06:27 PM
Ashutosh Mishra	Thanks for the confirmation !	10:06:38 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:06:43 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:06:46 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:06:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76561 krisika

Email: krisika@hkidata.com 📞 7383092838

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Android

Browser: Google Chrome

5 May, 4:32:08 PM

Device: Mobile
Average Response Time: 58 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript

Chat Duration : 20 Mins 22 Secs

krisika	Hello, I am your Acebuddy	5 May, 4:32:10 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	4:32:10 PM
	Whom Would You Like to Connect With?	4:32:10 PM
krisika	Technical Support (QB & App Hosting)	4:32:14 PM
Acebuddy	Welcome to Ace Support.	4:32:14 PM
	Please chose an option :	4:32:14 PM
krisika	I'd like to report an Issue	4:32:21 PM
Acebuddy	Please select an option!	4:32:21 PM
krisika	Other Issue	4:32:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:32:24 PM
krisika	Hi	4:32:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:32:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:32:37 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:32:44 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:32:56 PM
krisika	In quickbook many times abort error so Quickbook close	4:35:30 PM
	Reason ??	4:35:43 PM
Anjainay Singh	Please let us know in which QB you are facing issue .	4:35:50 PM
	May I take the remote access of your server?	4:36:17 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:36:27 PM
krisika	Abort error comes	4:39:25 PM
	Frequently	4:39:34 PM
	In all pc	4:39:41 PM
	Not now.... but frequently	4:40:03 PM
Anjainay Singh	Surely Krisika we will look into the root cause of issue and will try to resolve it permanently however please report the issue in real time if it persists .	4:41:26 PM

	We are prioritizing your issue and will keep it under observation.	4:42:11 PM
krisika	Ok	4:43:40 PM
Anjainay Singh	Is there anything else I may help you with ?	4:44:39 PM
	Are we still connected here?	4:48:22 PM
krisika	Yes	4:48:31 PM
	No	4:49:03 PM
	Thank you	4:49:09 PM
Anjainay Singh	An automatic ticket will be created after this chat gets disconnect , please let us know the status of issue so that we can assist you accordingly over call or chat . (Edited)	4:50:12 PM
	This message has been deleted	4:50:27 PM
krisika	Thank you	4:51:00 PM
Anjainay Singh	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	4:51:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:51:57 PM
Anjainay Singh has ended this chat session		4:52:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76469 info

Email: info@brkimcpa.com 📞 9729724930

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

2 May, 12:05:46 AM

info	Hello, I am your Acebuddy	2 May, 12:05:47 AM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	12:05:48 AM
	Whom Would You Like to Connect With?	12:05:48 AM
info	Technical Support (QB & App Hosting)	12:05:59 AM
Acebuddy	Welcome to Ace Support.	12:05:59 AM
	Please chose an option :	12:05:59 AM
info	I'd like to report an Issue	12:06:28 AM
Acebuddy	Please select an option!	12:06:28 AM
info	Other Issue	12:06:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:06:33 AM
info	could please turn off the remote? the mouse cursor keeps moving somewhere else.	12:07:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:07:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:07:59 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:08:17 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:08:23 AM
	Hello	12:08:26 AM
info	hello	12:08:31 AM
Shashwat Verma	Sure	12:08:31 AM
info	thank you	12:08:57 AM
Shashwat Verma	No problem.	12:08:58 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:09:01 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:09:04 AM
	<i>Shashwat Verma has ended this chat session</i>	12:09:06 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 May, 7:37:48 PM

#77391 Leslea Burnett
Email: leslea@simplybalancedaccountants.com ☎ 15174206790
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 32 Secs
City: GRAND RAPIDS
State: Michigan
Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 51 Secs

Leslea Burnett	Hello, I am your Acebuddy	23 May, 7:37:49 PM
Acebuddy	Hello Leslea Burnett, I'm your Ace Buddy. I'll be happy to assist you!	7:37:50 PM
	Whom Would You Like to Connect With?	7:37:50 PM
Leslea Burnett	Technical Support (QB & App Hosting)	7:37:53 PM
Acebuddy	Welcome to Ace Support.	7:37:54 PM
	Please chose an option :	7:37:54 PM
Leslea Burnett	I'd like to report an Issue	7:38:00 PM
Acebuddy	Please select an option!	7:38:00 PM
Leslea Burnett	Other Issue	7:38:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:38:04 PM
Leslea Burnett	Drake App will not open correctly	7:38:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:38:18 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	7:38:18 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:38:26 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:38:37 PM
Leslea Burnett	Good morning. I am having trouble opening the remote app	7:38:55 PM
Anjainay Singh	Since when you are facing this issue and do other users are also facing the same issue at their end ?	7:39:58 PM
Leslea Burnett	Not at this time. I am the only one working	7:40:28 PM
Anjainay Singh	Please confirm with which Drake year version you are facing issue .	7:41:41 PM
Leslea Burnett	2024	7:41:47 PM
Anjainay Singh	Could you please try to login again into server and access the Drake 2024 and let me know the outcome.	7:42:24 PM
	<i>7:43:51 PM</i> Leslea Burnett is sharing a file with you Screenshot 2025-05-23 101321.png - (Size:28.57 KB)	7:43:51 PM
	May I take the remote access of your local computer?	7:44:11 PM
Leslea Burnett	currently cannot get in. Early the app would not open	7:44:12 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	7:44:26 PM
Leslea Burnett	ok	7:44:42 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/7812673400	7:44:47 PM
	Please open this URL in any of the browser in your local machine and allow me access so that I can have access to your local .	7:45:30 PM
Leslea Burnett	done	7:46:17 PM
	<i>Anjainay Singh has ended this chat session</i>	8:26:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76920 cgilmore

Email: cgilmore@andersonbryant.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

12 May, 10:20:00 PM

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 34 Secs

cgilmore	Hello, I am your Acebuddy	12 May, 10:20:01 PM
Acebuddy	Hello Cgilmore, I'm your Ace Buddy. I'll be happy to assist you!	10:20:02 PM
	Whom Would You Like to Connect With?	10:20:02 PM
cgilmore	Technical Support (QB & App Hosting)	10:20:20 PM
Acebuddy	Welcome to Ace Support.	10:20:20 PM
	Please chose an option :	10:20:20 PM
cgilmore	I'd like to raise a Request	10:20:26 PM
Acebuddy	Please select your request type.	10:20:26 PM
cgilmore	Other Request	10:20:43 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.	10:20:43 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:20:43 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.	11:02:35 PM
	Ended due to chat idle timeout	11:02:36 PM



Email: kimberly@integritybp.com 📞 972-670-1721

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Transcript		Chat Duration : 34 Mins 1 Sec
Kimberly Venezia	Hello, I am your Acebuddy	21 May, 8:44:14 PM
Acebuddy	Hello Kimberly Venezia, I'm your Ace Buddy. I'll be happy to assist you!	8:44:15 PM
	Whom Would You Like to Connect With?	8:44:15 PM
Kimberly Venezia	Technical Support (QB & App Hosting)	8:44:28 PM
Acebuddy	Welcome to Ace Support.	8:44:28 PM
	Please chose an option :	8:44:28 PM
Kimberly Venezia	I'd like to report an Issue	8:44:34 PM
Acebuddy	Please select an option!	8:44:34 PM
Kimberly Venezia	Other Issue	8:44:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:44:38 PM
Kimberly Venezia	I am unable to open any of my files. I get an error that I do not have the necessary permissions.	8:45:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:45:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:45:05 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:45:09 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:45:24 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:45:32 PM
Kimberly Venezia	IntegrityBooks.myrealddata.net	8:45:45 PM
	user: Kimberly Venezia	8:45:58 PM
Shivam Singh	Thanks for the information.	8:45:58 PM
Kimberly Venezia	or KimberlyV	8:46:06 PM
Shivam Singh	Could you please share a screenshot of the prompt that appears when you click on it?	8:46:53 PM
	<i>8:48:11 PMKimberly Venezia is sharing a file with you</i>	

	Capture.PNG - (Size:9.06 KB)	8:48:11 PM
	Thank you for the information and allow 2 minutes to check the same.	8:48:40 PM
Kimberly Venezio	ok	8:48:48 PM
Shivam Singh	Thanks for your patience.	8:49:05 PM
	It's taking a little longer than usual; I'll be back soon.	8:52:21 PM
	Thanks for your patience , allow me 5-6 minutes to make the changes.	9:00:50 PM
	Kimberly, thanks for your cooperation.	9:08:20 PM
	Please log off from the server and log back in	9:08:37 PM
Kimberly Venezio	okay will do	9:08:55 PM
Shivam Singh	please let me know once you logged off	9:09:36 PM
	Could you please check if it is working fine now at your end?	9:11:19 PM
	Are we still connected here?	9:11:59 PM
	Are we still connected here?	9:13:55 PM
	Are we still connected here?	9:15:08 PM
	Since there has been no response, we are disconnecting the chat. It also seems that the Excel file is still running on your end after the changes were made. Please let us know if you encounter any issues. You can re-initiate the chat or call us at (1-888-415-5240) if you need further assistance.	9:17:59 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:18:07 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:18:12 PM
	<i>Shivam Singh has ended this chat session</i>	9:18:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 8:05:10 PM

9 May, 8:05:10 PM

#76830 Adam Test

Email: aensman@calcraft.com ☎ 19098792900

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 16 Secs

Chat Duration : 16 Mins 16 Secs

Adam Test	Hello, I am your Acebuddy	9 May, 8:05:11 PM
Acebuddy	Hello Adam Ensman, I'm your Ace Buddy. I'll be happy to assist you!	8:05:11 PM
	Whom Would You Like to Connect With?	8:05:11 PM
Adam Test	Technical Support (QB & App Hosting)	8:05:14 PM
Acebuddy	Welcome to Ace Support.	8:05:14 PM
	Please chose an option :	8:05:14 PM
Adam Test	I'd like to report an Issue	8:05:26 PM
Acebuddy	Please select an option!	8:05:26 PM
Adam Test	Other Issue	8:05:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:05:53 PM
Adam Test	I need to allow users access to our Client Data folder with the QuickBooks file.	8:06:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:06:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:06:23 PM
	<i>Rohan Prajapati declined the transfer request.</i>	8:06:26 PM
	<i>Ankit accepted the chat transfer request.</i>	8:07:00 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	8:07:06 PM
Adam Test	Hello.	8:07:14 PM
Ankit	Hello Adam, How are you doing today?	8:07:30 PM

Adam Test	Great. How about you?	8:07:41 PM
Ankit	I am doing well, thank you for asking.	8:08:06 PM
	I will surely help you with this issue.	8:08:20 PM
	May I know you username once ?	8:08:37 PM
Adam Test	My username is CalC_Admin@myrealdata.net	8:09:38 PM
	I have two other users that need access to the QuickBooks file.	8:10:28 PM
Ankit	Thanks for the confirmation !	8:10:30 PM
	Adam, We would like to inform you that you can provide access to the Client data drive by creating a new user under your account. (Edited)	8:10:44 PM
Adam Test	CalC_JanethH@myrealdata.net and BrettE@myrealdata.net	8:10:54 PM
	I tried on the Admin account but couldn't find where to do that.	8:12:30 PM
Ankit	As I can see, these users already have access to the server. Would you like to make any changes to their permissions?	8:12:44 PM
Adam Test	Correct.	8:12:55 PM
	CalC_JanethH@myrealdata.net and BrettE@myrealdata.net need access to the following: D:\Client Data\CALCRAFT TPX\CALCRAFT Corporation	8:13:45 PM
Ankit	Thank you for the details.	8:14:17 PM
	Adam, Please email us from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	8:14:58 PM
	Once done, we will inform you about the same over the email.	8:15:26 PM
	You may expect the update to be completed within 2-3 hours	8:16:27 PM
	Is there anything else I may help you with ?	8:16:31 PM
	Are we still connected here?	8:18:45 PM
Adam Test	Yeah. I just sent the email. Please have this expedited. We had to wait all day just to get both users reconnected to the remote server. Now they don't have access to QB. We can't wait another full day.	8:19:51 PM
Ankit	Sure, we will do our best to make the changes as soon as possible.	8:20:55 PM
	Is there anything else I may help you with ?	8:20:59 PM
Adam Test	That is all. Thank you.	8:21:10 PM
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:21:19 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!	8:21:21 PM

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

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

Ankit has ended this chat session

8:21:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 May, 12:52:53 AM

#77366 Asif Ali

Email: admin@qscpa.com 📞 16145587724

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 54 Mins 26 Secs

Asif Ali	Hello, I am your Acebuddy	23 May, 12:52:54 AM
Acebuddy	Hello Asif Ali, I'm your Ace Buddy. I'll be happy to assist you!	12:52:54 AM
	Whom Would You Like to Connect With?	12:52:54 AM
Asif Ali	Technical Support (QB & App Hosting)	12:52:59 AM
Acebuddy	Welcome to Ace Support.	12:52:59 AM
	Please chose an option :	12:52:59 AM
Asif Ali	I'd like to report an Issue	12:53:05 AM
Acebuddy	Please select an option!	12:53:05 AM

Asif Ali	Other Issue	12:53:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:53:09 AM
Asif Ali	VPN Client Manager is showing offline status.	12:53:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:53:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:53:46 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:53:56 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:54:05 AM
Asif Ali	Hi Ashutosh	12:54:19 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:54:24 AM
Asif Ali	I am having IT Support person here with me	12:54:37 AM
	and trying to resolve VPN CONnection through RDP	12:54:52 AM
	server name is 3QsCPA	12:55:31 AM
	and User is User3	12:55:35 AM
Ashutosh Mishra	I will surely help with this, i understand you have an ongoing ticket #695116 regarding this concern.	12:56:43 AM
Asif Ali	correct	12:56:50 AM
Ashutosh Mishra	Please allow me few minutes i will assist further.	12:58:41 AM
	We will have to include our network team; would it be possible you can give us a meeting link because they would like to view the web interface of the new router.	1:01:07 AM
Asif Ali	Dont you have any Team Link. Last time your colleague provided that.	1:03:08 AM
Ashutosh Mishra	Yes i am checking for this and i am in contact with the network team.	1:04:56 AM
	Please click on the given link to join the meeting.	1:08:45 AM
	[Anjishth Kant Tripathi:](<a 1747942700176?context='%7B%22contextType%22%3A%22chat%22%7D"' 19:17cef4e3-1c2b-4829-be11-d4b9c8eb4e4b_5f86f2c2-5be0-4f82-868e-9c86a68f4d9a@unq.gbl.spaces="" href="https://teams.microsoft.com/l/message/19:17cef4e3-1c2b-4829-be11-d4b9c8eb4e4b_5f86f2c2-5be0-4f82-868e-9c86a68f4d9a@unq.gbl.spaces/1747942700176?context=%7B%22contextType%22%3A%22chat%22%7D)https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZGFI...](https://teams.microsoft.com/l/message/19:17cef4e3-1c2b-4829-be11-d4b9c8eb4e4b_5f86f2c2-5be0-4f82-868e-9c86a68f4d9a@unq.gbl.spaces/1747942700176?context=%7B%22contextType%22%3A%22chat%22%7D)https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZGFI...](https://teams.microsoft.com/l/message/19:17cef4e3-1c2b-4829-be11-d4b9c8eb4e4b_5f86f2c2-5be0-4f82-868e-9c86a68f4d9a@unq.gbl.spaces/1747942700176?context=%7B%22contextType%22%3A%22chat%22%7D)	1:08:51 AM
	<i>Asif Ali has initiated a remote assistance session. Would you like to access Asif Ali's screen?</i>	1:10:50 AM
	Are you able to join the given meeting link?	1:13:13 AM
Asif Ali	Can you copy the link again	1:13:35 AM
Ashutosh Mishra	Sure	1:13:46 AM
	https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZGFiNDk3MzEtZjhkMi00MTNhLWExOTUtNzdhdhNjVkJkNzQ0OGQ1%40thread.v2/0?context=%7b%22Tid%22%3a%2223b65983-5670-4f14-a752-784cd5cf0cd7%22%2c%22Oid%22%3a%225f86f2c2-5be0-4f82-868e-9c86a68f4d9a%22%7d	1:13:49 AM

1:47:20 AM

1:47:20 AM



Hello, I am your Acebuddy

27 May, 10:14:07 PM

Country: UNITED STATES

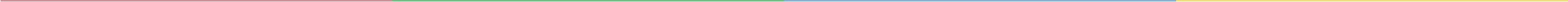
Chat Duration : 1 Min 16 Secs

Veronica Plance	Hello, I am your Acebuddy	27 May, 10:14:08 PM
Acebuddy	Hello Veronica Plance, I'm your Ace Buddy. I'll be happy to assist you!	10:14:09 PM
	Whom Would You Like to Connect With?	10:14:09 PM
Veronica Plance	Technical Support (QB & App Hosting)	10:14:18 PM
Acebuddy	Welcome to Ace Support.	10:14:18 PM
	Please chose an option :	10:14:18 PM
Veronica Plance	I'd like to report an Issue	10:14:26 PM
Acebuddy	Please select an option!	10:14:26 PM
Veronica Plance	QuickBooks Issue	10:14:31 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:14:31 PM

Veronica Plance	QuickBooks Update	10:14:56 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	10:14:56 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:14:56 PM
	Do you need any further assistance on the topic?	10:14:56 PM
Veronica Plance	No	10:15:24 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:15:24 PM

Acebuddy has ended this chat session

10:15:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 May, 9:47:00 PM

#77249 Claire Speake

Email: claire@sgwfresno.com 📞 15593479965

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: 50 Secs

City: SAN JOSE

State: California


Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 48 Secs

Claire Speake	Hello, I am your Acebuddy	20 May, 9:47:02 PM
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!	9:47:02 PM

	Whom Would You Like to Connect With?	9:47:02 PM
Claire Speake	Technical Support (QB & App Hosting)	9:47:06 PM
Acebuddy	Welcome to Ace Support.	9:47:06 PM
	Please chose an option :	9:47:06 PM
Claire Speake	I'd like to report an Issue	9:47:13 PM
Acebuddy	Please select an option!	9:47:13 PM
Claire Speake	QuickBooks Issue	9:47:16 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:47:16 PM
Claire Speake	Other QB related issue	9:47:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:47:26 PM
Claire Speake	For some reason, my remote screen wont enlarge. I hope that you can help me with this.	9:48:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:48:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:48:30 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:48:40 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:48:49 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:49:06 PM
Claire Speake	Operations	9:49:28 PM
	SGW.myrealdata.net	9:49:39 PM
Ashutosh Mishra	Thanks for the confirmation !	9:50:31 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	9:50:43 PM
Claire Speake	Just for this computer	9:50:53 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	9:51:17 PM
Claire Speake	First time	9:51:28 PM
	ye s	9:51:35 PM
Ashutosh Mishra	Thanks for the confirmation !	9:51:47 PM
	May I take the remote access of your local computer?	9:51:52 PM
Claire Speake	Yes	9:52:11 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:52:23 PM
Claire Speake	Ok	9:52:27 PM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	9:52:34 PM
	https://assist.acecloudhosting.com/join/8772595848	9:52:36 PM
Claire Speake	ok	9:53:52 PM

	That was all that I needed. Thank you so much for your help!	9:57:03 PM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by configuring the display size in RDP application.	9:57:27 PM
	Thanks for the confirmation !	9:57:32 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:57:36 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:57:39 PM
Claire Speake	Yes!	9:57:41 PM
	<i>Ashutosh Mishra has ended this chat session</i>	9:57:51 PM
		

Chat Transcript

We are trying to log into the VPM using ace cloud hosting and for some reason today we got asked two questions to verify our answers. However, the people that set up this account don't work for us anymore and we can't get in; see the account info below; can you help?

Visitor Details

#77036 perry

Email: jaysonp@c-suitesupport.com 📞 9727577491

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: <https://www.acecloudhosting.com/account-login/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

14 May, 11:25:55 PM

Average Response Time: 1 Min 6 Secs
City: SANGER
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 13 Secs

perry	We are trying to log into the VPM using ace cloud hosting and for some reason today we got asked two questions to verify our answers. However, the people that set up this account don't work for us anymore and we can't get in; see the account info below; can you help?	14 May, 11:25:56 PM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	11:25:58 PM
perry	RDP - Attached Password for RDP Sage1511* Username Perry password sl*^9&EVC1KF	11:26:05 PM
Siddhant	Hi Perry, can you provide me with your business name or client ID?	11:27:07 PM
perry	C-Suite support	11:27:41 PM
	the login page is asking us for a password and it isn't working and there isn't a way to reset it	11:28:41 PM
Siddhant	Got your concern. Please allow me a moment.	11:29:11 PM
	11:29:28 PMperry is sharing a file with you 1_image.png - (Size:42.16 KB)	11:29:28 PM
	I am transferring this chat to the onboarding team and they will assist you futher.	11:30:03 PM
	Siddhant is transferring the chat to Onboarding.	11:30:08 PM
	Sandeep accepted the chat transfer request.	11:30:27 PM
Sandeep	Thank you connecting with ACE. My name is Sandeep. How may I assist you today ?	11:31:02 PM
	11:31:35 PMperry is sharing a file with you image.png - (Size:42.16 KB)	11:31:35 PM
	I'm not able to get my password to work nor is there a way to update or reset it	
	Please allow me a moment to check the account.	11:32:59 PM
perry	ok	11:33:24 PM
Sandeep	This is reagrding Genesis Fire Protection Inc. account. If I am not wrong ?	11:34:23 PM
	Perry are we still connected ?	11:36:12 PM
	Sandeep is transferring the chat to Support(QB & App Hosting).	11:37:15 PM
	Ashutosh Mishra accepted the chat transfer request.	11:38:06 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:38:20 PM
	I will surely help you with this issue.	11:40:19 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	11:41:21 PM
	Are we still connected here?	11:44:24 PM

	I have checked from backend, I see that you are logged in the server.	11:45:19 PM
	Are we still connected here?	11:48:00 PM
	Are we still connected here?	11:50:10 PM
perry	yes	11:50:15 PM
	what do I need to do	11:50:39 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	11:51:04 PM
perry	There is only one user so it's just me	11:51:04 PM
	Yes, it's never "NOT" accepted the password until today and we need to get into the system	11:51:31 PM
Ashutosh Mishra	To assist further, may I take the remote access of your local computer?	11:53:00 PM
perry	yes	11:54:02 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	11:54:21 PM
perry	Can we make an appointment as now isn't a good time. I don't understand why there isn't a way to change or reset the password	11:54:55 PM
Ashutosh Mishra	You can change the password from self-care portal or it can be changed by Heather from My Portal.	11:56:57 PM
perry	do you have the link for my portal	11:57:26 PM
Ashutosh Mishra	Yes i can send you the link for My Portal and we can also reset your password after getting approval from Heather.	11:58:21 PM
perry	Thanks; what is the best way for heather to give you approval; do you have an email with a case ID that I can reference?	11:59:01 PM
Ashutosh Mishra	Do you have any existing ticket ID open for this concern?	11:59:25 PM
perry	no	11:59:32 PM
Ashutosh Mishra	Okay, after this chat i will send you the new ticket ID as well as My Portal link and request for approval to reset your password.	15 May, 12:00:43 AM
perry	Thanks	12:01:25 AM
	where will you send it; my email is jaysonp@c-suitesupport.com	12:01:44 AM
Ashutosh Mishra	Yes i have this email for you. I will also add Heather's email hmoore@genesisfire.com for approval requirements.	12:02:35 AM
	Is there anything else I may help you with ?	12:02:52 AM
	Are we still connected here?	12:04:44 AM
	Are we still connected here?	12:06:18 AM
	Are we still connected here?	12:08:01 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.	12:09:03 AM
	<i>Ashutosh Mishra has ended this chat session</i>	12:09:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 May, 7:28:19 PM

#76972 marcello
Email: marcello@prothane.com 📞 18014201081
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: LINDON
State: Utah
Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 15 Secs

marcello	Hello, I am your Acebuddy	13 May, 7:28:19 PM
Acebuddy	Hello Marcello, I'm your Ace Buddy. I'll be happy to assist you!	7:28:20 PM
	Whom Would You Like to Connect With?	7:28:20 PM
marcello	Technical Support (QB & App Hosting)	7:28:24 PM
Acebuddy	Welcome to Ace Support.	7:28:24 PM
	Please chose an option :	7:28:24 PM
marcello	I'd like to raise a Request	7:28:31 PM
Acebuddy	Please select your request type.	7:28:31 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:10:35 PM
	Ended due to chat idle timeout	8:10:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 May, 7:56:48 PM

#77647 Joanne Williams
Email: jwilliams@lightbridgeacademy.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 2 Mins 9 Secs
City: BROOKLYN
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 58 Secs

Joanne Williams	Hello, I am your Acebuddy	30 May, 7:56:51 PM
Acebuddy	Hello Joanne Williams, I'm your Ace Buddy. I'll be happy to assist you!	7:56:51 PM
	Whom Would You Like to Connect With?	7:56:51 PM
Joanne Williams	Technical Support (QB & App Hosting)	7:57:04 PM
Acebuddy	Welcome to Ace Support.	7:57:04 PM
	Please chose an option :	7:57:04 PM
Joanne Williams	I'd like to report an Issue	7:57:12 PM
Acebuddy	Please select an option!	7:57:13 PM
Joanne Williams	QuickBooks Issue	7:57:22 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:57:22 PM
Joanne Williams	QuickBooks Login Issue	7:57:28 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	7:57:28 PM
	Was that helpful?	7:57:28 PM

Joanne Williams	No	7:57:38 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:57:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:57:38 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:58:45 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:00:55 PM
	<i>Anjainay Singh has ended this chat session</i>	8:33:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 May, 12:04:01 AM

#77206 Jason Barth
Email: jason@integritybp.com 📞 12144559672
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 37 Secs
City: ANNAPOLIS
State: Maryland
Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 7 Secs

Jason Barth	Hello, I am your Acebuddy	20 May, 12:04:02 AM
Acebuddy	Hello Jason Barth, I'm your Ace Buddy. I'll be happy to assist you!	12:04:02 AM
	Whom Would You Like to Connect With?	12:04:02 AM
Jason Barth	Technical Support (QB & App Hosting)	12:04:08 AM
Acebuddy	Welcome to Ace Support.	12:04:08 AM
	Please chose an option :	12:04:08 AM

Jason Barth	I'd like to report an Issue	12:04:16 AM
Acebuddy	Please select an option!	12:04:16 AM
Jason Barth	Other Issue	12:04:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:04:19 AM
Jason Barth	Cannot find installed application	12:04:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:04:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:04:47 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	12:04:54 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	12:05:07 AM
Jason Barth	You all recently installed a new secure browser application on my server "South state" ticket number 683414. Where is it on my server. I cannot find it.	12:05:43 AM
Shivam Singh	Allow me 3 minutes to check the same.	12:07:32 AM
	As I checked the application is user specific and we need to install it on the user end. Although it is installed on the server, we have to install it separately for every user who would want this application	12:11:39 AM
	Please try to run the application on your end and let me know if you face any issues?	12:12:19 AM
Jason Barth	Do you mean run it on my server? I am logged in now and I do not see the shortcut.	12:13:23 AM
Shivam Singh	We have to install it on your end and we don't have access to your credentials so you have to install it on your own we can guide you through the process.	12:13:25 AM
	Yes, please run the setup on your end.	12:13:50 AM
	Okay, please allow me 2 minutes	12:15:41 AM
Jason Barth	I already tried this and I get an error as it will not let me install it. I just got the same error. That is why I submitted the ticket you so all could install it. I got a confirmation that it was done. I was also charged \$10 last month for it and it is not working.	12:15:44 AM
Shivam Singh	Let me make the changes (Edited)	12:15:46 AM
	I understand but we just found about the application behavior.	12:16:19 AM
	Please sign off once and try again.	12:17:57 AM
Jason Barth	Ok. However, I may lose you as this chat is being done on my the server. Is that ok?	12:18:23 AM
Shivam Singh	No problem with that, you may reinitiate the chat the instant the system is up and running and this time use your local computer	12:19:23 AM
	As we are connected on the other chat we are closing this for now and continuing with other instance of the chat	12:24:07 AM
	<i>Shivam Singh has ended this chat session</i>	12:24:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 May, 1:51:44 AM

#76410 allison
Email: allison@cowestlandtrust.org 📞 19702635443
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: 3 Mins 54 Secs
City: HAYDEN
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 54 Mins 14 Secs

allison	Hello, I am your Acebuddy	1 May, 1:51:45 AM
Acebuddy	Hello Allison, I'm your Ace Buddy. I'll be happy to assist you!	1:51:46 AM
	Whom Would You Like to Connect With?	1:51:46 AM
allison	Technical Support (QB & App Hosting)	1:51:49 AM
Acebuddy	Welcome to Ace Support.	1:51:49 AM
	Please chose an option :	1:51:49 AM
allison	I'd like to report an Issue	1:51:54 AM
Acebuddy	Please select an option!	1:51:54 AM
allison	QuickBooks Issue	1:51:58 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:51:58 AM
allison	Other QB related issue	1:52:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:52:03 AM
allison	Problem with payroll	1:52:20 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:52:21 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	1:52:21 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	1:53:22 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	1:53:28 AM
	Hello Allison, how are you doing today ?	1:53:38 AM
allison	I'm well, how about yourself?	1:53:46 AM
Rohan Prajapati	That's Great. I'm good too, thanks for asking.	1:54:09 AM
	I will surely try to help you with this issue.	1:54:19 AM
	Kindly allow me two minutes to check the same.	1:54:22 AM
	May I take the remote access of your server?	1:55:24 AM
allison	Yes	1:55:34 AM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	1:55:58 AM
allison	yes	1:56:05 AM
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:56:32 AM
	<i>2:04:38 AMRohan Prajapati is sharing a file with you</i> <i>image.png</i> - (<i>Size:21.74 KB</i>)	2:04:38 AM
	Please login back on the server	2:18:54 AM
allison	done	2:19:28 AM
	I just received the confirmation report from Intui t that the direct deposit was received. So you do not need to do the update	2:39:40 AM
Rohan Prajapati	Allison, we really appreciate your patience and understanding in this matter. I will personally ensure that your QuickBooks is updated on time, and that you don't face any issues again.	2:45:08 AM
allison	Thank you, I appreciate your work to resolve it	2:45:21 AM
Rohan Prajapati	Thanks for the confirmation !	2:45:28 AM
	Is there anything else I may help you with ?	2:45:30 AM
allison	No, that works.	2:45:40 AM
Rohan Prajapati	Thanks for the confirmation !	2:45:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:45:55 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at	

quality@acecloudhosting.com. Thanks!

2:45:57 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 Prajapati has ended this chat session

2:46:00 AM

