

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Aug, 5:03:06 AM

#80073 Frank

Email: frank@standardus.com 630-289-9500

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: HANOVER PARK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 27 Secs

Frank	Hello, I am your Acebuddy	2 Aug, 5:03:08 AM
Acebuddy	Hello Frank, I'm your Ace Buddy. I'll be happy to assist you!	5:03:09 AM
	Whom Would You Like to Connect With?	5:03:09 AM
Frank	Technical Support (QB & App Hosting)	5:03:17 AM
Acebuddy	Welcome to Ace Support.	5:03:17 AM
	Please chose an option :	5:03:17 AM
Frank	I'd like to raise a Request	5:03:24 AM
Acebuddy	Please select your request type.	5:03:24 AM
Frank	Other Request	5:03:41 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	5:03:41 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:03:41 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:45:36 AM
	<i>Ended due to chat idle timeout</i>	5:45:36 AM



Chat Transcript

Client data is not accurate and reports not running - big issue need help resolving

Visitor Details

27 Aug, 9:41:11 PM

#80911 Betz

Email: abetz@driglobal.com 770-377-0134

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 7 Secs

Betz	Client data is not accurate and reports not running - big issue need help resolving	27 Aug, 9:41:12 PM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	9:41:15 PM
Betz	can you please call me to assist?	9:41:47 PM
Siddhant	May I confirm your business name or the CID?	9:42:00 PM
Betz	Dynamic Resources, Inc.	9:42:11 PM
Siddhant	I will transfer this chat to the support team. They will assist you further.	9:42:31 PM
<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>		9:42:42 PM
<i>Shubham Maurya accepted the chat transfer request.</i>		9:42:50 PM
<i>Shubham Maurya is transferring the chat to Sujeeet Kumar Suman.</i>		9:43:28 PM
<i>Sujeeet Kumar Suman accepted the chat transfer request.</i>		9:43:31 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	9:43:37 PM
	Hello Betz	9:43:42 PM

Betz	My name is abby - can you please call me to assist? cell phone is 770-377-0134	9:44:10 PM
Sujeet Kumar Suman	Sure, we will do that.	9:44:48 PM
	Before that, could you please help us understand your concern or issue?	9:45:11 PM
Betz	Client data in QB is not accurate and reports not running - big issue need help resolving	9:45:42 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:45:50 PM
Betz	user name is AbbyBetz - I have no idea what my server name is - Company is Dynamic Resources, Inc.	9:46:52 PM
Sujeet Kumar Suman	Thank you for the information.	9:46:59 PM
	Are you the only one facing this problem, or is someone else experiencing the same issue?	9:47:00 PM
Betz	all users	9:47:07 PM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	9:47:17 PM
Betz	there is no prompt that appears - please call me	9:47:32 PM
Sujeet Kumar Suman	Sure, we will. (Edited)	9:47:39 PM
	Our team will reach you soon.	9:47:55 PM
	Is there anything else I may help you with ?	9:47:58 PM
Betz	no - will the team be calling my cell?	9:48:24 PM
Sujeet Kumar Suman	No, they will call you on the contact number you provided	9:48:51 PM
Betz	770-377-0134?	9:49:06 PM
Sujeet Kumar Suman	Thank you for the information.	9:49:24 PM
	Our team will reach you on cell phone number.	9:49:41 PM
	Is there anything else I may help you with ?	9:49:45 PM
Betz	no - this is an urgent matter - please make sure they know that	9:50:28 PM
Sujeet Kumar Suman	Alternatively, you can call us at 888-415-5240 (toll-free).	9:51:17 PM
	As soon as the chat ends, our team will reach you on your cell phone number.	9:52:26 PM
	Are we still connected here?	9:54:31 PM
	Are we still connected here?	9:56:34 PM
	Are we still connected here?	9:58:13 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:58:18 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:58:21 PM
<i>Sujeet Kumar Suman has ended this chat session</i>		9:58:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Aug, 8:27:32 PM

#80712 gina marks

Email: fmequipmentservices@yahoo.com ☎ 19165958806

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: ORANGEVALE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 41 Secs

gina marks	Hello, I am your Acebuddy	20 Aug, 8:27:32 PM
Acebuddy	Hello Gina Marks, I'm your Ace Buddy. I'll be happy to assist you!	8:27:33 PM
	Whom Would You Like to Connect With?	8:27:33 PM
gina marks	Technical Support (QB & App Hosting)	8:27:45 PM
Acebuddy	Welcome to Ace Support.	8:27:45 PM
	Please chose an option :	8:27:45 PM
gina marks	I'd like to raise a Request	8:28:03 PM
Acebuddy	Please select your request type.	8:28:03 PM
gina marks	Other Request	8:28:14 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:28:14 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:28:14 PM
gina marks	Restart	8:28:52 PM
Acebuddy	Hello Gina Marks, I'm your Ace Buddy. I'll be happy to assist you!	8:28:52 PM
	Whom Would You Like to Connect With?	8:28:52 PM

gina marks	Technical Support (QB & App Hosting)	8:29:34 PM
Acebuddy	Welcome to Ace Support.	8:29:34 PM
	Please chose an option :	8:29:34 PM
gina marks	I'd like to raise a Request	8:29:47 PM
Acebuddy	Please select your request type.	8:29:47 PM
gina marks	Other Request	8:30:00 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:30:00 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:30:00 PM
<i>gina marks has ended this chat session</i>		8:30:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Aug, 2:34:02 AM

#80924 Alicia

Email: alicia@ambshawaii.com 18085967885

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: HONOLULU

State: Hawaii

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 8 Secs

Alicia	Hello, I am your Acebuddy	28 Aug, 2:34:03 AM
Acebuddy	Hello Alicia, I'm your Ace Buddy. I'll be happy to assist you!	2:34:04 AM

	Whom Would You Like to Connect With?	2:34:04 AM
Alicia	Technical Support (QB & App Hosting)	2:34:09 AM
Acebuddy	Welcome to Ace Support.	2:34:09 AM
	Please chose an option :	2:34:09 AM
Alicia	I'd like to report an Issue	2:34:16 AM
Acebuddy	Please select an option!	2:34:16 AM
Alicia	Other Issue	2:34:20 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:34:20 AM
Alicia	Previous tech support setup shortcut to my sharepoint on my c:. It no longer works	2:35:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:35:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:35:00 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	2:36:43 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:36:46 AM
	Hello Alicia.	2:37:00 AM
	I just checked your previous ticket it issues was resolved on it may I know what the new error is or some screenshots of the issue. (Edited)	2:37:46 AM
Alicia	the shortcut is no longer working. maybe because I restored my OneDrive? unsure	2:38:17 AM
Tushar Pharswan	May I take the remote access of your local computer?	2:38:31 AM
Alicia	Can you remote in to recreate my shortcut please	2:38:33 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	2:38:33 AM
Alicia	yes!	2:38:35 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/8602114161	2:38:56 AM
	Kindly Click on the link and open the downloaded file.	2:38:58 AM
	We are connected now.	2:41:00 AM
	As your ride is here, we will email you shortly with the ticket and kindly connect with us whenever you want.	2:56:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:56:07 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!	2:56:09 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

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

Tushar Pharswan has ended this chat session

2:56:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 5:45:08 AM

#80579 Sam Koutal

Email: skoutal@abcspectrum.com 17474442434

Department: Support(QB & App Hosting)

Operator: Gaurav kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: OAK PARK

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 29 Secs

Sam Koutal	Hello, I am your Acebuddy	18 Aug, 5:45:09 AM
Acebuddy	Hello Skoutal, I'm your Ace Buddy. I'll be happy to assist you!	5:45:10 AM
	Whom Would You Like to Connect With?	5:45:10 AM
Sam Koutal	Technical Support (QB & App Hosting)	5:45:18 AM
Acebuddy	Welcome to Ace Support.	5:45:18 AM
	Please chose an option :	5:45:18 AM
Sam Koutal	I'd like to report an Issue	5:45:28 AM
Acebuddy	Please select an option!	5:45:28 AM
Sam Koutal	Password Reset	5:45:34 AM

Acebuddy	Please select an option below	5:45:34 AM
	<i>The visitor's name was changed from skoutal to Sam Koutal.</i>	5:47:38 AM
Sam Koutal	Not Enrolled to Selfcare Portal	5:47:39 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	5:47:39 AM
	Do you need any further assistance on the topic?	5:47:39 AM
Sam Koutal	Yes	6:14:54 AM
Acebuddy	Please wait while we connect you to our Support Representative	6:14:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:14:54 AM
	<i>Gaurav kumar accepted the chat transfer request.</i>	6:16:45 AM
Gaurav kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav kumar. I will be assisting you today.	6:17:13 AM
	Hello Sam	6:17:54 AM
Sam Koutal	Hi, it appears that my password is no longer correct to connect to the cloud.	6:18:07 AM
	I had received a message that it was expiring, but I never changed it.	6:18:26 AM
Gaurav kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:18:27 AM
Sam Koutal	samko.nent1@myreldata.net	6:18:54 AM
	rdgatl.myreldata.net	6:19:13 AM
	qbnxtent1.myreldata.net	6:19:30 AM
Gaurav kumar	Thank you for the information and allow 2 minutes to check the same.	6:19:36 AM
Sam Koutal	I'm not sure if this is what your are looking for	6:19:36 AM
Gaurav kumar	We see that you're already enrolled on Selfcare Portal.	
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:	
	<ol style="list-style-type: none"> 1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password". 2. Enter your Server Username. 3. Enter the CAPTCHA verification and Click Continue. 4. In the window that opens, Choose an authentication method from the list. 5. Enter your new password and click Reset to finish. 	6:20:24 AM
	Are we still connected here?	6:23:20 AM
Sam Koutal	Yes, working on it.	6:23:27 AM
Gaurav kumar	Sure, please take your time	6:23:35 AM
Sam Koutal	It worked. Thank you!	6:24:01 AM
Gaurav kumar	Is there anything else I may help you with ?	6:24:09 AM
Sam Koutal	No. That's all. Bye	6:24:25 AM

Gaurav kumar Thank you for choosing ACE cloud Hosting, you have a wonderful day. 6:24:33 AM

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

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

Thanks! 6:24:35 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/>)

Gaurav kumar has ended this chat session

6:24:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 12 Aug, 12:09:29 AM

#80374 Melissa Collins

Email: melissa.collins@squyres.cpa ☎ 19035972021

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript Chat Duration : 30 Mins 37 Secs

Melissa Collins	Hello, I am your Acebuddy	12 Aug, 12:09:30 AM
Acebuddy	Hello Melissa Collins, I'm your Ace Buddy. I'll be happy to assist you!	12:09:31 AM
	Whom Would You Like to Connect With?	12:09:31 AM

Melissa Collins	Technical Support (QB & App Hosting)	12:09:39 AM
Acebuddy	Welcome to Ace Support.	12:09:39 AM
	Please chose an option :	12:09:39 AM
Melissa Collins	I'd like to raise a Request	12:09:47 AM
Acebuddy	Please select your request type.	12:09:47 AM
Melissa Collins	Other Request	12:09:58 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:09:58 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:09:58 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:40:07 AM
	<i>Ended due to chat idle timeout</i>	12:40:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Aug, 7:35:43 PM

#80494 Teresa Leslie

Email: accounting@altusgp.com 18594445660

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 54 Secs

City: LEXINGTON

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 56 Secs

Teresa Leslie Hello, I am your Acebuddy

14 Aug, 7:35:45 PM

Acebuddy	Hello Teresa Leslie, I'm your Ace Buddy. I'll be happy to assist you!	7:35:46 PM
	Whom Would You Like to Connect With?	7:35:46 PM
Teresa Leslie	Technical Support (QB & App Hosting)	7:35:53 PM
Acebuddy	Welcome to Ace Support.	7:35:53 PM
	Please chose an option :	7:35:53 PM
Teresa Leslie	I'd like to report an Issue	7:36:06 PM
Acebuddy	Please select an option!	7:36:06 PM
Teresa Leslie	Other Issue	7:36:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:36:13 PM
Teresa Leslie	I am trying to login to the port to assign a user and send a email invite and keep getting an error that my username or password is incorrect. I have tried using my email address and CID number with no luck to login.	7:37:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:37:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:37:31 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:37:38 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:37:59 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:38:11 PM
Teresa Leslie	Company: Altus Capital Username: accounting@altusgp.com	7:38:55 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	7:39:16 PM
	Thank you for your patience Teresa, Looks like there's some issue from backend as we are also unable to fetch your account details under Myportal. No worries we can create that user for you if it's urgent for now. You can share these below details for the new user:	7:44:30 PM
	>Full name >Email ID >contact number	
	Just hold on meanwhile I check the root cause for this issue, If we can solve in real time.	7:45:14 PM
Teresa Leslie	Ok, thanks. Just let me know	7:45:33 PM
Shubham Maurya	Sure, Will let you know & thanks for your understanding with us.	7:46:59 PM
Teresa Leslie	?	8:02:24 PM
Shubham Maurya	Thank you for your patience, Teresa. Our team is still working on the issue, and it appears it may take some additional time to complete. In the meantime, we kindly request you to share the new user details via email, referencing the ticket number we will provide shortly after this chat. We appreciate your cooperation and will keep you updated on the progress.	8:04:56 PM
Teresa Leslie	I have a 1 PM Eastern Time meeting with this person to walk through the setup. Will this be completed	8:05:47 PM

	by then?	
	I'll send you all you need in replying to the email you will send.	8:06:38 PM
Shubham Maurya	So we do have 2 hours left right? as it's 10:30 AM EST	8:07:18 PM
Teresa Leslie	Correct	8:07:29 PM
Shubham Maurya	That's fine, I will try to prioritize it.	
	Please do share these requested details once you receive a mail with ticket number for this chat. >Full name >Email ID >contact number	8:08:16 PM
Teresa Leslie	Thanks will do	8:08:32 PM
Shubham Maurya	In next 2-3 minute after this chat.	8:08:34 PM
	Thank you for your understanding.	8:08:50 PM
	Is there anything else I may help you with ?	8:08:56 PM
	Are we still connected here?	8:13:21 PM
	Are we still connected here?	8:14:23 PM
	Are we still connected here?	8:15:07 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:15:16 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!	8:15:20 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/)	
Teresa Leslie	ok	8:15:23 PM
Shubham Maurya	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:15:37 PM
	<i>Shubham Maurya has ended this chat session</i>	8:15:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Aug, 8:25:36 PM

#80299 Adlyh

Email: abetancourt@thrivcpa.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: CULEBRA

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 26 Mins 32 Secs

Adlyh	Hello, I am your Acebuddy	8 Aug, 8:25:36 PM
	Hello, the update failed to complete. It says it ran into an error	8:26:09 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	8:26:36 PM
	Hello Adlyh	8:27:20 PM
	How are you doing?	8:27:27 PM
	Are we still connected here?	8:31:11 PM
Adlyh	Yes	8:31:16 PM
Sujeet Kumar Suman	As we connected earlier, you were unable to proceed with payroll.	8:31:38 PM
	Can you please confirm if it's working now?	8:32:15 PM
Adlyh	No, it's not working	8:32:52 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:33:18 PM
	May I take the remote access of your server?	8:33:22 PM
Adlyh	Yes	8:33:33 PM
Sujeet Kumar Suman	Kindly approve.	8:33:36 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till	

	the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:34:32 PM
Adlyh	We disconnected	8:47:31 PM
Sujeet Kumar Suman	Thank you for your patience. Please stay connected on chat, as we are still working on the remote session.	8:48:24 PM
	Thanks for the confirmation !	8:48:30 PM
	The update will take some time. Once it is complete, we will inform you via email.	8:49:09 PM
Adlyh	Which email?	8:50:32 PM
Sujeet Kumar Suman	The payroll update will take approximately 30-50 minutes to complete. For now, we suggest disconnecting the chat. Once the update is finished, we will inform you via email.	8:51:39 PM
	abetancourt@thrivcpa.com	8:51:46 PM
Adlyh	Ok, thank you	8:51:59 PM
Sujeet Kumar Suman	Most welcome.	8:52:17 PM
	Is there anything else I may help you with ?	8:52:20 PM
Adlyh	No, thank you	8:52:41 PM
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:52:52 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:52:55 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:52:58 PM



Chat Transcript

Hello, I am your Acebuddy

#80527 Sirirat

Email: si@jollelogistic.com ☎ +6695 392 9555

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: BANG NAM PRIAO

State: Phra Nakhon Si Ayutthaya

Country: THAILAND

Chat Duration : 1 Min 26 Secs

Chat Transcript

Sirirat	Hello, I am your Acebuddy	15 Aug, 2:20:52 PM
Acebuddy	Hello Sirirat, I'm your Ace Buddy. I'll be happy to assist you!	2:20:53 PM
	Whom Would You Like to Connect With?	2:20:53 PM
Sirirat	Technical Support (QB & App Hosting)	2:20:57 PM
Acebuddy	Welcome to Ace Support.	2:20:57 PM
	Please chose an option :	2:20:57 PM
Sirirat	I'd like to raise a Request	2:21:47 PM
Acebuddy	Please select your request type.	2:21:47 PM
Sirirat	Reboot your Server	2:22:02 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.	2:22:02 PM
	Do you need any further assistance on the topic?	2:22:02 PM
Sirirat	No	2:22:19 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	2:22:19 PM
	<i>Acebuddy has ended this chat session</i>	2:22:19 PM



Chat Transcript

Hello, I am your Acebuddy

5 Aug, 5:11:35 PM

Visitor Details

#80158 caamitdoshi14

Email: caamitdoshi14@gmail.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Duration : 27 Mins 13 Secs

Chat Transcript

caamitdoshi14	Hello, I am your Acebuddy	5 Aug, 5:11:37 PM
Acebuddy	Hello Amit Doshi, I'm your Ace Buddy. I'll be happy to assist you!	5:11:39 PM
	Whom Would You Like to Connect With?	5:11:39 PM
caamitdoshi14	Technical Support (QB & App Hosting)	5:11:58 PM
Acebuddy	Welcome to Ace Support.	5:11:58 PM
	Please chose an option :	5:11:58 PM
caamitdoshi14	I'd like to report an Issue	5:12:07 PM
Acebuddy	Please select an option!	5:12:07 PM
caamitdoshi14	Other Issue	5:12:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:12:14 PM
caamitdoshi14	Ticket # 745701	5:12:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:12:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:12:42 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	5:12:52 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	5:12:57 PM
	Hello Amit	5:13:01 PM
	How are you doing?	5:13:08 PM
caamitdoshi14	I am good	5:13:14 PM

	Can you please call me on my number +91 9426969071?	5:13:28 PM
Sujeet Kumar Suman	Sure.	5:13:50 PM
	Could you please help us with the details of your issue so we can assist you further?	5:14:52 PM
caamitdoshi14	I have already raised a ticket for my issue. The ticket number is #745701	5:15:33 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	5:15:36 PM
caamitdoshi14	I am not able to connect to the RDP	5:15:43 PM
Sujeet Kumar Suman	Are you the only one facing this issue, or are any of your colleagues experiencing the same problem?	5:16:19 PM
caamitdoshi14	I am the only one facing this issue.	5:16:44 PM
Sujeet Kumar Suman	Okay.	5:16:53 PM
	When was the last time you were able to access your server?	5:16:54 PM
caamitdoshi14	Last night.	5:17:03 PM
Sujeet Kumar Suman	No worry, I can help with that. Let me look into it for you.	5:17:19 PM
	May I take the remote access of your local computer?	5:17:32 PM
caamitdoshi14	Yes please	5:17:42 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	5:17:56 PM
caamitdoshi14	Closed	5:18:02 PM
Sujeet Kumar Suman	Thanks for the confirmation !	5:18:09 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9182286831	5:18:15 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.	5:20:39 PM
	Thank you for your patience.	5:30:45 PM
	Sorry to inform you that we tried our best to resolve your issue, but were unsuccessful. Our team will reach out to you within an hour for further assistance.	5:30:47 PM
	Is there anything else I may help you with ?	5:31:16 PM
	Are we still connected here?	5:34:41 PM
	Are we still connected here?	5:36:10 PM
	Are we still connected here?	5:38:44 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.	5:38:48 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	5:38:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Aug, 11:57:09 PM

#80775 amanda

Email: amanda@cartercpatax.com ☎ 19703907348

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: 8 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 56 Secs

amanda	Hello, I am your Acebuddy	22 Aug, 11:57:10 PM
Acebuddy	Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you!	11:57:11 PM
	Whom Would You Like to Connect With?	11:57:11 PM
amanda	Technical Support (QB & App Hosting)	11:57:16 PM
Acebuddy	Welcome to Ace Support.	11:57:16 PM
	Please chose an option :	11:57:16 PM
amanda	I'd like to raise a Request	11:57:24 PM
Acebuddy	Please select your request type.	11:57:24 PM
amanda	Restart	11:57:36 PM
Acebuddy	Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you!	11:57:36 PM
	Whom Would You Like to Connect With?	11:57:36 PM
amanda	Technical Support (QB & App Hosting)	11:57:40 PM
Acebuddy	Welcome to Ace Support.	11:57:40 PM

	Please chose an option :	11:57:40 PM
amanda	I'd like to report an Issue	11:57:46 PM
Acebuddy	Please select an option!	11:57:46 PM
amanda	QuickBooks Issue	11:57:50 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:57:50 PM
amanda	Other QB related issue	11:58:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:58:11 PM
amanda	file will not open, code ERROR 6123,0	11:58:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:58:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:58:45 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:59:07 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:59:10 PM
	Hello Amanda	11:59:14 PM
	I will surely help you with this issue.	11:59:19 PM
amanda	Hi Shashwat-thanks for your help	11:59:32 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	11:59:46 PM
	We have made the required changes to implement the same, we need to reboot the server, shall we proceed?	23 Aug, 12:02:23 AM
	Kindly try now to access the server again and check the file now.	12:04:00 AM
	Are we still connected here?	12:05:17 AM
	Are we still connected here?	12:07:01 AM
	Are we still connected here?	12:08:02 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.	12:08:06 AM
	<i>Shashwat Verma has ended this chat session</i>	12:08:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80270 Kathy Burlison

Email: kathy@smartspotkc.com  19139050452**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:** KANSAS CITY**State:** Kansas**Country:** UNITED STATES

Chat Duration : 39 Mins 11 Secs

Chat Transcript

Kathy Burlison	Hello, I am your Acebuddy	7 Aug, 10:26:54 PM
Acebuddy	Hello Kathy, I'm your Ace Buddy. I'll be happy to assist you!	10:26:54 PM
	Whom Would You Like to Connect With?	10:26:54 PM
Kathy Burlison	Technical Support (QB & App Hosting)	10:27:02 PM
Acebuddy	Welcome to Ace Support.	10:27:02 PM
	Please chose an option :	10:27:02 PM
Kathy Burlison	I'd like to raise a Request	10:27:11 PM
Acebuddy	Please select your request type.	10:27:11 PM
Kathy Burlison	Application Update	10:27:22 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	10:27:22 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	10:27:22 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.	11:06:05 PM
	<i>Ended due to chat idle timeout</i>	11:06:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Aug, 9:50:23 PM

#80118 Beth Florestal

Email: orders@luckygoatcoffee.com ☎ +1

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: SUMTERVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 58 Secs

Beth Florestal	Hello, I am your Acebuddy	4 Aug, 9:50:25 PM
Acebuddy	Hello Beth Florestal, I'm your Ace Buddy. I'll be happy to assist you!	9:50:25 PM
	Whom Would You Like to Connect With?	9:50:25 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.	10:31:23 PM
	<i>Ended due to chat idle timeout</i>	10:31:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Aug, 1:05:22 PM

#80699 tim

Email: tim@commonwealthroofing.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LOUISVILLE

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 52 Secs

tim	Hello, I am your Acebuddy	20 Aug, 1:05:23 PM
Acebuddy	Hello Tim, I'm your Ace Buddy. I'll be happy to assist you!	1:05:24 PM
	Whom Would You Like to Connect With?	1:05:24 PM
tim	Technical Support (QB & App Hosting)	1:05:30 PM
Acebuddy	Welcome to Ace Support.	1:05:30 PM
	Please chose an option :	1:05:30 PM
tim	I'd like to raise a Request	1:05:39 PM
Acebuddy	Please select your request type.	1:05:39 PM
tim	Password Reset	1:05:48 PM
Acebuddy	Please select an option below	1:05:48 PM
tim	Not Enrolled to Selfcare Portal	1:05:52 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.	1:05:52 PM
	Do you need any further assistance on the topic?	1:05:52 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:41:15 PM
	<i>Ended due to chat idle timeout</i>	1:41:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Aug, 7:02:17 PM

#80490 Kyle

Email: accounts@seniorcare-homes.com ☎ 9134248344

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: OVERLAND PARK

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 12 Secs

Kyle	Hello, I am your Acebuddy	14 Aug, 7:02:19 PM
Acebuddy	Hello Kyle Miller, I'm your Ace Buddy. I'll be happy to assist you!	7:02:20 PM
	Whom Would You Like to Connect With?	7:02:20 PM
Kyle	Technical Support (QB & App Hosting)	7:02:34 PM
Acebuddy	Welcome to Ace Support.	7:02:34 PM
	Please chose an option :	7:02:34 PM
Kyle	I'd like to report an Issue	7:02:44 PM
Acebuddy	Please select an option!	7:02:44 PM
Kyle	Other Issue	7:02:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:02:50 PM
Kyle	I can't login to the server	7:03:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:03:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:03:01 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:03:10 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:03:25 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:03:38 PM
Kyle	Not sure on the server name but username is KyleM	7:04:04 PM

	Client ID is CID65833	7:04:19 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	7:05:04 PM
	Thank you for the patience Kyle, Please do let me know if there is any kind of error message while trying to login?	7:06:55 PM
Kyle	it just says "The logon attempt failed"	7:07:13 PM
Shubham Maurya	As we have checked and we are able to login to the server for this account.	7:07:20 PM
	Okay, let me check your account status please hold on.	7:07:46 PM
Kyle	Hmm, I tried again and was able to get in this time!	7:07:50 PM
Shubham Maurya	That's great, might be due to back-end server reboot or some temp. network issue.	7:08:35 PM
	Please do logout and check again for confirmation.	7:09:02 PM
Kyle	ah I see! Yep, I was able to get back in again	7:09:27 PM
Shubham Maurya	Good to hear that it's working normally now, in case if you still face any such issue please don't hesitate to contact us back so that we can check the root cause if issue persists.	7:10:57 PM
Kyle	Thank you so much :)	7:11:14 PM
Shubham Maurya	Your are most welcome Kyle !	7:11:31 PM
	Is there anything else I may help you with ?	7:11:34 PM
	Are we still connected here?	7:15:38 PM
	Are we still connected here?	7:17:24 PM
	Are we still connected here?	7:20:42 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:21:26 PM
	<i>Shubham Maurya has ended this chat session</i>	7:21:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Aug, 10:55:20 PM

#80057 LESLIE STEPHENS

Email: stephenshardwood@highland.net ☎ 14236632564

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: PINE KNOT

State: Kentucky

Country: UNITED STATES

Chat Duration : 44 Mins 1 Sec

Chat Transcript

LESLIE STEPHENS Hello, I am your Acebuddy

1 Aug, 10:55:20 PM

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

10:55:21 PM

Whom Would You Like to Connect With?

10:55:21 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.

11:39:22 PM

Ended due to chat idle timeout

11:39:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Aug, 2:53:34 AM

#80435 Debra Cartier

Email: topsecretbk@gmail.com 4012580291

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: GLASTONBURY

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 2 Secs

Debra Cartier	Hello, I am your Acebuddy	13 Aug, 2:53:35 AM
Acebuddy	Hello Debra Cartier, I'm your Ace Buddy. I'll be happy to assist you!	2:53:36 AM
	Whom Would You Like to Connect With?	2:53:36 AM
Debra Cartier	Technical Support (QB & App Hosting)	2:53:43 AM
Acebuddy	Welcome to Ace Support.	2:53:43 AM
	Please chose an option :	2:53:43 AM
Debra Cartier	I'd like to report an Issue	2:53:50 AM
Acebuddy	Please select an option!	2:53:50 AM
Debra Cartier	Other Issue	2:53:56 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:53:56 AM
Debra Cartier	unable to login - can't find server name	2:54:13 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:54:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:54:13 AM
	<i>Tushar accepted the chat transfer request.</i>	2:56:03 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	2:56:07 AM
	I will be surely assisting you with this. Kindly help me with your user name?	2:56:21 AM
Debra Cartier	Hello	2:56:22 AM
Tushar	Hello Debra.	2:56:30 AM
	May I know your user name.	2:57:20 AM
Debra Cartier	MYREALDATA\DebraCartier	2:57:25 AM
	computer is NMS.myrealdata.net	2:57:42 AM
Tushar	Thank you for the details.	2:57:49 AM
	this is your server name NMS.myrealdata.net.	2:57:58 AM
	May I know if you are not able to login to your user profile?	2:58:26 AM
Debra Cartier	that is correct	2:58:53 AM
	and now it's working.	2:59:18 AM
Tushar	Is it the first time this has happened and are other users also facing this issue?	2:59:21 AM
	Great	2:59:30 AM
Debra Cartier	i don't know	2:59:37 AM
	what was wrong?	2:59:47 AM

Tushar	If the issue arise again kindly do let us know, it might be due to internet connection packet loss to connect from your internet to our servers.	3:00:21 AM
Debra Cartier	Ok. so you didn't do anything?	3:00:47 AM
Tushar	Rest assuerd it usaully resolves itself, if the issue aries multiple time then do let us know.	3:00:49 AM
	No.	3:00:54 AM
	Is there anything else I may help you with ?	3:01:09 AM
Debra Cartier	ok. thanks. have a good night	3:01:14 AM
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	3:01:29 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:01:33 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!	3:01:36 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar has ended this chat session</i>	3:01:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Aug, 1:02:55 AM

#80068 Stanley Dean

Email: sdean@sdacpa.com ☎ 17703921113

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: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 59 Secs

Stanley Dean	Hello, I am your Acebuddy	2 Aug, 1:02:56 AM
Acebuddy	Hello Stanley Dean, I'm your Ace Buddy. I'll be happy to assist you!	1:02:57 AM
	Whom Would You Like to Connect With?	1:02:57 AM
Stanley Dean	Technical Support (QB & App Hosting)	1:03:06 AM
Acebuddy	Welcome to Ace Support.	1:03:06 AM
	Please chose an option :	1:03:06 AM
Stanley Dean	I'd like to report an Issue	1:03:17 AM
Acebuddy	Please select an option!	1:03:18 AM
Stanley Dean	Password Reset	1:03:21 AM
Acebuddy	Please select an option below	1:03:21 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:41:56 AM
	<i>Ended due to chat idle timeout</i>	1:41:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Aug, 2:55:24 PM

#80987 rtatpati

Email: rtatpati@data-keeper.com 19886750573

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 30 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

Chat Duration : 1 Hour 36 Secs

rtatpati	Hello, I am your Acebuddy	29 Aug, 2:55:24 PM
Acebuddy	Hello Rajita, I'm your Ace Buddy. I'll be happy to assist you!	2:55:26 PM
	Whom Would You Like to Connect With?	2:55:26 PM
rtatpati	Technical Support (QB & App Hosting)	2:55:31 PM
Acebuddy	Welcome to Ace Support.	2:55:31 PM
	Please chose an option :	2:55:31 PM
rtatpati	I'd like to raise a Request	2:55:54 PM
Acebuddy	Please select your request type.	2:55:55 PM
rtatpati	Change in Users	2:56:07 PM
Acebuddy	Please select your desired option!	2:56:07 PM
rtatpati	User Addition	2:56:18 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	2:56:18 PM
	Do you need any further assistance on the topic?	2:56:18 PM
rtatpati	Yes	2:56:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	2:56:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:56:24 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:56:58 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	2:57:04 PM
rtatpati	Hi sujeet	2:57:15 PM
Sujeet Kumar Suman	Hello Rajita	2:57:17 PM
rtatpati	this is Rajita again	2:57:22 PM
	few things	2:57:25 PM
Sujeet Kumar Suman	Our team has just sent the new user details to you.	2:57:47 PM
	Yes please.	2:57:55 PM
rtatpati	yes i got it	2:57:56 PM
Sujeet Kumar Suman	Thanks for the confirmation !	2:58:03 PM

	rtatpati	but server name has to ve changed \	2:58:06 PM
Sujeet Kumar Suman		As checked, your email ID has already been updated on the account. Only the account name update is pending with another team	2:58:46 PM
	rtatpati	conseroglobal.myrealdata.net	2:58:57 PM
		to Datakeeper.myrealdata.net	2:59:27 PM
		and its always mentionung as Scott	2:59:47 PM
Sujeet Kumar Suman		This will be handled by the Customer Executive team. Once these updates are completed, we will transfer your ticket to the dedicated team to process the account name change.	2:59:55 PM
	rtatpati	now it should be Rajita	2:59:57 PM
		when will all that happen?	3:00:19 PM
		and if I download the server now with conseroglobal name	3:00:37 PM
		will the new changes automatically reflect	3:00:50 PM
		<i>3:00:53 PMSujeet Kumar Suman is sharing a file with you image.png - (Size:7.21 KB)</i>	3:00:53 PM
		<i>As per the account details, it is showing your contact information</i>	
		yes	3:01:08 PM
Sujeet Kumar Suman		Yes, it will	3:01:10 PM
	rtatpati	but when i updated the profile first name and last name as Rajita Tatpati	3:02:13 PM
		in my portal	3:02:23 PM
		its taking rajita Scott tyned	3:02:31 PM
		why is it so	3:02:35 PM
		even after i save the changes	3:02:43 PM
		its comung back to Rajita Scott tyned	3:02:54 PM
Sujeet Kumar Suman		Please note that user information cannot be modified directly in MyPortal, as the username is generated based on the name provided during creation. However, you may update the user's contact number and email ID.	3:03:33 PM
		Sorry for the misunderstanding. We understand your point and will also update the MyPortal information to reflect your name as Rajita Tatpati	3:05:19 PM
		Are we still connected here?	3:07:58 PM
	rtatpati	yes we are	3:08:33 PM
Sujeet Kumar Suman		Thanks for the confirmation !	3:08:40 PM
	rtatpati	give mr 5 minutes	3:08:41 PM
Sujeet Kumar Suman		Sure, please take your time	3:08:44 PM
	rtatpati	Hi Sujeet	3:12:00 PM

	thanks for the patience	3:12:05 PM
	can we connect on call?	3:12:17 PM
Sujeet Kumar Suman	Most welcome Rajita.	3:12:27 PM
rtatpati	do you have an option to connect on voice call	3:12:54 PM
Sujeet Kumar Suman	Would you like us to arrange a callback?	3:12:54 PM
rtatpati	ok	3:13:49 PM
Sujeet Kumar Suman	We do not handle calls via chat, as we have a dedicated call department. Please provide us with your contact number, or you can reach us directly on our toll-free number: 888-415-5240.	3:13:58 PM
rtatpati	no we can continue on chat	3:14:12 PM
Sujeet Kumar Suman	Okay, I will try my best to resolve your concerns.	3:14:49 PM
rtatpati	few things on changes required is the email comes as Dear Scott which should be Rajita now	3:15:01 PM 3:15:09 PM
Sujeet Kumar Suman	The change has already been applied. When your email ID rtatpati@data-keeper.com is entered, your name is displayed in the pop-up	3:16:19 PM
rtatpati	second the link conseroglobal.myreldata.net should be datakeeper.myreldata.net and then company name in my portal has to be changed from Conserogloabal to Datakeeper	3:16:20 PM 3:17:16 PM
Sujeet Kumar Suman	Sure, we will also update the server name from our end. Once the account name is updated, we will resolve your request as well.	3:18:01 PM
rtatpati	The OTP is going to the rajita.t@conseroglobal.com address as well as chat transcript both has to come to r.tatpati@data-keeper.com address the OTP for myportal log in	3:18:40 PM 3:18:47 PM 3:19:09 PM 3:19:23 PM
Sujeet Kumar Suman	Sure, we will forward your request to the concerned team to make the changes	3:19:26 PM
rtatpati	can you help me to download the login server? where i can click and log in to the remote server?	3:20:14 PM 3:20:43 PM
Sujeet Kumar Suman	The RDP file has been shared via email. Kindly check the attachment."	3:20:53 PM
rtatpati	yes received	3:21:15 PM
Sujeet Kumar Suman	Simply double-click on the RDP file. The password has also been shared in the same email via the provided link.	3:21:59 PM
rtatpati	ok I will try to do that and get back if any issues thank you for your time and patience	3:22:10 PM 3:22:22 PM 3:22:30 PM
Sujeet Kumar Suman	Sure, please take your time	3:22:38 PM
		3:23:03 PM

	It is my pleasure to assist you.	
	Could you please confirm if you are able to access the server?	3:27:24 PM
	Are we still connected here?	3:30:13 PM
	Are we still connected here?	3:32:10 PM
rtatpati	I am here	3:32:37 PM
	onetime password link is not working	3:32:49 PM
Sujeet Kumar Suman	I'm glad to hear that	3:33:02 PM
	May I take the remote access of your local computer?	3:33:18 PM
rtatpati	sure	3:33:23 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	3:33:36 PM
rtatpati	yes	3:34:02 PM
	done	3:34:06 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/7142138619	3:34:07 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:35:44 PM
	We are continuing to work on your issue remotely. Please stay connected on chat. Thank you in advance for your patience.	3:43:35 PM
	Thank you for your patience.	3:54:47 PM
	Since the chat was disconnected, the user has confirmed that the issue has been resolved through the remote session. We will now proceed to close this chat."	3:55:56 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:55:58 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:56:00 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	3:56:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Aug, 9:03:31 PM

#80407 Cheri Heimerl

Email: cheri@mateicpa.com ☎ 406-253-3748

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 41 Secs

Cheri Heimerl	Hello, I am your Acebuddy	12 Aug, 9:03:32 PM
Acebuddy	Hello Cheri Heimerl, I'm your Ace Buddy. I'll be happy to assist you!	9:03:33 PM
	Whom Would You Like to Connect With?	9:03:33 PM
Cheri Heimerl	Technical Support (QB & App Hosting)	9:03:44 PM
Acebuddy	Welcome to Ace Support.	9:03:44 PM
	Please chose an option :	9:03:44 PM
Cheri Heimerl	I'd like to report an Issue	9:03:53 PM
Acebuddy	Please select an option!	9:03:53 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:48:14 PM
	<i>Ended due to chat idle timeout</i>	9:48:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Aug, 10:08:10 PM

#80362 Patrick Wiesner

Email: pwiesner@maxmar.com 720-626-2229

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: OLATHE

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 18 Secs

Patrick Wiesner	Hello, I am your Acebuddy	11 Aug, 10:08:11 PM
Acebuddy	Hello Patrick Wiesner, I'm your Ace Buddy. I'll be happy to assist you!	10:08:11 PM
	Whom Would You Like to Connect With?	10:08:11 PM
Patrick Wiesner	Technical Support (QB & App Hosting)	10:08:21 PM
Acebuddy	Welcome to Ace Support.	10:08:21 PM
	Please chose an option :	10:08:21 PM
Patrick Wiesner	I'd like to raise a Request	10:08:29 PM
Acebuddy	Please select your request type.	10:08:29 PM
Patrick Wiesner	Other Request	10:08:49 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.	10:08:49 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:08:49 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.	10:52:29 PM
	<i>Ended due to chat idle timeout</i>	10:52:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Aug, 10:25:43 PM

#80421 Eric Jackson

Email: eric@220agents.com 19192105059

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: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 25 Secs

Eric Jackson	Hello, I am your Acebuddy	12 Aug, 10:25:44 PM
Acebuddy	Hello Eric Jackson, I'm your Ace Buddy. I'll be happy to assist you!	10:25:45 PM
	Whom Would You Like to Connect With?	10:25:45 PM
Eric Jackson	Technical Support (QB & App Hosting)	10:25:53 PM
Acebuddy	Welcome to Ace Support.	10:25:53 PM
	Please chose an option :	10:25:53 PM
Eric Jackson	I'd like to raise a Request	10:26:03 PM
Acebuddy	Please select your request type.	10:26:03 PM
Eric Jackson	Password Reset	10:26:07 PM
Acebuddy	Please select an option below	10:26:07 PM
Eric Jackson	Not Enrolled to Selfcare Portal	10:26:13 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.	10:26:13 PM
	Do you need any further assistance on the topic?	10:26:13 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.

11:05:10 PM

Ended due to chat idle timeout

11:05:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Aug, 8:04:45 PM

#80735 Stephanie Sorensen

Email: stephanie@elutinc.com 18017551440

Department: Support(QB & App Hosting)

Operator: Sujet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 4 Secs

Stephanie Sorensen	Hello, I am your Acebuddy	21 Aug, 8:04:45 PM
Acebuddy	Hello Stephanie Sorensen, I'm your Ace Buddy. I'll be happy to assist you!	8:04:46 PM
	Whom Would You Like to Connect With?	8:04:46 PM
Stephanie Sorensen	Technical Support (QB & App Hosting)	8:04:49 PM
Acebuddy	Welcome to Ace Support.	8:04:49 PM
	Please chose an option :	8:04:49 PM
Stephanie Sorensen	I'd like to report an Issue	8:04:55 PM
Acebuddy	Please select an option!	8:04:55 PM
Stephanie Sorensen	QuickBooks Issue	8:04:58 PM

Acebuddy	What type of QuickBooks Issue are you facing?	8:04:58 PM
Stephanie Sorensen	Other QB related issue	8:05:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:05:03 PM
Stephanie Sorensen	I am unable to print:(8:05:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:05:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:05:12 PM
	<i>Ankit declined the transfer request.</i>	8:05:36 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:05:38 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:05:42 PM
	Hello Stephanie	8:05:58 PM
Stephanie Sorensen	Hi! I thought we had fixed this issue, but I am trying to print checks and nothing is happening at teh printer.	8:06:07 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:06:28 PM
Stephanie Sorensen	User name is StephanieSor. Server should be Elute.	8:06:54 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	8:07:12 PM
	Thank you for your patience.	8:08:46 PM
	Could you please confirm if you are currently facing this issue? Also, has anyone else experienced the same problem, or have you encountered it in the past?	8:08:48 PM
Stephanie Sorensen	We are new users and this problem started this week. I came in on Tuesday and was able to print and then all of a sudden was not able to print. The individual i worked with selected "uniprint" as the printer and once I selected that it would allow me to select the printer I wanted to use.	8:10:09 PM
Sujeet Kumar Suman	No worries, I'll make sure this issue is resolved for you.	8:10:36 PM
Stephanie Sorensen	This morning though, once I receive the uniprint option, i no longer receive the option to select a printer and nothing happens.	8:10:40 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	8:10:43 PM
Stephanie Sorensen	Yes, but I just tried printing not using the uniprint option and selecting the printer directly and it worked...	8:11:44 PM
	not sure what to say	8:11:47 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:11:55 PM
	Allow me to check this further so I can determine the cause of the issue.	8:12:31 PM
	Kindly close all important tabs and documents for not to breach any security concern.	8:12:41 PM
Stephanie Sorensen	Sure. Let me know when you are ready to take control	8:13:16 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2822416876	8:13:28 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.

8:16:14 PM

Thank you for your patience.

8:30:54 PM

As per discussion over the remote session, The issue is resolved.

8:30:59 PM

Stephanie Sorensen TThank you!

8:31:08 PM

Sujeet Kumar Suman Most welcome.

8:31:16 PM

Is there anything else I may help you with ?

8:31:19 PM

Stephanie Sorensen That is all

8:31:33 PM

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

8:31:36 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!

8:31:40 PM

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

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

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

8:31:44 PM

Sujeet Kumar Suman has ended this chat session

8:31:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Aug, 1:40:06 AM

#80314 ap

Email: ap@crusa.com ☎ 15136742300

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: 15 Secs

City: CINCINNATI

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 48 Secs

ap	Hello, I am your Acebuddy	9 Aug, 1:40:07 AM
Acebuddy	Hello Ap, I'm your Ace Buddy. I'll be happy to assist you!	1:40:07 AM
	Whom Would You Like to Connect With?	1:40:07 AM
ap	Technical Support (QB & App Hosting)	1:40:18 AM
Acebuddy	Welcome to Ace Support.	1:40:18 AM
	Please chose an option :	1:40:18 AM
ap	I'd like to report an Issue	1:40:52 AM
Acebuddy	Please select an option!	1:40:52 AM
ap	Other Issue	1:40:57 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:40:57 AM
ap	Ticket 748182	1:41:05 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:41:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:41:06 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:41:59 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:42:04 AM
	I will surely help you with this issue.	1:42:19 AM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	1:42:27 AM
ap	It was only limited to my account however it is now fixed so this ticket can be closed.	1:42:48 AM
Manish Singh	Alright!	1:43:25 AM
	Is there anything else I may help you with ?	1:43:27 AM
ap	No thank you	1:43:33 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:43:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:43:46 AM

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

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

1:43:50 AM

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

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

Manish Singh has ended this chat session

1:43:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Aug, 10:58:24 PM

#80544 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 55 Mins 21 Secs

info	Hello, I am your Acebuddy	15 Aug, 10:58:25 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	10:58:25 PM
	Whom Would You Like to Connect With?	10:58:25 PM
info	Technical Support (QB & App Hosting)	10:58:34 PM

Acebuddy	Welcome to Ace Support.	10:58:34 PM
	Please chose an option :	10:58:34 PM
info	I'd like to report an Issue	10:58:53 PM
Acebuddy	Please select an option!	10:58:53 PM
info	QuickBooks Issue	10:58:57 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:58:57 PM
info	QuickBooks is Frozen	10:59:06 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:59:06 PM
	Was that helpful?	10:59:06 PM
info	No	10:59:39 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:59:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:59:39 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:59:48 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:59:52 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:00:00 PM
info	Bongryong.myrealdate.net	11:01:42 PM
	user name: Juhee_BK	11:02:03 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:02:15 PM
info	ok	11:03:19 PM
Yash Kalra	Thank you for staying connected, we have made some changes from the backend. Please check and let us know if the issue is resolved.	11:04:32 PM
	Also, to help me assist you better, please answer the following questions:	
	1. At what specific point does the QuickBooks file freeze? (e.g., while using a particular functionality or accessing a specific	11:07:26 PM
	2. Does the QB freezing issue occur with one file or across multiple files?	
info	It stops at a specific point in time and with a specific file. I will check and let you know.	11:10:02 PM
Yash Kalra	Okay, please let us know the name of the file so that we can make the necessary changes from the backend.	11:11:09 PM
info	I checked but it still doesn't work and shuts down.	11:13:37 PM
	What file are you mentioning about?	11:14:23 PM
Yash Kalra	By 'file,' we are referring to the QuickBooks file you must be trying to open, as most of the time QuickBooks freezes when attempting to open a large-sized file.	11:17:10 PM
	To resolve this issue, we request you to please sign out and sign back in once.	11:18:47 PM
info		

	It doesn't stop when I try to open but after opening it, it stops when I try to delete or edit something	11:20:23 PM
		11:20:37 PM
Yash Kalra	Thank you for the detail clarification. Please let us know the name of the file so that we can check the details from the backend in order to permanently resolve this issue.	11:22:37 PM
info	file name is YONG&NAM ENTERPRISE INC	11:23:29 PM
Yash Kalra	Please stay connected while we are checking the details from the backend.	11:24:45 PM
info	yes	11:25:16 PM
Yash Kalra	Thank you for staying connected, please check if the issue is resolved now?	11:27:24 PM
info	please wait a moment	11:28:24 PM
Yash Kalra	Sure, please take your time.	11:28:29 PM
info	The same issue occurs.	11:31:10 PM
Yash Kalra	May I take the remote access of your server?	11:31:20 PM
info	yes	11:31:27 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end. Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/7242115516	11:31:33 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:33:38 PM
info	I will try again and if it doesn't work I will contact you again	11:36:26 PM
	thank you	11:52:12 PM
Yash Kalra	thank you	11:52:18 PM
	Sure we are always here to help you.	11:52:22 PM
	Is there anything else I may help you with ?	11:52:29 PM
info	no.thank you!	11:53:28 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:53:31 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:53:41 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	11:53:44 PM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

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

Yash Kalra has ended this chat session

11:53:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Aug, 9:36:35 PM

#80715 fawn

Email: fawn@unksconstruction.com 7026368671

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 3 Secs

fawn	Hello, I am your Acebuddy	20 Aug, 9:36:36 PM
Acebuddy	Hello Fawn, I'm your Ace Buddy. I'll be happy to assist you!	9:36:37 PM
	Whom Would You Like to Connect With?	9:36:37 PM
fawn	Technical Support (QB & App Hosting)	9:36:41 PM
Acebuddy	Welcome to Ace Support.	9:36:41 PM
	Please chose an option :	9:36:41 PM
fawn	I'd like to raise a Request	9:36:50 PM
Acebuddy	Please select your request type.	9:36:50 PM
fawn	Other Request	9:37:02 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:37:02 PM

If you are facing any issue/problem with your server, Please select the appropriate option below :

9:37:02 PM

As we haven't got any response from your end, We are closing this chat. If you still need assistance,
Kindly re-initiate the chat.

10:07:40 PM

Ended due to chat idle timeout

10:07:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Aug, 9:54:15 PM

#80417 rachel

Email: rachel@txalphateam.com ☎ 12813973688

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: SAN FERNANDO

State: La Union

Country: PHILIPPINES

Chat Transcript

Chat Duration : 7 Mins 38 Secs

rachel Hello, I am your Acebuddy 12 Aug, 9:54:16 PM

Acebuddy Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you! 9:54:17 PM

Whom Would You Like to Connect With? 9:54:17 PM

rachel Technical Support (QB & App Hosting) 9:54:22 PM

Acebuddy Welcome to Ace Support. 9:54:22 PM

Please chose an option : 9:54:22 PM

rachel I'd like to report an Issue 9:54:27 PM

Acebuddy Please select an option! 9:54:27 PM

rachel	QuickBooks Issue	9:54:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:54:40 PM
rachel	QuickBooks Login Issue	9:54:45 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:54:45 PM
	Was that helpful?	9:54:45 PM
rachel	No	9:54:51 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:54:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:54:51 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	9:55:44 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	9:55:57 PM
rachel	I'm trying to log in to the new company file I created in QB. The 16 character access token was sent to support@acecloudhosting email. Kindly forward the code. Thank you!	9:55:57 PM
Vikas Singh Chauhan	Is it for the account name Alpha Team LLC ?	9:56:28 PM
rachel	yes	9:57:05 PM
Vikas Singh Chauhan	Thanks for the confirmation !	9:57:25 PM
	Kindly allow me two minutes to check the same.	9:57:32 PM
rachel	sure. thank you	9:57:43 PM
Vikas Singh Chauhan	have you created the file 2-3 minutes ago ?	9:58:36 PM
rachel	No	9:58:50 PM
	<i>9:59:46 PM rachel is sharing a file with you 1_image.png - (Size:22.34 KB)</i>	9:59:46 PM
Vikas Singh Chauhan	When have you sent the code ?	9:59:56 PM
	80e0e6bf4512c140	10:00:06 PM
	Please try this code.	10:00:12 PM
	Are we still connected here?	10:01:13 PM
rachel	it worked. thanks	10:01:18 PM
Vikas Singh Chauhan	Is there anything else I may help you with ?	10:01:28 PM
rachel	that would be all. have a nice day	10:01:41 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:01:43 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

10:01:51 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/>)

Vikas Singh Chauhan has ended this chat session

10:01:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Aug, 11:07:15 PM

#80965 jackhung

Email: jackhung@jonaglobal.com 16265893869

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: CERRITOS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 51 Secs

jackhung	Hello, I am your Acebuddy	28 Aug, 11:07:15 PM
Acebuddy	Hello Jackhung, I'm your Ace Buddy. I'll be happy to assist you!	11:07:16 PM
	Whom Would You Like to Connect With?	11:07:16 PM
jackhung	Technical Support (QB & App Hosting)	11:13:19 PM
Acebuddy	Welcome to Ace Support.	11:13:19 PM

	Please chose an option :	11:13:19 PM
jackhung	I'd like to raise a Request	11:13:32 PM
Acebuddy	Please select your request type.	11:13:32 PM
jackhung	Office 365 Addition	11:13:48 PM
Acebuddy	Please specify if you already have an Office365 subscription	11:13:48 PM
jackhung	I already have O365 license	11:13:57 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	11:13:57 PM
	<ul style="list-style-type: none"> • O365 E3 • O365 E5 • O365 Apps for Enterprise 	11:13:57 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	11:13:57 PM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	11:13:57 PM
	Do you need any further assistance on the topic?	11:13:57 PM
jackhung	Yes	11:14:12 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:14:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:14:12 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:14:36 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:14:40 PM
	Hello Jack , how are you doing	11:14:52 PM
jackhung	great thx	11:14:57 PM
	i have subscribed office 360 for 2 users from you, and so far only activated one	11:15:51 PM
	can you help activating the other user?	11:16:00 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name you want to activate O365?	11:16:59 PM
jackhung	it's CID68710 and user name Marylou	11:17:56 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	11:18:50 PM
jackhung	ok	11:19:02 PM
Sanyam Madan	Thank you for your patience	11:23:21 PM
	May I take the remote access of your server?	11:23:29 PM
	jack	11:24:16 PM
jackhung	actually it's not set up on this comp	11:24:22 PM

	computer	11:24:29 PM
	it's on another station	11:24:36 PM
	can you give me the registration key?	11:24:51 PM
	or i can ask my staff to contact you from her computer?	11:25:09 PM
Sanyam Madan	If you cannot give remote access right now, so we can do one thing	11:27:52 PM
	Jack, all you need to activate O365 is the login credentials for Marylou that I will be sharing over the email	11:27:59 PM
jackhung	yes, that's what i need, the login credentials	11:28:25 PM
Sanyam Madan	You just need to login with the credentials that I will be sharing on any office application	11:28:45 PM
jackhung	so another question, since we have not used the 360 for that user, who can I ask if perhaps we can get credit for the time we did not use?	11:29:28 PM
Sanyam Madan	I will be creating a ticket for that, and you can mention that over there	11:30:14 PM
	then that will be handled by the concerned department	11:30:42 PM
jackhung	you mean replying on the email?	11:30:58 PM
Sanyam Madan	Yes exactly	11:31:02 PM
jackhung	got it, thanks!	11:31:06 PM
Sanyam Madan	Is there anything else I may help you with ?	11:31:19 PM
jackhung	no that's it, thx	11:31:57 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	11:31:58 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:32:04 PM
	<i>Sanyam Madan has ended this chat session</i>	11:32:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 10:46:53 PM

#80627 BINITA ADHIKARI

Email: abctaxllc@outlook.com ☎ 12025319519

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 37 Secs

City: OVERLAND PARK

State: Kansas

Country: UNITED STATES

Chat Duration : 1 Hour 15 Mins

Chat Transcript

BINITA ADHIKARI	Hello, I am your Acebuddy	18 Aug, 10:46:54 PM
Acebuddy	Hello Binita Adhikari, I'm your Ace Buddy. I'll be happy to assist you!	10:46:55 PM
	Whom Would You Like to Connect With?	10:46:55 PM
BINITA ADHIKARI	Technical Support (QB & App Hosting)	10:47:00 PM
Acebuddy	Welcome to Ace Support.	10:47:00 PM
	Please chose an option :	10:47:00 PM
BINITA ADHIKARI	I'd like to raise a Request	10:47:58 PM
Acebuddy	Please select your request type.	10:47:58 PM
BINITA ADHIKARI	Other Request	10:48:03 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.	10:48:03 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:48:03 PM
BINITA ADHIKARI	Yes, I'm facing issues with my server	10:48:10 PM
Acebuddy	Please select an option!	10:48:10 PM
BINITA ADHIKARI	Other Issue	10:48:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:48:15 PM
BINITA ADHIKARI	REPRESENTATIVE	10:48:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:48:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:48:29 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:48:34 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:48:41 PM
BINITA ADHIKARI	Hi,	10:48:42 PM
Abhay Kumar Saraswat	Hello Binita	10:48:57 PM

	How are you doing today?	10:49:04 PM
	I deeply apologize for the inconvenience caused to you.	10:49:43 PM
BINITA ADHIKARI	I'M FACING PROBLE WHILE USING	10:49:48 PM
Abhay Kumar Saraswat	Is this for account: ABC TAX LLC ?	10:50:01 PM
	Please confirm.	10:50:50 PM
BINITA ADHIKARI	YES	10:51:22 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:51:32 PM
	Could you please clarify the issue you are experiencing?	10:52:22 PM
BINITA ADHIKARI	NOT RUNNING PROPERLY	10:53:13 PM
Abhay Kumar Saraswat	Okay.	10:54:29 PM
	Is it working slow?	10:54:38 PM
	Or is there any issue with any specific application on server?	10:54:59 PM
BINITA ADHIKARI	TOO SLOW	10:55:39 PM
Abhay Kumar Saraswat	Okay.	10:55:47 PM
BINITA ADHIKARI	AND CLOSE SUDDENLY	10:55:49 PM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	10:55:55 PM
BINITA ADHIKARI	CAN YOU DELETE THE CACHE CILE	10:56:01 PM
Abhay Kumar Saraswat	Is this issue occurring only for you, or are other users on the server also experiencing it?	10:56:14 PM
BINITA ADHIKARI	I SENT AN EMAIL AS WELL	10:56:16 PM
	BOTH	10:56:22 PM
Abhay Kumar Saraswat	Okay.	10:56:45 PM
BINITA ADHIKARI	HOW MUCH SPACE DO I HAVE NOW?	10:57:16 PM
Abhay Kumar Saraswat	Could you please confirm since when you both have been experiencing this slow server speed issue?	10:57:53 PM
BINITA ADHIKARI	TODAY	10:58:05 PM
Abhay Kumar Saraswat	Currently, the C: drive has just 113 MB free out of 102.45 GB , and this is likely the main cause of the server performance issue.	10:59:27 PM
	<i>10:59:42 PMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:12.57 KB)</i>	10:59:42 PM
	<i>10:59:55 PMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:5.74 KB)</i>	10:59:55 PM
BINITA ADHIKARI	CAN YOU CLEAR UNNECESSARY CACHE FILE & SEE HOW MUCH?	11:00:23 PM

Abhay Kumar Saraswat	Sure, let me check if there are any unnecessary files that can be deleted to free up some space. This will take around 2-3 minutes.	11:01:58 PM
BINITA ADHIKARI	SURE	11:02:07 PM
	CAN YOU GIVE ME THE PRICE TO INCREASE SPACE	11:02:26 PM
Abhay Kumar Saraswat	Sure, please allow me a minute.	11:03:09 PM
	In case you wish to upgrade the space, we are delighted to offer you an upgrade at a reasonable price. We have introduced new Disk Space plans which are mentioned below. Please choose the one that suits your needs.	
	Plan1 : 200GB : \$120/Month	11:04:34 PM
	Plan2 : 100GB : \$60/Month	
	Plan3 : 80 GB : \$50/Month	
	Plan4 : 60 GB : \$40/Month	
	Plan5 : 40 GB : \$28/Month	
	Plan6 : 20GB : \$15/Month	
BINITA ADHIKARI	WHATS MY CURRENT PLAN & PRICE	11:05:49 PM
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.	11:06:59 PM
	<i>11:08:54 PM BINITA ADHIKARI is sharing a file with you Screenshot 2025-08-18 123754.png - (Size:66.92 KB)</i>	11:08:54 PM
	<i>CONTINUOUSLY THIS</i>	
	Okay.	11:10:19 PM
	May I take the remote access of your local computer?	11:10:24 PM
BINITA ADHIKARI	YEAH	11:10:34 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:11:25 PM
	And as I checked with our accounting team, your monthly billing is : \$109.98 for 2 users.	11:11:54 PM
BINITA ADHIKARI	MY PLAN IS?	11:12:16 PM
Abhay Kumar Saraswat	That is for Quick Books Private Cloud.	11:13:07 PM
	We are charging for 6 applications and for 2 users.	11:13:27 PM
	https://assist.acecloudhosting.com/join/6482801244	11:13:50 PM
	Kindly paste this link in the browser of local computer and join the session.	11:13:54 PM
	Meanwhile, let me assist you for this.	11:14:08 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:15:15 PM
	Are we still connected here?	11:16:29 PM
BINITA ADHIKARI	YEAH	11:17:33 PM

Abhay Kumar Saraswat	I can't see your screens.	11:17:55 PM
	It's loading at my end.	11:18:11 PM
	Can I send you another link to join? (Edited)	11:18:38 PM
BINITA ADHIKARI	LET ME DO ONE MORE TIME	11:18:50 PM
Abhay Kumar Saraswat	Here is the new link: https://assist.acecloudhosting.com/join/9222912782	11:19:12 PM
	Please join.	11:19:17 PM
BINITA ADHIKARI	DID YOU JOIN	11:19:57 PM
Abhay Kumar Saraswat	Not yet.	11:20:15 PM
BINITA ADHIKARI	I TEXED YOU OVER THERE ALSO	11:20:30 PM
Abhay Kumar Saraswat	Okay, but I can't see your screen.	11:21:24 PM
	Is your internet speed stable at the moment?	11:21:47 PM
BINITA ADHIKARI	MAY BE NOT SURE	11:22:06 PM
	<i>11:22:24 PM Abhay Kumar Saraswat is sharing a file with you image.png - (Size:20.82 KB)</i>	11:22:24 PM
	<i>See this please.</i>	
Abhay Kumar Saraswat	You can test your internet speed by opening your browser, searching for “*Speedtest*,” and running the test using Ookla.	11:23:44 PM
	<i>11:23:59 PM Abhay Kumar Saraswat is sharing a file with you image.png - (Size:23.84 KB)</i>	11:23:59 PM
	Still can't see your screens.	11:24:13 PM
	If possible, could you please switch to a different internet connection, or try using a mobile hotspot from your cellphone?	11:24:59 PM
BINITA ADHIKARI	210.64 MBPS	11:26:27 PM
Abhay Kumar Saraswat	Okay.	11:27:07 PM
	And upload?	11:27:10 PM
BINITA ADHIKARI	11.14	11:27:17 PM
Abhay Kumar Saraswat	Have you tried switching to a different internet connection?	11:28:21 PM
	It appears that your internet latency is fluctuating.	11:29:17 PM
BINITA ADHIKARI	WAIT	11:29:21 PM
Abhay Kumar Saraswat	Sure.	11:29:31 PM
	Also, could you please confirm when you last restarted your local PC ?	11:30:13 PM

BINITA ADHIKARI	now	11:30:22 PM
Abhay Kumar Saraswat	Let me check.	11:30:42 PM
	Are we still connected here?	11:53:23 PM
	Are we still connected here?	11:54:59 PM
	Are we still connected here?	11:56:07 PM
	Thank you for your patience.	19 Aug, 12:00:17 AM
	As we just discussed over the remote session, we have received your approval over an email and we'll update you the same on email.	12:01:07 AM
	Is there anything else I may help you with ?	12:01:13 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:02:23 AM
<i>Abhay Kumar Saraswat has ended this chat session</i>		12:02:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 15 Aug, 9:14:09 PM

#80537 Rubens S Jacob

Email: seflglass@gmail.com 13058233097

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: 12 Secs

City: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 59 Secs

Rubens S Jacob	Hello, I am your Acebuddy	15 Aug, 9:14:09 PM
	Hello	9:14:50 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:15:24 PM
	Hello	9:15:28 PM
Rubens S Jacob	Hello	9:15:42 PM
	Hello. I am able to print Invoices on Quickbooks, but I am not able to print Estimates and I need your help. Thank.	9:15:50 PM
Shashwat Verma	Yes, looks like the last session got disconnected	9:16:06 PM
	I will surely help you with this issue.	9:16:09 PM
Rubens S Jacob	Please send me the link again	9:16:13 PM
Shashwat Verma	https://assist.acecloudhosting.com/join/2842503572	9:16:22 PM
	Kindly Click on the link and open the downloaded file.	9:16:26 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:17:30 PM
	As per the remote session, will update the same from backend	9:37:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:37:16 PM
	<i>Shashwat Verma has ended this chat session</i>	9:37:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Aug, 10:56:58 PM

#80422 Tina Bellisano

Email: tinabellisano@podiatrycc.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 27 Secs

City: FREDERICKSBURG

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 1 Sec

Tina Bellisano	Hello, I am your Acebuddy	12 Aug, 10:56:59 PM
Acebuddy	Hello Tina Bellisano, I'm your Ace Buddy. I'll be happy to assist you!	10:57:01 PM
	Whom Would You Like to Connect With?	10:57:01 PM
Tina Bellisano	Technical Support (QB & App Hosting)	10:57:14 PM
Acebuddy	Welcome to Ace Support.	10:57:14 PM
	Please chose an option :	10:57:14 PM
Tina Bellisano	I'd like to report an Issue	10:57:23 PM
Acebuddy	Please select an option!	10:57:23 PM
Tina Bellisano	Other Issue	10:57:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:57:30 PM
Tina Bellisano	Server issues	10:57:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:57:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:57:37 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:57:53 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:57:59 PM
Tina Bellisano	Hello, I have a ticket open, 748179 BlueWater Marketing Group Inc: Server disconnection	10:58:35 PM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	10:58:54 PM
	First of all, I deeply apologize for the inconvenience caused to you.	11:00:20 PM
	I've just checked your ticket.	11:00:33 PM
Tina Bellisano	Okay, I am still experiencing disconnects and the last ACE rep i spoke with changed my display settings and i am having trouble reading. I was hoping you could change that back.	11:00:42 PM
Abhay Kumar Saraswat	Sure, but please confirm first—are you still experiencing the server disconnection issue, which was your primary concern, or has it been resolved?	11:02:21 PM
Tina Bellisano	yes, still having server disconnect issues	11:02:41 PM
Abhay Kumar Saraswat	Okay.	11:02:49 PM
	If you're okay with it, I can arrange a callback for you at the earliest so the executive can address both	

	issues, or would you prefer to resolve the display issue first?	11:04:05 PM
Tina Bellisano	call back is fine	11:04:58 PM
Abhay Kumar Saraswat	Great.	11:05:07 PM
	I'll inform the same executive who's handling your ticket, as he's already familiar with your server disconnection issue. I'll ask him to give you a callback.	11:06:45 PM
	Could you please share your contact number with me and let me know a preferred time for the call?	11:06:52 PM
Tina Bellisano	718-475-9449 Ext 116	11:08:12 PM
	I am available now, or tomorrow after 11 central time	11:08:33 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:08:53 PM
	Let me arrange a callback for you.	11:09:07 PM
	Thank you for understanding.	11:09:23 PM
	Is there anything else I may help you with ?	11:09:27 PM
Tina Bellisano	No thanks	11:09:38 PM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:09:48 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:09:53 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:09:57 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:10:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80101 CARLOS BELOZERCOVSKY

Email: carlos@eternal-cosmetics.com ☎ 13052625355**Department:** Support(QB & App Hosting)**Operator:** Shubham Maurya**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 2 Mins 3 Secs**City:** ANNAPOLIS**State:** Maryland**Country:** UNITED STATES

Chat Duration : 1 Hour 31 Mins

Chat Transcript

CARLOS BELOZERCOVSKY	Hello, I am your Acebuddy	4 Aug, 3:37:57 PM
Acebuddy	Hello Carlos Belozercovsky, I'm your Ace Buddy. I'll be happy to assist you!	3:37:58 PM
	Whom Would You Like to Connect With?	3:37:58 PM
CARLOS BELOZERCOVSKY	Technical Support (QB & App Hosting)	3:38:03 PM
Acebuddy	Welcome to Ace Support.	3:38:03 PM
	Please chose an option :	3:38:03 PM
CARLOS BELOZERCOVSKY	I'd like to report an Issue	3:38:17 PM
Acebuddy	Please select an option!	3:38:17 PM
CARLOS BELOZERCOVSKY	QuickBooks Issue	3:38:47 PM
Acebuddy	What type of QuickBooks Issue are you facing?	3:38:47 PM
CARLOS BELOZERCOVSKY	QuickBooks is Frozen	3:38:54 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	3:38:54 PM
	Was that helpful?	3:38:54 PM
CARLOS BELOZERCOVSKY	No	3:39:03 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:39:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:39:03 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	3:39:11 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you	3:39:22 PM

	today.	
CARLOS BELOZERCOVSKY	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:39:33 PM
	Server Name: EternalCLLS.myrealdata.net	3:41:44 PM
	user: MGOSEN	3:41:50 PM
	HELLO sHUBHAN	3:41:59 PM
	None of the Users can enter Quickbooks	3:42:11 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	3:42:15 PM
CARLOS BELOZERCOVSKY	I also have an email generating a ticket that I cannot use transaction pro	3:42:42 PM
Shubham Maurya	Okay, let's check for Quickbooks issue then we'll look into ticket for "transaction pro", meanwhile you can please share the ticket number with me?	3:44:19 PM
CARLOS BELOZERCOVSKY	one moment	3:51:12 PM
	But now this is something else, because before at least he entered QB	3:51:40 PM
	744947	3:52:04 PM
	743579	3:52:16 PM
	I don't even know which one it is anymore	3:52:42 PM
Shubham Maurya	No worries, we'll check for the right ticket number. Please check for Quickbooks issue now.	3:55:15 PM
CARLOS BELOZERCOVSKY	Quickbooks doesn't enter, it keeps thinking	3:56:50 PM
	if you want to take control	3:57:30 PM
Shubham Maurya	Sure, let me open the remote tool at our end.	3:58:44 PM
	May I take the remote access of your server?	4:00:24 PM
CARLOS BELOZERCOVSKY	yes	4:00:40 PM
	?	4:02:52 PM
Shubham Maurya	Yes, I'll be triggering a remote session request please accept it.	4:03:29 PM
	Kindly close all important tabs and documents for not to breach any security concern.	4:04:28 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.	4:04:33 PM
	Please wait I'll me closing QB backend services.	4:06:56 PM
	Let me check for application crash logs to check the cause of it, please hold on.	4:11:15 PM
	Is there anything else I may help you with ?	4:47:43 PM
	Are we still connected here?	4:48:29 PM
	Are we still connected here?	4:49:29 PM

	Are we still connected here?	4:50:21 PM
CARLOS BELOZERCOVSKY	helklo	4:50:45 PM
	yesssssssss	4:50:49 PM
	sorry	4:50:51 PM
	now a mistake but in tPO	4:51:22 PM
	I'm testing if TPO works	4:52:11 PM
Shubham Maurya	Okay, Please check it once again as we have allotted disk space.	4:52:34 PM
CARLOS BELOZERCOVSKY	still not working	4:54:54 PM
	Transtion Pro I	4:55:14 PM
	you are still connected on my desktop	4:55:38 PM
Shubham Maurya	No, let me try to check it please hold on while I try to reconnect.	4:56:39 PM
CARLOS BELOZERCOVSKY	ok	4:56:54 PM
	I have to go, we leave this ticket open	4:58:35 PM
Shubham Maurya	I do understand but looks like this will take some time to troubleshoot. Sure, we'll share the ticket number with you over the mail. You can reconnect and share that ticket number to continue anytime. (Edited)	5:00:50 PM
	Are we still connected here?	5:06:16 PM
	Are we still connected here?	5:07:24 PM
	Are we still connected here?	5:08:07 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.	5:09:34 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:09:48 PM
	<i>Shubham Maurya has ended this chat session</i>	5:09:50 PM



Chat Transcript

Hello, I am your Acebuddy

#80261 Kristin Bingham**Email:** kbingham@bingham-construction.com  18583538716**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:** 18 Secs**City:** SAN DIEGO**State:** California**Country:** UNITED STATES

Chat Duration : 5 Mins 30 Secs

Chat Transcript

Kristin Bingham	Hello, I am your Acebuddy	7 Aug, 8:43:25 PM
Acebuddy	Hello Kristin Bingham, I'm your Ace Buddy. I'll be happy to assist you!	8:43:26 PM
	Whom Would You Like to Connect With?	8:43:26 PM
Kristin Bingham	Technical Support (QB & App Hosting)	8:43:39 PM
Acebuddy	Welcome to Ace Support.	8:43:39 PM
	Please chose an option :	8:43:39 PM
Kristin Bingham	I'd like to report an Issue	8:43:45 PM
Acebuddy	Please select an option!	8:43:45 PM
Kristin Bingham	QuickBooks Issue	8:43:53 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:43:53 PM
Kristin Bingham	QuickBooks Login Issue	8:44:02 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	8:44:02 PM
	Was that helpful?	8:44:02 PM
Kristin Bingham	No	8:44:08 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:44:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:44:08 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	8:44:58 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	8:45:00 PM
	Hello Kristin	8:45:04 PM
Kristin Bingham	I think my Admin Login is stuck open, I am trying to log back into my file but it says that Admin is	8:45:11 PM

	already logged ij	
	hello	8:45:15 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	8:45:29 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:45:32 PM
Kristin Bingham	Bingham Construction Comany, kristin bingham	8:45:58 PM
Anurag Sharma	Thanks for the confirmation !	8:46:53 PM
	Kindly allow me two minutes to check the same.	8:46:55 PM
Kristin Bingham	I think I got it, I had to reduce the screen size and I could use the logoff key. Sorry for the inconvenience.	8:48:12 PM
Anurag Sharma	Okay no problem	8:48:27 PM
	Is there anything else I may help you with ?	8:48:29 PM
Kristin Bingham	no, thank you	8:48:42 PM
Anurag Sharma	Thanks for the confirmation !	8:48:44 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:48:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:48:50 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!	8:48:52 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
Kristin Bingham	u2	8:48:55 PM
	<i>Anurag Sharma has ended this chat session</i>	8:48:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Aug, 11:00:50 AM

#80936 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 41 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 12 Mins 11 Secs

krisika	Hello, I am your Acebuddy	28 Aug, 11:00:51 AM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	11:00:52 AM
	Whom Would You Like to Connect With?	11:00:52 AM
krisika	Technical Support (QB & App Hosting)	11:00:58 AM
Acebuddy	Welcome to Ace Support.	11:00:58 AM
	Please chose an option :	11:00:58 AM
krisika	I'd like to report an Issue	11:01:08 AM
Acebuddy	Please select an option!	11:01:08 AM
krisika	Other Issue	11:01:13 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:01:13 AM
krisika	Hii	11:02:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:02:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:02:52 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:03:01 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:03:13 AM
krisika	Hii	11:03:35 AM
Ashutosh Mishra	Hello Krisika, May I know what issues you are facing on the server.	11:04:09 AM
krisika	Quickbook not working in all pc	11:04:35 AM
Ashutosh Mishra	I will surely help you with this issue.	11:05:02 AM
krisika		

	Yes	11:05:19 AM
	Hii	11:06:33 AM
Ashutosh Mishra	Yes we are still connected.	11:06:43 AM
krisika	Oky	11:07:04 AM
Ashutosh Mishra	I am running a diagnostic tool that can find and fix the issues related to QuickBooks.	11:07:18 AM
krisika	Haa	11:09:07 AM
	Wait	11:10:17 AM
Ashutosh Mishra	May I know if the issue is fixed now.	11:11:03 AM
krisika	Oky	11:11:28 AM
	Quickbook is working	11:11:33 AM
Ashutosh Mishra	I understand a complete server/QuickBooks diagnostic is also planned for today from our senior engineers.	11:12:04 AM
	Once new updates are available after the diagnosis we will reach out to you for further assistance.	11:12:31 AM
	Is there anything else I may help you with ?	11:12:41 AM
krisika	No	11:12:47 AM
	Thank you	11:12:50 AM
Ashutosh Mishra	Thanks for the confirmation !	11:12:52 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:12:56 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!	11:12:59 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	11:13:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Aug, 11:52:56 PM

#80193 Rachel

Email: accounting@vbnetworks.com  12508021185

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 47 Secs

City: VICTORIA

State: British Columbia

Country: CANADA

Chat Transcript

Chat Duration : 20 Mins 19 Secs

Rachel	Hello, I am your Acebuddy	5 Aug, 11:52:57 PM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	11:52:58 PM
	Whom Would You Like to Connect With?	11:52:58 PM
Rachel	Technical Support (QB & App Hosting)	11:53:02 PM
Acebuddy	Welcome to Ace Support.	11:53:02 PM
	Please chose an option :	11:53:02 PM
Rachel	I'd like to report an Issue	11:53:08 PM
Acebuddy	Please select an option!	11:53:08 PM
Rachel	Other Issue	11:53:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:53:11 PM
Rachel	Account # CID75053 I'm wondering when I can expect Office Excel to be installed on the server for me?	11:53:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:53:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:53:46 PM
	<i>Tushar accepted the chat transfer request.</i>	11:55:20 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	11:55:25 PM

Rachel	Account # CID75053 I'm wondering when I can expect Office Excel to be installed on the server for me? I requested it a couple hrs ago	11:55:43 PM
Tushar	<p>Hello Accounting I have emailed to ticket id #745976 the content of the email is</p> <p>Yes, we can install Microsoft Excel on the server.</p> <p>We offer the following options:</p> <p>Microsoft Excel (Standalone): \$5.99/month</p> <p>Microsoft 365 Apps for Enterprise: \$14.40/month (includes the full suite of Office applications)</p> <p>Kindly let us know which option you prefer, and also confirm the user who should receive the license – Carina Mex or Rachel VanBuskirk.</p> <p>Looking forward to your response.</p>	11:56:57 PM
Rachel	I replied a couple times back: Please see the downloads folder. I have uploaded the installation file for you to install. I don't need to purchase from Ace a office subscription, I have my own licence.	11:57:36 PM
Tushar	<p>Okay May I know the license that you own is it specifically for Excel or the license for Office 365 like e3 e5 enterprise?</p> <p>Also regarding the application install that you provided on downloads folder we have already installed it and emailed you on ticket #745922 the application name is Logicim XLGL</p>	6 Aug, 12:00:27 AM
Rachel	Yes I got the XLGL. Thanks.	12:00:58 AM
	As for Office, I don't know exactly which one but I as told by Ace when I first started my subscription that it may be worth trying to download it anyway to see if it will work.	12:01:45 AM
Tushar	Okay we will install the Office 365 application on the server after that you will have to simply login with the email that is registered with the office license if it works great if it does not kindly let us know.	12:03:48 AM
Rachel	ok great thanks so much	12:04:12 AM
Tushar	I will install it as soon kindly email on ticket #745976 specifically sating to install Office 365 on your server.	12:04:59 AM
	It is our policy to get email recognition of the exact application to install.	12:05:38 AM
Rachel	ok	12:05:47 AM
	sent the email now	12:06:38 AM
Tushar	Thank you for the email, kindly ask all the users to log off from the server for 15 mins as we will require a server reboot to proceed with the installation once it is installed, I will email you.	12:08:46 AM
	Is there anything else I may help you with ?	12:09:33 AM
	Are we still connected here?	12:11:06 AM
	Are we still connected here?	12:12:06 AM
	Are we still connected here?	12:13:05 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:13:10 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:13:12 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

12:13:15 AM

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

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

Tushar has ended this chat session

12:13:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Aug, 10:11:45 PM

#80864 Test Account

Email: test@test.com +917878787878

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: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 1 Min 16 Secs

Test Account	Hello, I am your Acebuddy	26 Aug, 10:11:47 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	10:11:47 PM
	Whom Would You Like to Connect With?	10:11:47 PM
Test Account	Technical Support (QB & App Hosting)	10:11:50 PM
Acebuddy	Welcome to Ace Support.	10:11:50 PM
	Please chose an option :	10:11:50 PM

Test Account	I'd like to raise a Request	10:11:58 PM
Acebuddy	Please select your request type.	10:11:58 PM
Test Account	Password Reset	10:12:03 PM
Acebuddy	Please select an option below	10:12:03 PM
Test Account	Already Enrolled to Selfcare Portal	10:12:09 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:12:09 PM
	Do you need any further assistance on the topic?	10:12:09 PM
Test Account	Restart	10:12:22 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	10:12:22 PM
	Whom Would You Like to Connect With?	10:12:22 PM
Test Account	Technical Support (QB & App Hosting)	10:12:27 PM
Acebuddy	Welcome to Ace Support.	10:12:27 PM
	Please chose an option :	10:12:27 PM
Test Account	I'd like to raise a Request	10:12:34 PM
Acebuddy	Please select your request type.	10:12:34 PM
Test Account	Other Request	10:12:52 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.	10:12:52 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:12:52 PM
Test Account	No, That'll be all!	10:13:03 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	10:13:03 PM
	<i>Acebuddy has ended this chat session</i>	10:13:03 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Aug, 7:32:00 PM

#80707 kbarron.dmj

Email: kbarron.dmj@zoominternet.net  7243664760

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 44 Secs

City: LATROBE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 13 Secs

kbarron.dmj	Hello, I am your Acebuddy	20 Aug, 7:32:01 PM
Acebuddy	Hello Kbarron.dmj, I'm your Ace Buddy. I'll be happy to assist you!	7:32:02 PM
	Whom Would You Like to Connect With?	7:32:02 PM
kbarron.dmj	Technical Support (QB & App Hosting)	7:32:06 PM
Acebuddy	Welcome to Ace Support.	7:32:06 PM
	Please chose an option :	7:32:06 PM
kbarron.dmj	I'd like to report an Issue	7:32:11 PM
Acebuddy	Please select an option!	7:32:11 PM
kbarron.dmj	QuickBooks Issue	7:32:15 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:32:15 PM
kbarron.dmj	Other QB related issue	7:32:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:32:20 PM
kbarron.dmj	I accidentally deleted the QB software from my server	7:34:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:34:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:34:49 PM
kbarron.dmj	I need to have it reinstalled	7:34:55 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:35:11 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	7:35:16 PM
	Hello Kbarron	7:35:29 PM
kbarron.dmj	Hello	7:37:03 PM
Sujeet Kumar Suman	How are you doing?	7:37:13 PM

kbarron.dmj	Fine	7:37:16 PM
	Need this up and running asap	7:37:25 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:37:31 PM
kbarron.dmj	QBNXTENT.myrealdata.net	7:37:57 PM
	Kbarron	7:38:00 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	7:38:19 PM
kbarron.dmj	Okay thanks	7:38:28 PM
Sujeet Kumar Suman	Thank you for your patience.	7:40:45 PM
	Sorry, we're unable to find any data you shared with us. Could you please provide your company name so we can assist you further?	7:40:46 PM
kbarron.dmj	DMJ Transportation Inc	7:41:35 PM
	KristaB	7:42:22 PM
	is actually the username	7:42:25 PM
Sujeet Kumar Suman	Thank you for the information, and allow 2 minutes to check the same.	7:42:46 PM
kbarron.dmj	KristaB.NENT	7:42:47 PM
Sujeet Kumar Suman	Thank you for your patience.	7:44:53 PM
	Could you please elaborate on your issue so we can assist you better?	7:45:18 PM
	I have created a shortcut for QuickBooks Enterprise 2024 on your server desktop.	7:49:14 PM
	Could you please check it from your end and let us know if you need any further assistance?	7:51:19 PM
kbarron.dmj	Excellent. Everything seems to be working now.	7:51:42 PM
	Thank you	7:51:44 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:51:49 PM
	Is there anything else I may help you with ?	7:51:54 PM
kbarron.dmj	no thank you	7:52:00 PM
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:52:07 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:52:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Aug, 10:11:29 PM

#80863 Victor Iannuzzi

Email: vj@florastuart.com 12707829090

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: OLD LYME

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 36 Secs

Victor Iannuzzi	Hello, I am your Acebuddy	26 Aug, 10:11:30 PM
Acebuddy	Hello Victor J Iannuzzi, I'm your Ace Buddy. I'll be happy to assist you!	10:11:31 PM
	Whom Would You Like to Connect With?	10:11:31 PM
Victor Iannuzzi	Technical Support (QB & App Hosting)	10:11:39 PM
Acebuddy	Welcome to Ace Support.	10:11:39 PM
	Please chose an option :	10:11:39 PM
Victor Iannuzzi	I'd like to report an Issue	10:11:47 PM
Acebuddy	Please select an option!	10:11:47 PM
Victor Iannuzzi	Password Reset	10:11:52 PM
Acebuddy	Please select an option below	10:11:52 PM
Victor Iannuzzi	Already Enrolled to Selfcare Portal	10:12:03 PM
Acebuddy		

Please follow the process mentioned in the link below in order to reset your server password.

10:12:03 PM

Do you need any further assistance on the topic?

10:12:03 PM

Ended due to chat idle timeout

10:55:07 PM

As we haven't got any response from your end, We are closing this chat. If you still need assistance,
Kindly re-initiate the chat.

10:55:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Aug, 6:52:50 PM

#80165 Hovhannes Rafayelyan

Email: hov@troyaccounting.com +12488727754

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: WEST BABYLON

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 26 Secs

Hovhannes Rafayelyan	Hello, I am your Acebuddy	5 Aug, 6:52:51 PM
Acebuddy	Hello Hovhannes Rafayelyan, I'm your Ace Buddy. I'll be happy to assist you!	6:52:53 PM
	Whom Would You Like to Connect With?	6:52:53 PM
Hovhannes Rafayelyan	Technical Support (QB & App Hosting)	6:53:04 PM
Acebuddy	Welcome to Ace Support.	6:53:04 PM
	Please chose an option :	6:53:04 PM
Hovhannes Rafayelyan	I'd like to raise a Request	6:53:13 PM

Acebuddy	Please select your request type.	6:53:13 PM
Hovhannes Rafayelyan	Other Request	6:53:30 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.	6:53:30 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:53:30 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:38:18 PM
	<i>Ended due to chat idle timeout</i>	7:38:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Aug, 7:44:17 PM

#80171 Matthew Scheidegger

Email: matthew@controlsystemsdesign.com ☎ 12705352298

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: BOWLING GREEN

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 18 Secs

Matthew Scheidegger	Hello, I am your Acebuddy	5 Aug, 7:44:17 PM
Acebuddy	Hello Matthew, I'm your Ace Buddy. I'll be happy to assist you!	7:44:18 PM
	Whom Would You Like to Connect With?	7:44:18 PM
Matthew Scheidegger	Technical Support (QB & App Hosting)	7:44:24 PM

Acebuddy	Welcome to Ace Support.	7:44:24 PM
	Please chose an option :	7:44:24 PM
Matthew Scheidegger	I'd like to raise a Request	7:44:33 PM
Acebuddy	Please select your request type.	7:44:33 PM
Matthew Scheidegger	Password Reset	7:44:38 PM
Acebuddy	Please select an option below	7:44:38 PM
	<i>The visitor's name was changed from matthew to Matthew Scheidegger.</i>	7:46:16 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.	8:24:36 PM
	<i>Ended due to chat idle timeout</i>	8:24:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	22 Aug, 7:29:29 PM
#80764 Maricel	
Email: admin@taxwisecorp.com	
Department: Support(QB & App Hosting)	
Operator: Yash Kalra	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Microsoft Edge	
Device: Desktop	
Average Response Time: 49 Secs	
City: OLONGAPO	
State: Zambales	
Country: PHILIPPINES	

Chat Transcript	Chat Duration : 24 Mins 17 Secs
Maricel	Hello, I am your Acebuddy
Acebuddy	Hello Liza Joy Jimenez, I'm your Ace Buddy. I'll be happy to assist you!

22 Aug, 7:29:30 PM

7:29:31 PM

	Whom Would You Like to Connect With?	7:29:31 PM
Maricel	Technical Support (QB & App Hosting)	7:29:39 PM
Acebuddy	Welcome to Ace Support.	7:29:39 PM
	Please chose an option :	7:29:39 PM
Maricel	I'd like to report an Issue	7:29:44 PM
Acebuddy	Please select an option!	7:29:44 PM
Maricel	Other Issue	7:29:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:29:49 PM
Maricel	cannot connect to rdp	7:30:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:30:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:30:01 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:30:42 PM
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>	7:30:49 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	7:30:50 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	7:30:54 PM
	Hello Liza.	7:31:06 PM
Maricel	Hi, please help me log in	7:31:19 PM
	<i>7:32:31 PM Maricel is sharing a file with you image.png - (Size:20.98 KB)</i>	7:32:31 PM
	<i>this is my IP for today</i>	
	I still haven't got my permanent IP from my ISP	7:33:08 PM
Yash Kalra	May I take the remote access of your local computer?	7:33:21 PM
Maricel	sure	7:33:29 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	7:33:43 PM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/8152434604	7:33:57 PM
	Liza, connecting to remote is taking more than we expected, please check your internet connection once.	7:45:58 PM
	Are we still connected here?	7:46:19 PM
	Are we still connected here?	7:48:09 PM
	Are we still connected here?	7:50:48 PM
	Liza, as part of the procedure, we will need to disconnect this chat session. We kindly request you to reconnect with us so that we can assist in resolving the issue. Please also ensure that a stable internet connection is available, as interruptions may sometimes cause	7:53:37 PM

connection issues.

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

7:53:45 PM

Yash Kalra has ended this chat session

7:53:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Aug, 6:33:51 PM

#80108 g.hostelley

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

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 : 3 Mins 7 Secs

g.hostelley	Hello, I am your Acebuddy	4 Aug, 6:33:52 PM
Acebuddy	Hello Greg Hostelley, I'm your Ace Buddy. I'll be happy to assist you!	6:33:53 PM
	Whom Would You Like to Connect With?	6:33:53 PM
g.hostelley	Technical Support (QB & App Hosting)	6:33:57 PM
Acebuddy	Welcome to Ace Support.	6:33:57 PM
	Please chose an option :	6:33:57 PM
g.hostelley	I'd like to raise a Request	6:34:04 PM
Acebuddy	Please select your request type.	6:34:04 PM
g.hostelley	Application Version Upgrade	6:34:15 PM

Acebuddy	Please select the application you would like to upgrade :	6:34:15 PM
g.hostelley	QuickBooks	6:34:20 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	6:34:20 PM
	<ul style="list-style-type: none"> • QuickBooks Year • Variant : Pro / Premier / Enterprise / Accountant • License Number • Product Code 	6:34:20 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.	6:34:20 PM
	Do you need any further assistance on the topic?	6:34:20 PM
g.hostelley	No	6:37:00 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	6:37:00 PM
	<i>Acebuddy has ended this chat session</i>	6:37:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Aug, 3:52:34 AM

#80479 Silvina Aguirre

Email: saguirre@ezmetal.com 18322470466

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: SPRING

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 18 Secs

Silvina Aguirre	Hello, I am your Acebuddy	14 Aug, 3:52:35 AM
Acebuddy	Hello Silvina Aguirre, I'm your Ace Buddy. I'll be happy to assist you!	3:52:36 AM
	Whom Would You Like to Connect With?	3:52:36 AM
Silvina Aguirre	Technical Support (QB & App Hosting)	3:52:50 AM
Acebuddy	Welcome to Ace Support.	3:52:50 AM
	Please chose an option :	3:52:50 AM
Silvina Aguirre	I'd like to raise a Request	3:52:57 AM
Acebuddy	Please select your request type.	3:52:57 AM
Silvina Aguirre	Other Request	3:53:15 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:53:15 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:53:15 AM
Silvina Aguirre	Yes, I'm facing issues with my server	3:53:24 AM
Acebuddy	Please select an option!	3:53:24 AM
Silvina Aguirre	Other Issue	3:53:32 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:53:32 AM
Silvina Aguirre	CID74589 no access at all to self care	3:53:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:53:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:53:52 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	3:54:25 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	3:54:31 AM
Silvina Aguirre	and the rdp connection not working the email to get verification i have no idea whose it is	3:54:31 AM
	very frustrated	3:54:36 AM
	spent all day trying to get support	3:54:44 AM
	and not working yet	3:54:46 AM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	3:54:47 AM
Silvina Aguirre	i am ready to go directly with QB online and get all this cancelled ridiculous set up	3:55:15 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	3:55:40 AM
	Let me check it quickly.	3:55:49 AM
Silvina Aguirre	well i can tell you that you are not ..i cant even edit user info adding phone number and email	3:55:56 AM
	one work day wasted	3:56:19 AM

Abhay Kumar Saraswat	Is this for account: Metal Online LLC ?	3:56:24 AM
Silvina Aguirre	yes	3:56:29 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	3:56:38 AM
	Kindly allow me two minutes to check the same.	3:56:43 AM
Silvina Aguirre	i want this escalated and resolved	3:57:00 AM
	they didnt know why the rdp wouldnt work in my new laptop	3:57:12 AM
	and nobody resolved it yet	3:57:23 AM
	i changed passwords like 5 times now	3:57:42 AM
	in 2 hours	3:57:48 AM
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.	3:58:09 AM
	Let me arrange a callback for you in next 10 minutes.	3:58:23 AM
Silvina Aguirre	i dont want a phone call	3:58:31 AM
	i want a remote session	3:58:34 AM
	to get it fixed	3:58:38 AM
Abhay Kumar Saraswat	Could you please share your direct contact number?	3:58:38 AM
Silvina Aguirre	i can barely understand your techs	3:58:46 AM
	832 247 0466	3:58:56 AM
Abhay Kumar Saraswat	No worries.	3:59:01 AM
	I would like to assist you in this.	3:59:18 AM
	May I take the remote access of your local computer?	3:59:25 AM
Silvina Aguirre	yes	3:59:30 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	3:59:36 AM
	https://assist.acecloudhosting.com/join/3842709726	3:59:49 AM
	Kindly paste this link in the browser of local computer and join the session.	3:59:53 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:00:57 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:39:53 AM
	<i>Ended due to chat idle timeout</i>	4:39:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Aug, 7:07:06 PM

#80947 Wade Lemke

Email: nh@nautilus-homes.com 18596197831

Department: Support(QB & App Hosting)

Operator: Sujeept Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: SARASOTA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 28 Secs

Wade Lemke	Hello, I am your Acebuddy	28 Aug, 7:07:07 PM
Acebuddy	Hello Wade Lemke, I'm your Ace Buddy. I'll be happy to assist you!	7:07:08 PM
	Whom Would You Like to Connect With?	7:07:08 PM
Wade Lemke	Technical Support (QB & App Hosting)	7:07:21 PM
Acebuddy	Welcome to Ace Support.	7:07:21 PM
	Please chose an option :	7:07:21 PM
Wade Lemke	I'd like to report an Issue	7:07:27 PM
Acebuddy	Please select an option!	7:07:27 PM
Wade Lemke	Other Issue	7:07:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:07:33 PM
Wade Lemke	Our Sage software will not launch	7:07:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:07:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:07:51 PM

	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:08:18 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:08:26 PM
	Hello Wade	7:08:30 PM
Wade Lemke	Hello Sujeet	7:08:44 PM
Sujeet Kumar Suman	How are you doing?	7:08:53 PM
Wade Lemke	Doing well.	7:09:00 PM
	Our accounting software (Sage) is not able to open/run in the Ace Cloud Server.	7:09:13 PM
	It worked yesterday -- but fails to launch this morning.	7:09:22 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	7:09:36 PM
	<i>7:09:41 PM Wade Lemke is sharing a file with you <u>IMG_7573.jpg</u> - (Size:5.55 MB)</i>	7:09:41 PM
	Thank you for the screenshot.	7:10:02 PM
	Are you the only one experiencing this issue, or are others affected as well?	7:10:03 PM
	<i>7:10:17 PM Wade Lemke is sharing a file with you <u>IMG_7573.jpg</u> - (Size:5.55 MB)</i>	7:10:17 PM
Wade Lemke	No.. nobody is able to gain access to the program	7:10:21 PM
Sujeet Kumar Suman	No worries, I will surely assist you with this.	7:10:37 PM
	<i>7:12:06 PM Wade Lemke is sharing a file with you <u>IMG_7575.jpg</u> - (Size:5.17 MB)</i>	7:12:06 PM
	Kinldy allow 2 minutes to check the same.	7:12:59 PM
	We are continuing to work on your issue from backend. Please stay connected on chat. Thank you in advance for your patience.	7:14:54 PM
Wade Lemke	Will do	7:15:09 PM
Sujeet Kumar Suman	Thank you for your patience.	7:16:56 PM
	Kindly log out from the server to allow the changes to take effect, as we will be rebooting the server from the backend	7:16:57 PM
	Once the server is back online, we will let you know.	7:17:11 PM
	Thank you for your patience.	7:20:34 PM
	The server is back online. Please log in to the server and let us know if you are still experiencing any issues with Sage	7:20:35 PM
	Could you please confirm if you are still experiencing the issue?	7:22:06 PM
	Are we still connected here?	7:25:36 PM
Wade Lemke	Sorry, yes	7:26:20 PM

	We are in.	7:26:22 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:26:31 PM
	Is there anything else I may help you with ?	7:26:36 PM
	Kindly confirm at your earliest convenience, as we are still awaiting your response. (Edited)	7:28:41 PM
	Are we still connected here?	7:30:41 PM
	Are we still connected here?	7:32:47 PM
	Are we still connected here?	7:34:22 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:34:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:34:32 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	7:34:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Aug, 6:31:12 AM

#80384 Mason Medina

Email: mason.medina@iqvia.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Secs

City: DURHAM

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 14 Secs

Mason Medina

Hello, I am your Acebuddy

12 Aug, 6:31:13 AM

Acebuddy	Hello Mason Medina, I'm your Ace Buddy. I'll be happy to assist you!	6:31:14 AM
	Whom Would You Like to Connect With?	6:31:14 AM
Mason Medina	Technical Support (QB & App Hosting)	6:31:20 AM
Acebuddy	Welcome to Ace Support.	6:31:20 AM
	Please chose an option :	6:31:20 AM
Mason Medina	I'd like to raise a Request	6:31:26 AM
Acebuddy	Please select your request type.	6:31:26 AM
Mason Medina	Password Reset	6:31:30 AM
Acebuddy	Please select an option below	6:31:30 AM
Mason Medina	Already Enrolled to Selfcare Portal	6:31:36 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	6:31:36 AM
	Do you need any further assistance on the topic?	6:31:36 AM
Mason Medina	Yes	6:34:08 AM
Acebuddy	Please wait while we connect you to our Support Representative	6:34:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:34:08 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:34:23 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:34:29 AM
	Hello Mason	6:34:37 AM
	How may I assist you today?	6:35:02 AM
	Are we still connected here?	6:37:58 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.	6:38:24 AM
	<i>Shubham Kataria has ended this chat session</i>	6:38:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80713 Mary Joy

Email: maryjoypulahan.bpoint@gmail.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 16 Secs

City: ASUNCION

State: Davao Del Norte

Country: PHILIPPINES

Chat Duration : 52 Mins 10 Secs

Chat Transcript

Mary Joy	Hello, I am your Acebuddy	20 Aug, 8:59:31 PM
Acebuddy	Hello Mary Joy, I'm your Ace Buddy. I'll be happy to assist you!	8:59:32 PM
	Whom Would You Like to Connect With?	8:59:32 PM
Mary Joy	Technical Support (QB & App Hosting)	8:59:42 PM
Acebuddy	Welcome to Ace Support.	8:59:42 PM
	Please chose an option :	8:59:42 PM
Mary Joy	I'd like to report an Issue	8:59:53 PM
Acebuddy	Please select an option!	8:59:53 PM
Mary Joy	Other Issue	9:00:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:00:00 PM
Mary Joy	I need to connect to a specific remote, but every time I try, I end up connected to a different one.	9:02:56 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:02:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:02:57 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	9:03:10 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	9:03:29 PM
	I deeply apologize for the inconvenience caused to you.	9:03:47 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:03:57 PM
	Are we still connected here?	9:06:10 PM
Mary Joy	yES	9:06:15 PM

Vikas Singh Chauhan	Kindly help me with your server name and user name?	9:06:30 PM
Mary Joy	Give me a minute please	9:07:20 PM
Vikas Singh Chauhan	Sure, please take your time	9:07:27 PM
Mary Joy	plywood.myreldata.net Username: WestW	9:08:15 PM
Vikas Singh Chauhan	Thanks for the confirmation !	9:09:18 PM
	Kindly allow me two minutes to check the same.	9:09:24 PM
Mary Joy	Copy	9:09:38 PM
Vikas Singh Chauhan	Okay, so this is for account Plywood Source, right ?	9:11:10 PM
Mary Joy	Yes	9:11:18 PM
Vikas Singh Chauhan	Could you please explain more on the issue.	9:12:22 PM
	May I take the remote access of your local computer?	9:14:09 PM
Mary Joy	Each time I attempt to connect to the remote, I'm redirected to a different one, despite logging in to the intended remote	9:14:55 PM
	Yes	9:14:59 PM
	sure	9:15:01 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	9:15:13 PM
	https://assist.aceclouddhosting.com/join/2552107705	9:15:32 PM
	Kindly paste this link in the browser of local computer and join the session.	9:15:39 PM
Mary Joy	Done	9:17:00 PM
Vikas Singh Chauhan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:22:35 PM
Mary Joy	Confirmed	9:22:52 PM
Vikas Singh Chauhan	Kindly allow me two minutes to check the same.	9:37:13 PM
Mary Joy	Hi Vikas	9:50:35 PM
Vikas Singh Chauhan	Mary, we assisted you regarding the logging issue. Is there anything else I may help you with ? (Edited)	9:50:59 PM
Mary Joy	None so far. Thank you for the Support.	9:51:26 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:51:28 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:51:38 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

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

9:51:40 PM

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

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

Vikas Singh Chauhan has ended this chat session

9:51:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Aug, 7:46:43 PM

#80997 Jackie Lopez

Email: jackie@knl-inc.net 17862460332

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 43 Secs

City: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 16 Secs

Jackie Lopez	Hello, I am your Acebuddy	29 Aug, 7:46:43 PM
Acebuddy	Hello Jackie Lopez, I'm your Ace Buddy. I'll be happy to assist you!	7:46:44 PM
	Whom Would You Like to Connect With?	7:46:44 PM
Jackie Lopez	Technical Support (QB & App Hosting)	7:47:04 PM
Acebuddy	Welcome to Ace Support.	7:47:04 PM
	Please chose an option :	7:47:04 PM

Jackie Lopez	I'd like to report an Issue	7:47:13 PM
Acebuddy	Please select an option!	7:47:13 PM
Jackie Lopez	QuickBooks Issue	7:47:17 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:47:17 PM
Jackie Lopez	QuickBooks Update	7:47:23 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.	7:47:23 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.	7:47:23 PM
	Do you need any further assistance on the topic?	7:47:23 PM
Jackie Lopez	Yes	7:47:49 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:47:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:47:49 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:47:56 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:48:00 PM
	Hello Jackie	7:48:05 PM
Jackie Lopez	Hello Sujeet.	7:48:18 PM
Sujeet Kumar Suman	How are you doing?	7:48:41 PM
Jackie Lopez	good thanks for asking - I need help on updating Quickbooks	7:48:59 PM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	7:49:11 PM
	Are you encountering any errors when trying to access it?	7:49:35 PM
Jackie Lopez	I tried to update it yesterday and received an error - I reached out to Quickbooks and was informed to uninstall and reinstall but I do not have access to do so	7:49:37 PM
	No I am able to log in but I am having trouble with the Bank Feeds and a rep from QB asked to update the application	7:50:14 PM
Sujeet Kumar Suman	No worries, I will surely assist you with this.	7:51:13 PM
Jackie Lopez	ty	7:51:28 PM
Sujeet Kumar Suman	Are you the only one experiencing this issue, or are others affected as well?	7:51:34 PM
Jackie Lopez	at this time only me	7:51:51 PM
Sujeet Kumar Suman	Thank you for the information.	7:52:26 PM
	We are updating the QuickBooks application from the backend. Please allow us a few moments, and we will let you know once the process is completed.	7:53:09 PM

Jackie Lopez	sounds great thank you..	7:53:50 PM
	do you know if this will resolve my issue with the Bank Feeds?	7:54:34 PM
Sujeet Kumar Suman	Let's check with the update first. If the issue is still not resolved, we will proceed with a clean installation of QuickBooks, which should resolve the bank feeds issue.	7:56:19 PM
Jackie Lopez	great thank you	7:56:33 PM
Sujeet Kumar Suman	Most welcome.	7:56:58 PM
	But clean installation will take more than 30 minutes to complete. Therefore, we will first wait for the QuickBooks update to finish. If the issue is not resolved after the update, we will proceed with the clean installation.	7:58:27 PM
	Request you to kindly log out from the server so we can proceed.	7:59:50 PM
Jackie Lopez	I have logged out	8:00:37 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:00:44 PM
	We rebooted the server to apply the changes. Once the server is back online, we will inform you.	8:01:49 PM
	Thank you for your patience.	8:03:23 PM
	The server is back online. Please log in and let us know if you are still facing any issues with the bank feed.	8:03:26 PM
Jackie Lopez	ok thanks I will log back in	8:03:42 PM
Sujeet Kumar Suman	Sure, please take your time	8:04:17 PM
Jackie Lopez	I just logged back in and I am going to try BankFeeds	8:05:58 PM
Sujeet Kumar Suman	Please, let us know if the issue persists so we can assist you further.	8:08:08 PM
Jackie Lopez	ok so I get into back feeds and I need to add an account - when I choose the financial institution it gets stuck on please wait - it seems it is having trouble connecting to the bank	8:09:17 PM
Sujeet Kumar Suman	We apologize for the inconvenience. We tried our best, but the issue persists. No worries, we will proceed with a clean installation of the QuickBooks application. Once it is completed, we will inform you via email. (Edited)	8:10:33 PM
	Shall we proceed with the clean installation now, or would you prefer to schedule it during off-hours?	8:11:32 PM
Jackie Lopez	how long does it take?	8:12:10 PM
Sujeet Kumar Suman	More than 30 mins.	8:12:29 PM
	During the clean installation, you will not be able to use the QuickBooks application on the server while the process is ongoing	8:12:36 PM
	Thanks for the confirmation !	8:12:52 PM
Jackie Lopez	ok that is fine - please proceed with the clean installation - thanks	8:12:55 PM
Sujeet Kumar Suman	Once it is completed, we will inform you via email.	8:13:15 PM
	Is there anything else I may help you with ?	8:13:20 PM
	Are we still connected here?	8:16:04 PM

Are we still connected here?

8:18:37 PM

Jackie Lopez

ok thanks no that was all

8:19:29 PM

Sujeet Kumar Suman

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

8:19:46 PM

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

8:19:51 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!

8:19:55 PM

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

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

Sujeet Kumar Suman has ended this chat session

8:20:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 9:32:15 PM

#80624 Milan Brinek

Email: milan.brinek@bwilight.com ☎ 7603157808

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: MUNDELEIN

State: Illinois

Country: UNITED STATES

Chat Transcript

Milan Brinek	Hello, I am your Acebuddy	18 Aug, 9:32:16 PM
Acebuddy	Hello Milan Brinek, I'm your Ace Buddy. I'll be happy to assist you!	9:32:17 PM
	Whom Would You Like to Connect With?	9:32:17 PM
Milan Brinek	Technical Support (QB & App Hosting)	9:32:25 PM
Acebuddy	Welcome to Ace Support.	9:32:25 PM
	Please chose an option :	9:32:25 PM
Milan Brinek	I'd like to report an Issue	9:32:33 PM
Acebuddy	Please select an option!	9:32:33 PM
Milan Brinek	Other Issue	9:32:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:32:37 PM
Milan Brinek	cannot copy/paste into download/document folder	9:32:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:32:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:32:55 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	9:34:40 PM
	<i>Yash Kalra is transferring the chat to Vikas Singh Chauhan.</i>	9:34:48 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	9:34:52 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	9:35:02 PM
Milan Brinek	Hi Vikas	9:35:09 PM
Vikas Singh Chauhan	I will surely help you with this issue.	9:35:23 PM
	Is it for the account BWI Light LLC ?	9:36:14 PM
Milan Brinek	correct	9:36:18 PM
Vikas Singh Chauhan	Kindly help me with your server name and user name?	9:36:36 PM
Milan Brinek	BWLIGHT	9:36:45 PM
	user name Evelyn Bonilla	9:36:51 PM
Vikas Singh Chauhan	Thank you. When was the last time you were able to copy/paste in download or document folder ?	9:37:25 PM
Milan Brinek	Friday	9:37:32 PM
Vikas Singh Chauhan	Are you trying to copy/paste from local computer to server ?	9:38:24 PM
Milan Brinek	correct. Trying to paste pdf document from our local computer to server	9:38:45 PM
	it works under Milan Brinek login	9:38:53 PM

Vikas Singh Chauhan	Okay, May I take the remote access of your local computer?	9:38:56 PM
Milan Brinek	sure	9:39:01 PM
Vikas Singh Chauhan	https://assist.acecloudhosting.com/join/3032034722	9:39:24 PM
	Kindly paste this link in the browser of local computer and join the session.	9:39:37 PM
Milan Brinek	downloading	9:41:15 PM
Vikas Singh Chauhan	Sure, please take your time	9:42:55 PM
Milan Brinek	downloaded	9:43:04 PM
	sorry Evelyn is remote and I am directing her	9:43:14 PM
Vikas Singh Chauhan	Okay	9:51:30 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:51:34 PM
	It seems to be working now.	9:52:13 PM
Milan Brinek	Yes it is.	9:52:18 PM
Vikas Singh Chauhan	Is there anything else I may help you with ?	9:52:20 PM
Milan Brinek	thanks!	9:52:21 PM
	no we are all set	9:52:26 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:52:27 PM
Milan Brinek	thank you very much	9:52:31 PM
Vikas Singh Chauhan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:52:33 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Vikas Singh Chauhan has ended this chat session</i>		9:52:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Aug, 8:25:30 PM

#80851 Emily Cuellar

Email: ecuellar@starchase.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 23 Secs

Emily Cuellar	Hello, I am your Acebuddy	26 Aug, 8:25:32 PM
Acebuddy	Hello Emily Cuellar, I'm your Ace Buddy. I'll be happy to assist you!	8:25:33 PM
	Whom Would You Like to Connect With?	8:25:33 PM
Emily Cuellar	Technical Support (QB & App Hosting)	8:25:37 PM
Acebuddy	Welcome to Ace Support.	8:25:37 PM
	Please chose an option :	8:25:37 PM
Emily Cuellar	I'd like to report an Issue	8:25:44 PM
Acebuddy	Please select an option!	8:25:44 PM
Emily Cuellar	Other Issue	8:25:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:25:48 PM
Emily Cuellar	Can't connect to remote desktop	8:26:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:26:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:26:04 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:26:54 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:27:02 PM

	I deeply apologize for the inconvenience caused to you.	8:27:09 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:27:16 PM
Emily Cuellar	StarChaseLLC.myreldata.net	8:27:29 PM
Vikas Singh Chauhan	Thanks for the confirmation !	8:27:56 PM
Emily Cuellar	emily.c.1@myreldata.net	8:28:08 PM
Vikas Singh Chauhan	Are you getting any error while connecting to the server ?	8:28:09 PM
Emily Cuellar	yes	8:28:23 PM
	<i>8:28:46 PM Emily Cuellar is sharing a file with you <u>1_image.png</u> - (Size:17.49 KB)</i>	8:28:46 PM
Vikas Singh Chauhan	Could you please share the error message here in chat or any screenshot ?	8:28:49 PM
	Thank you !!	8:28:55 PM
	Kindly allow me 3-4 minutes to check the same.	8:29:30 PM
	May I take the remote access of your local computer?	8:30:40 PM
Emily Cuellar	yes	8:30:53 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	8:31:06 PM
	https://assist.acecloudhosting.com/join/3682993213	8:31:16 PM
	Kindly paste this link in the browser of local computer and join the session.	8:31:25 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:33:12 PM
	Is there anything else I may help you with ?	8:36:02 PM
Emily Cuellar	We're good now thank you	8:36:33 PM
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:36:43 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:36:47 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	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!	8:36:53 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Vikas Singh Chauhan has ended this chat session</i>	8:36:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Aug, 4:47:17 AM

#80480 Celia Chen

Email: cchen@graniteriverlabs.com ☎ 14695797634

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: SANTA CLARA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 15 Secs

Celia Chen	Hello, I am your Acebuddy	14 Aug, 4:47:18 AM
Acebuddy	Hello Celia Chen, I'm your Ace Buddy. I'll be happy to assist you!	4:47:18 AM
	Whom Would You Like to Connect With?	4:47:18 AM
Celia Chen	Technical Support (QB & App Hosting)	4:47:31 AM
Acebuddy	Welcome to Ace Support.	4:47:31 AM
	Please chose an option :	4:47:31 AM
Celia Chen	I'd like to raise a Request	4:47:40 AM
Acebuddy	Please select your request type.	4:47:40 AM
Celia Chen	Setup Ace Server	4:47:55 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	4:47:55 AM
Celia Chen	Microsoft Windows	4:48:02 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud	4:48:02 AM

Server Access on your Windows PC

Do you need any further assistance on the topic?

4:48:02 AM

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

5:25:33 AM

Ended due to chat idle timeout

5:25:33 AM

