

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 May, 12:25:30 AM

### #77663 louispav

**Email:** louispav@dasystems.com 19495823908

**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:** 18 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 6 Mins 26 Secs

louispav	Hello, I am your Acebuddy	31 May, 12:25:31 AM
Acebuddy	Hello Louispav, I'm your Ace Buddy. I'll be happy to assist you!	12:25:32 AM
	Whom Would You Like to Connect With?	12:25:32 AM
louispav	Technical Support (QB & App Hosting)	12:25:37 AM
Acebuddy	Welcome to Ace Support.	12:25:37 AM
	Please chose an option :	12:25:37 AM
louispav	I'd like to report an Issue	12:25:43 AM
Acebuddy	Please select an option!	12:25:43 AM
louispav	QuickBooks Issue	12:25:48 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:25:48 AM
louispav	Other QB related issue	12:25:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:25:53 AM
louispav	We keep getting an error message that Arial Narrow font is not installed in QB, but we do not use Arial Narrow, I checked every field in our form and it is not used, nor is it available as an option.	12:26:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:26:49 AM

*Acebuddy (bot) forwarded the chat request*

12:26:49 AM

*Shashwat Verma accepted the chat transfer request.*

12:27:15 AM

Shashwat Verma Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.

12:27:18 AM

louispav Hello

12:27:27 AM

Shashwat Verma Hello Louis

12:27:30 AM

I will surely help you with this issue.

12:28:02 AM

louispav ok great

12:28:24 AM

Shashwat Verma May I take the remote access of your local computer?

12:28:29 AM

louispav A quick solution would be to add the Arial Narrow font, but it needs to be added to Windows first, which I cannot do

12:29:07 AM

meaning Windows on the cloud platform

12:29:17 AM

Shashwat Verma Okay

12:29:58 AM

Kindly allow me two minutes to check the same.

12:30:06 AM

louispav sure no problem

12:30:12 AM

Shashwat Verma Sure, we have checked and will do the font installation from our end, will push it from backend

12:31:12 AM

louispav awesome

12:31:31 AM

Shashwat Verma Once we are done, will let you know on email

12:31:32 AM

Is there anything else I may help you with ?

12:31:39 AM

louispav appreciate that. Thank you. That's it! Thanks again

12:31:48 AM

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

12:31:52 AM

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

12:31:55 AM

*Shashwat Verma has ended this chat session*

12:31:57 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 May, 7:54:48 PM

#76976 vbrenner

**Email:** vbrenner@butlerproperties.net  6786420421

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** MARIETTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 19 Mins 13 Secs

vbrenner	Hello, I am your Acebuddy	13 May, 7:54:50 PM
Acebuddy	Hello Vbrenner, I'm your Ace Buddy. I'll be happy to assist you!	7:54:51 PM
	Whom Would You Like to Connect With?	7:54:51 PM
vbrenner	Technical Support (QB & App Hosting)	7:54:56 PM
Acebuddy	Welcome to Ace Support.	7:54:56 PM
	Please chose an option :	7:54:56 PM
vbrenner	I'd like to raise a Request	7:55:09 PM
Acebuddy	Please select your request type.	7:55:09 PM
vbrenner	Application Version Upgrade	7:55:14 PM
Acebuddy	Please select the application you would like to upgrade :	7:55:14 PM
vbrenner	QuickBooks	7:55:18 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	7:55:18 PM
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>	7:55:18 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.	7:55:18 PM
	Do you need any further assistance on the topic?	7:55:18 PM
vbrenner	Yes	7:55:43 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:55:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:55:43 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:55:53 PM

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:56:17 PM
vbrenner	Thank you. I'm seeing prompts in Quickbooks Desktop that 2022 version is reaching end of life	7:56:38 PM
Anjainay Singh	Yes , as per intuit guidelines QB 2022 is getting discontinued after 31st May 2024.	7:57:38 PM
vbrenner	what is the course of action recommended for those of us on your hosting?	7:57:53 PM
Anjainay Singh	As you have purchased QB 2022 from intuit support , I will recommend you to contact intuit support in order to gather the new product code for QB 2024 and share it with us so that we can help you in upgrade process.	7:59:05 PM
vbrenner	so we purchase 2024, share the licensing info with you, and you install it in the cloud environment for us?	8:00:32 PM
Anjainay Singh	It maybe free upgrade as well if you have renewed your QB 2022 license .	8:01:28 PM
	You may also purchase the QB 2024 Enterprise license from us at discounted price .	8:02:05 PM
vbrenner	what is the cost of the 2024 enterprise license from you?	8:04:44 PM
Anjainay Singh	You are also using QB 2023 Premier version on server , you may keep using that as intuit will end the support for QB 2023 in <b>May 31, 2026</b>	8:05:03 PM
vbrenner	i see that both 2022 and 2023 are installed, but i've been using 2022	8:06:03 PM
	if i just open 2023, this will work until may 2026?	8:06:15 PM
Anjainay Singh	So have you tired to access QB 2023 anytime ? (Edited)	8:07:20 PM
vbrenner	not yet	8:07:29 PM
Anjainay Singh	You may use it as well or if you want you may install QB 2024 on server .	8:07:53 PM
	Enterprise version.	8:08:09 PM
	Are we still connected here?	8:10:31 PM
	Are we still connected here?	8:12:02 PM
vbrenner	hi sorry, i think we are all set here, thanks for your help - will reach back out if needed	8:13:47 PM
	<i>vbrenner has ended this chat session</i>	8:14:03 PM



## Chat Transcript

trying to do payroll on QB and it says enhanced payroll for quickbooks is canceled

## Visitor Details

### #76720 Laura Baker

**Email:** admin@wiseproductsinc.com ☎ 9032277882

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 59 Secs

**City:** HONEY GROVE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 2 Secs

Laura Baker	trying to do payroll on QB and it says enhanced payroll for quickbooks is canceled	8 May, 1:02:04 AM
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.	1:02:08 AM
	<i>Aayush is transferring the chat to Rahul.</i>	1:02:49 AM
	<i>Rahul accepted the chat transfer request.</i>	1:02:51 AM
Rahul	Hi Greg	1:03:01 AM
	did you get any call from Support yet	1:03:28 AM
Laura Baker	no	1:03:34 AM
Rahul	Let me just transfer your chat right away to Support team	1:03:52 AM
	I have already raised a ticket for you	1:03:59 AM
	<i>Rahul is transferring the chat to Support(QB &amp; App Hosting).</i>	1:04:08 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	1:04:13 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1:04:20 AM
Laura Baker	trying to do payroll on QB and it says enhanced payroll for quickbooks is canceled	1:04:38 AM
Sharath Kumar	Hello there, logging into the server and checking a few settings	1:05:14 AM
	if possible, could you update payroll and let me know if you are still encountering the issue	1:07:12 AM
Laura Baker	that's what I did right before I saw it was canceled	1:07:58 AM
	my husband said it happened to his company's yesterday and he had to re enter credit card info so let me try that	1:09:07 AM
	that fixed it	1:11:06 AM
Sharath Kumar	Glad to hear that!	1:11:14 AM

	so basically to you reactivate the payroll subscription and that resolved the concern, is that correct?	1:11:55 AM
Laura Baker	yes	1:12:02 AM
Sharath Kumar	Great! anything else that I may assist you with?	1:12:37 AM
Laura Baker	no thanks	1:13:15 AM
Sharath Kumar	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!	1:13:33 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). ]( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:13:37 AM
	<i>Sharath Kumar has ended this chat session</i>	1:14:11 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20 May, 9:18:22 PM

#### #77246 tanya oubre

**Email:** toubre@dieselpartsdirect.com ☎ 2259281913

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** SLIDELL

**State:** Mississippi

**Country:** UNITED STATES

## Chat Transcript

tanya oubre	Hello, I am your Acebuddy	20 May, 9:18:22 PM
Acebuddy	Hello Toubre, I'm your Ace Buddy. I'll be happy to assist you!	9:18:23 PM
	Whom Would You Like to Connect With?	9:18:23 PM
tanya oubre	Technical Support (QB & App Hosting)	9:18:57 PM
Acebuddy	Welcome to Ace Support.	9:18:57 PM
	Please chose an option :	9:18:57 PM
tanya oubre	I'd like to raise a Request	9:19:02 PM
Acebuddy	Please select your request type.	9:19:02 PM
tanya oubre	Other Request	9:19:16 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.	9:19:16 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:19:16 PM
tanya oubre	Yes, I'm facing issues with my server	9:19:53 PM
Acebuddy	Please select an option!	9:19:53 PM
tanya oubre	Other Issue	9:19:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:19:57 PM
tanya oubre	see ticket 694964 keep losing connection to webdav folders	9:20:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:20:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:20:24 PM
	<i>Ayush declined the transfer request.</i>	9:21:47 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	9:22:06 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	9:22:09 PM
	<i>Hello Toubre</i>	9:22:14 PM
tanya oubre	hello, i tried the email instructions and it didn't work.	9:22:52 PM
	and i don't understand why this keeps happening to me and no one else who uses the webdav folders.	9:23:14 PM
	i would not only like it fixed, but I would like to know why it keeps happeining	9:23:35 PM
Anurag Sharma	Let me transfer you to a specialist who can better address your concern.	9:23:52 PM
	<i>Anurag Sharma is transferring the chat to Ashutosh Mishra.</i>	9:24:08 PM
tanya oubre	thank you	9:24:20 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:24:28 PM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:24:39 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:26:04 PM
tanya oubre	dieselp	9:26:15 PM
	DPD_Tanya	9:26:22 PM
Ashutosh Mishra	Thanks for the confirmation !	9:27:20 PM
	Kindly allow me few minutes to check the same.	9:27:32 PM
tanya oubre	thank you	9:28:05 PM
Ashutosh Mishra	May I take the remote access of your local computer?	9:32:51 PM
tanya oubre	one second	9:33:19 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:33:32 PM
tanya oubre	I am ready now	9:33:52 PM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	9:34:23 PM
	<a href="https://assist.acecloudhosting.com/join/4862558640">https://assist.acecloudhosting.com/join/4862558640</a>	9:34:28 PM
tanya oubre	of course it works when you look at it...	9:38:36 PM
	can you add the smartcapture link back? i removed it yesterday	9:38:49 PM
Ashutosh Mishra	If the drive disconnects simply double click on any one of the drives and enter the credentials and it will work.	9:39:45 PM
	Please let me know if this is on local machine or on the server.	9:40:06 PM
tanya oubre	i tried that yesterday, it didn't work	9:40:11 PM
	it is a webdav set up for the server	9:40:20 PM
Ashutosh Mishra	Please show me the smart capture link to assess better.	9:40:48 PM
tanya oubre	will connecting like that work	9:42:15 PM
Ashutosh Mishra	I see, you just have to perform the same steps and it will show up. As far i have checked from backend everything is working as expected.	9:42:40 PM
tanya oubre	okay, i tried adding it yesterday and it did not work. maybe restarting the server helped. hopefully it stays fixed this time. This is the third ticket i have had about this issue	9:43:27 PM
	thank you for your help	9:43:53 PM
Ashutosh Mishra	Rest assured, i would suggest to also reboot the local machine once in a while to prevent any minor hiccups and errors.	9:44:22 PM
	Thanks for the confirmation !	9:44:29 PM
	Is there anything else I may help you with ?	9:44:34 PM
tanya oubre	no thank you.	9:44:43 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:44:50 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!

9:44:54 PM

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

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

*Ashutosh Mishra has ended this chat session*

9:44:57 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 May, 9:34:38 PM

#### #77081 Joshua Humphrey

Email: j.humphrey@fingarde.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: BATAVIA

State: New York

Country: UNITED STATES

### Chat Transcript

Chat Duration : 28 Mins 20 Secs

Joshua Humphrey	Hello, I am your Acebuddy	15 May, 9:34:39 PM
Acebuddy	Hello Joshua Humphrey, I'm your Ace Buddy. I'll be happy to assist you!	9:34:39 PM
	Whom Would You Like to Connect With?	9:34:39 PM
Joshua Humphrey	Technical Support (QB & App Hosting)	9:38:31 PM

Acebuddy	Welcome to Ace Support.	9:38:31 PM
	Please chose an option :	9:38:31 PM
Joshua Humphrey	I'd like to report an Issue	9:38:46 PM
Acebuddy	Please select an option!	9:38:46 PM
Joshua Humphrey	Other Issue	9:38:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:38:52 PM
Joshua Humphrey	we have a redirected printer that is not working properly	9:39:16 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:39:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:39:16 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:39:52 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:40:17 PM
Joshua Humphrey	thank you.	9:40:23 PM
	one of the printers on the list of the clients computer has been removed from the local computer but is still appearing on the RDP machine.	9:40:54 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:41:52 PM
Joshua Humphrey	PRE and colleen Minnich with Landing Point Financial	9:42:18 PM
	Landing Point Financial Group	9:42:26 PM
Ashutosh Mishra	Thanks for the confirmation !	9:44:32 PM
	I understand since the printer has been removed from local computer do you also want to remove it from server so it doesn't show up?	9:45:20 PM
Joshua Humphrey	yes please.	9:45:30 PM
Ashutosh Mishra	What is the name of the printer?	9:46:03 PM
Joshua Humphrey	there are two wit ha very similar name. The one we want to keep says "Front" and the one we want to remove says "Front Office"	9:46:46 PM
Ashutosh Mishra	Please inform the user Colleen to login to the server.	9:50:07 PM
Joshua Humphrey	i believe she is already logged in.	9:50:42 PM
Ashutosh Mishra	I see only Lynn is logged in on the server. This is for server LPFQBPRE.	9:51:36 PM
Joshua Humphrey	whatever server she is logged into is the server im referring too	9:52:11 PM
Ashutosh Mishra	On server LPFQBENT also i don't see user Colleen.	9:52:25 PM
Joshua Humphrey	is colleen logged in anywhere?	9:52:49 PM
Ashutosh Mishra	No, the user is not logged in on any of the two servers.	9:53:26 PM
Joshua Humphrey	got it. if she logs oiuot and logs back in will that fix the printer issue?	9:54:00 PM
Ashutosh Mishra	It is not possible to verify what exactly the issue is unless we check on the user end, if the printer	

queue just did not refresh with the current changes than that might be fixed once user logs out and logs in.

9:55:55 PM

But if it is something else, we will have to check on the user's server end.

9:56:23 PM

Is there anything else I may help you with ?

9:57:10 PM

Are we still connected here?

9:59:08 PM

Are we still connected here?

10:00:52 PM

Are we still connected here?

10:01:13 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.

10:02:52 PM

*Ashutosh Mishra has ended this chat session*

10:02:59 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 May, 11:45:22 PM

#### #77096 Jhazelgrove

**Email:** jhazelgrove@fahrenheitadvisors.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** RICHMOND

**State:** Virginia

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 14 Mins 30 Secs

Jhazelgrove

Hello, I am your Acebuddy

15 May, 11:45:23 PM

Acebuddy

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

11:45:24 PM

Whom Would You Like to Connect With?

11:45:24 PM

Jhazelgrove	Technical Support (QB & App Hosting)	11:45:32 PM
Acebuddy	Welcome to Ace Support.	11:45:32 PM
	Please chose an option :	11:45:32 PM
Jhazelgrove	I'd like to report an Issue	11:45:40 PM
Acebuddy	Please select an option!	11:45:40 PM
Jhazelgrove	QuickBooks Issue	11:45:46 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:45:46 PM
Jhazelgrove	QuickBooks Login Issue	11:45:56 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:45:56 PM
	Was that helpful?	11:45:56 PM
Jhazelgrove	No	11:48:18 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:48:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:48:18 PM
	<i>11:48:22 PM Jhazelgrove is sharing a file with you <u><a href="#">1_image.png</a></u> - ( Size:77.66 KB )</i>	11:48:22 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	11:48:27 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:48:49 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:48:52 PM
	Hello	11:48:54 PM
Jhazelgrove	Hi	11:49:00 PM
Shashwat Verma	I will surely help you with this issue.	11:49:01 PM
	Kindly allow me two minutes to check the same.	11:49:05 PM
Jhazelgrove	ok	11:49:12 PM
Shashwat Verma	Kindly ask other user to logoff	11:50:50 PM
	So that we can proceed with update	11:51:00 PM
Jhazelgrove	Ok I think we're all out	11:51:45 PM
Shashwat Verma	We have initiated the update.	11:51:55 PM
Jhazelgrove	ok	11:52:07 PM
Shashwat Verma	We have updated the Qb, you can login the server in next 5 mins	11:53:28 PM
	Is there anything else I may help you with ?	11:53:30 PM
	Are we still connected here?	11:56:14 PM

Jhazelgrove	Hi, it is working now. thanks	11:57:01 PM
	You can close the case	11:57:04 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:59:50 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:59:52 PM
	<i>Shashwat Verma has ended this chat session</i>	11:59:54 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

26 May, 12:54:25 PM

#### #77438 Chester Francisco

**Email:** rfrancisco@rvirtualcfo.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** HONG KONG

**State:** Hong Kong

**Country:** HONG KONG

### Chat Transcript

Chat Duration : 7 Mins 52 Secs

Chester Francisco	Hello, I am your Acebuddy	26 May, 12:54:27 PM
Acebuddy	Hello Chester Francisco, I'm your Ace Buddy. I'll be happy to assist you!	12:54:28 PM
	Whom Would You Like to Connect With?	12:54:28 PM
Chester Francisco	Technical Support (QB & App Hosting)	12:54:41 PM
Acebuddy	Welcome to Ace Support.	12:54:41 PM
	Please chose an option :	12:54:41 PM
Chester Francisco	I'd like to report an Issue	12:54:47 PM

Acebuddy	Please select an option!	12:54:47 PM
Chester Francisco	Other Issue	12:54:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:54:51 PM
Chester Francisco	Need to use dual monitors	12:55:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:55:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:55:05 PM
	<i>Manish Singh accepted the chat transfer request.</i>	12:55:44 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:55:52 PM
Chester Francisco	yes pls	12:56:08 PM
	hi manish	12:56:12 PM
	could you pls help me how to show my 2 monitors	12:56:22 PM
Manish Singh	I will surely help you with this issue.	12:56:32 PM
Chester Francisco	so what do i do	12:57:12 PM
Manish Singh	You want to apply this only for you or for other users too?	12:57:16 PM
Chester Francisco	only for me	12:57:23 PM
Manish Singh	Alright	12:57:30 PM
	May I take the remote access of your local computer?	12:57:34 PM
Chester Francisco	ok	12:57:37 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1892991887">https://assist.acecloudhosting.com/join/1892991887</a>	12:57:49 PM
	Kindly paste this link in the browser of local computer and join the session.	12:57:55 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:57:59 PM
Chester Francisco	whats next	12:59:18 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:59:23 PM
	Is there anything else I may help you with ?	1:01:57 PM
Chester Francisco	thats all	1:02:03 PM
	thank you so much	1:02:05 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:02:11 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:02:15 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

1:02:18 PM

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

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

*Manish Singh has ended this chat session*

1:02:19 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28 May, 12:17:19 AM

#### #77493 Lisa McAllister

**Email:** lisa@dandwcontractors.com 14798416040

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** FAYETTEVILLE

**State:** Arkansas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 21 Mins 26 Secs

Lisa McAllister	Hello, I am your Acebuddy	28 May, 12:17:20 AM
Acebuddy	Hello Lisa, I'm your Ace Buddy. I'll be happy to assist you!	12:17:21 AM
	Whom Would You Like to Connect With?	12:17:21 AM
Lisa McAllister	Technical Support (QB & App Hosting)	12:17:28 AM
Acebuddy	Welcome to Ace Support.	12:17:28 AM
	Please chose an option :	12:17:28 AM

Lisa McAllister	I'd like to report an Issue	12:17:34 AM
Acebuddy	Please select an option!	12:17:34 AM
Lisa McAllister	Other Issue	12:17:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:17:43 AM
Lisa McAllister	unable to login to remote desktop	12:18:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:18:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:18:16 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	12:18:20 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	12:18:37 AM
Lisa McAllister	I have an open Ticket ID: 701620	12:18:58 AM
Shivam Singh	Okay, allow me to look into it.	12:19:27 AM
	As I checked there is a scheduled callback in 30 minutes.	12:21:17 AM
	If you want, we can do the troubleshooting for you to isolate the issue.	12:21:57 AM
Lisa McAllister	ok	12:22:13 AM
Shivam Singh	Is this issue affecting a single user or all users accessing the file?	12:23:35 AM
Lisa McAllister	When I tried to login this morning, it allowed me to get into the remote desktop but had a popup that would not allow me to exit it that said I needed to change my Ace password. I did that and now cannot get into any of the users. The passwords were saved and I don't know the old passwords to be able to use the password reset available.	12:24:29 AM
Shivam Singh	You are the account owner; you can use my portal to reset your password	12:25:15 AM
	Kindly paste this link in the browser of local computer and join the session.	12:25:23 AM
	I will give you a demonstration as to how to do it?	12:25:42 AM
Lisa McAllister	ok	12:25:50 AM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:25:59 AM
Lisa McAllister	done	12:26:09 AM
Shivam Singh	Great	12:26:20 AM
	Kindly paste this link in the browser of local computer and join the session.	12:26:42 AM
	<a href="https://assist.aceclouddhosting.com/join/6662548745">https://assist.aceclouddhosting.com/join/6662548745</a>	12:26:50 AM
	<a href="#">MyPortal - Ace Cloud Hosting - Login</a>	12:27:06 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:28:05 AM
	<i>The visitor's phone number was changed to 14798416040.</i>	12:29:26 AM

	Hi there, as the issue is resolved	12:38:02 AM
	Is there anything else I may help you with ?	12:38:05 AM
Lisa McAllister	That is all. Thank you	12:38:27 AM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:38:33 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!	12:38:40 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). ]( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shivam Singh has ended this chat session</i>	12:38:47 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 May, 2:11:17 AM

#### #76800 Adam Test

**Email:** aensman@calcraft.com 19098792900

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** PRESCOTT

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 5 Mins 55 Secs

Adam Test	Hello, I am your Acebuddy	9 May, 2:11:18 AM
Acebuddy	Hello Adam Enzman, I'm your Ace Buddy. I'll be happy to assist you!	2:11:19 AM
	Whom Would You Like to Connect With?	2:11:19 AM
Adam Test	Technical Support (QB & App Hosting)	2:11:24 AM
Acebuddy	Welcome to Ace Support.	2:11:24 AM
	Please chose an option :	2:11:24 AM
Adam Test	I'd like to report an Issue	2:11:33 AM
Acebuddy	Please select an option!	2:11:33 AM
Adam Test	Other Issue	2:11:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:11:38 AM
Adam Test	The Ticket Number is: 691400	2:12:11 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:12:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:12:11 AM
Adam Test	The Ticket Number is: 691371	2:12:14 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:12:28 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:12:31 AM
	Hello	2:12:35 AM
	Kindly allow me two minutes to check the same.	2:12:42 AM
Adam Test	No problem. Just following up on the tickets.	2:13:12 AM
Shashwat Verma	Adam we are currently working on your issue	2:13:34 AM
	Will update you shortly, do you have any deadline?	2:13:53 AM
Adam Test	Just following up because it was supposed to take 2 hours.	2:14:20 AM
	I need the users to get back into QuickBooks as soon as possible.	2:14:42 AM
Shashwat Verma	Yes, our team is currently working on the task	2:15:05 AM
Adam Test	Is there an new estimated time of completiion?	2:15:20 AM
	completion*	2:15:29 AM
Shashwat Verma	Yes, will update you within 30-40 mins	2:15:58 AM
	Is that work for you?	2:16:25 AM
Adam Test	The sooner, the better. Thank you.	2:16:37 AM
Shashwat Verma	Sure	2:16:44 AM
	Is there anything else I may help you with ?	2:16:47 AM

Adam Test	No, that is all. Thanks again.	2:17:00 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:17:07 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!		
Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). ]( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> .)		
For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )		

*Shashwat Verma has ended this chat session*

2:17:13 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 May, 1:35:04 AM

#### #76408 Danielle Herring

**Email:** danielle@whitneytax.com ☎ 12546940113

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 35 Secs

**City:** KOPPERL

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 16 Mins 55 Secs

Danielle Herring	Hello, I am your Acebuddy	1 May, 1:35:05 AM
Acebuddy	Hello Danielle Herring, I'm your Ace Buddy. I'll be happy to assist you!	1:35:05 AM

	Whom Would You Like to Connect With?	1:35:05 AM
Danielle Herring	Technical Support (QB & App Hosting)	1:35:15 AM
Acebuddy	Welcome to Ace Support.	1:35:15 AM
	Please chose an option :	1:35:15 AM
Danielle Herring	I'd like to report an Issue	1:35:23 AM
Acebuddy	Please select an option!	1:35:23 AM
Danielle Herring	Other Issue	1:35:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:35:31 AM
Danielle Herring	Our UniPrint says its license expired. Now everything we print has a huge Watermark over it.	1:35:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:35:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:35:39 AM
	<i>Deepak Taneja declined the transfer request.</i>	1:35:48 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:35:54 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:36:06 AM
Danielle Herring	Hello	1:36:11 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:36:22 AM
Danielle Herring	ok	1:36:37 AM
	tae.myrealdata.net	1:36:51 AM
	user: danielle	1:37:02 AM
Ashutosh Mishra	Thanks for the confirmation !	1:37:10 AM
	Kindly allow me two minutes to check the same.	1:37:13 AM
Danielle Herring	ty	1:37:17 AM
	we have thunderstorms here right now, so my power may drop. But this issue started a few hours ago on our server.	1:41:31 AM
Ashutosh Mishra	I need to reboot the server.	1:42:01 AM
	Please inform all users to save work and sign off from server.	1:42:14 AM
Danielle Herring	ok, one moment	1:42:50 AM
	ok, everyone is off of it.	1:43:40 AM
	ready for reboot	1:43:43 AM
Ashutosh Mishra	Thanks for the confirmation !	1:46:02 AM
Danielle Herring	you're welcome.	1:47:47 AM
Ashutosh Mishra	The issue has been fixed now.	1:51:26 AM

Danielle Herring	Yay. Thank you.	1:51:37 AM
Ashutosh Mishra	Is there anything else I may help you with ?	1:51:41 AM
Danielle Herring	No, thats it. Thank you :)	1:51:49 AM
	have a nice day!	1:51:52 AM
Ashutosh Mishra	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	1:51:58 AM
	<i>Ashutosh Mishra has ended this chat session</i>	1:52:00 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 May, 1:01:19 AM

**#77406 Sara martin**

**Email:** sara@swirlfilms.com

**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:** SMYRNA

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 41 Mins 15 Secs

Sara martin	Hello, I am your Acebuddy	24 May, 1:01:20 AM
Acebuddy	Hello Sara Martin, I'm your Ace Buddy. I'll be happy to assist you!	1:01:21 AM
	Whom Would You Like to Connect With?	1:01:21 AM
Sara martin	Technical Support (QB & App Hosting)	1:01:29 AM
Acebuddy	Welcome to Ace Support.	1:01:30 AM
	Please chose an option :	1:01:30 AM

Sara martin	I'd like to raise a Request	1:01:46 AM
Acebuddy	Please select your request type.	1:01:46 AM
Sara martin	Setup Ace Server	1:01:55 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	1:01:55 AM
Sara martin	MacOS	1:02:00 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	1:02:00 AM
	Do you need any further assistance on the topic?	1:02:00 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.	1:42:35 AM
	<i>Ended due to chat idle timeout</i>	1:42:36 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

7 May, 10:10:47 PM

#### #76704 toddgrasty

**Email:** toddgrasty@comcast.net ☎ 8156901299

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 57 Secs

**City:** FRANKFORT

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 33 Mins 46 Secs

toddgrasty Hello, I am your Acebuddy

7 May, 10:10:48 PM

Acebuddy	Hello Toddgrasty, I'm your Ace Buddy. I'll be happy to assist you!	10:10:49 PM
	Whom Would You Like to Connect With?	10:10:49 PM
toddgrasty	Technical Support (QB & App Hosting)	10:10:52 PM
Acebuddy	Welcome to Ace Support.	10:10:52 PM
	Please chose an option :	10:10:52 PM
toddgrasty	I'd like to report an Issue	10:10:59 PM
Acebuddy	Please select an option!	10:10:59 PM
toddgrasty	Other Issue	10:11:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:11:03 PM
toddgrasty	An error occurred while communicating with the Remote Desktop Gateway. If this keeps happening, contact your network administrator for assistance. Error code: 0x3000066	10:11:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:11:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:11:10 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:11:23 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:11:35 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:12:19 PM
toddgrasty	User Todd	10:13:13 PM
	myreldata\ToddG.q6	10:13:38 PM
Ashutosh Mishra	Is the business name Todd Grasty LLC?	10:14:30 PM
toddgrasty	yes	10:14:49 PM
Ashutosh Mishra	Thanks for the confirmation !	10:14:54 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	10:16:31 PM
toddgrasty	dont know	10:16:50 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	10:16:58 PM
toddgrasty	no	10:17:04 PM
Ashutosh Mishra	I see, may I take the remote access of your local computer?	10:17:19 PM
toddgrasty	yes	10:17:26 PM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	10:18:05 PM
	<a href="https://assist.acecloudhosting.com/join/5352572525">https://assist.acecloudhosting.com/join/5352572525</a>	10:18:07 PM
toddgrasty	I did, downloaded and nothing happens, im on a mac	10:19:45 PM
Ashutosh Mishra	Open the downloaded file.	10:20:10 PM
toddgrasty	i did	10:20:17 PM

	got it	10:20:30 PM
	Hello	10:22:33 PM
Ashutosh Mishra	I am not able to see your screen yet.	10:23:06 PM
	Kindly allow me two minutes to check.	10:23:13 PM
	Please paste this link on your browser again.	10:23:41 PM
	<b><a href="https://assist.acecloudhosting.com/join/5352572525">https://assist.acecloudhosting.com/join/5352572525</a></b>	10:23:44 PM
toddgrasty	Now?	10:25:52 PM
Ashutosh Mishra	Still not connected	10:27:08 PM
	Try this link	10:27:12 PM
	<b><a href="https://assist.acecloudhosting.com/join/5012812799">https://assist.acecloudhosting.com/join/5012812799</a></b>	10:27:31 PM
	Are we still connected here?	10:30:31 PM
toddgrasty	yes	10:31:14 PM
Ashutosh Mishra	We are still not connected on the session. Try using different browser.	10:33:45 PM
	Are we still connected here?	10:39:23 PM
	Are we still connected here?	10:41:03 PM
	Are we still connected here?	10:43:23 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:44:32 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:44:34 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 May, 7:53:47 PM

**#77392 Nathan Urry**

**Email:** techs@cr-t.com 13853251678

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 4 Secs

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 36 Mins 36 Secs

Nathan Urry	Hello, I am your Acebuddy	23 May, 7:53:47 PM
Acebuddy	Hello Nathan Urry, I'm your Ace Buddy. I'll be happy to assist you!	7:53:48 PM
	Whom Would You Like to Connect With?	7:53:48 PM
Nathan Urry	Managed IT	7:53:51 PM
Acebuddy	Please wait while we connect you to an available Representative.	7:53:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:53:52 PM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	7:53:59 PM
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?	7:54:07 PM
	<i>7:54:13 PM Nathan Urry is sharing a file with you</i>	7:54:13 PM
	<i><u>1_image.png</u> - ( Size:83.59 KB )</i>	
Nathan Urry	Support ticket 700044	7:54:25 PM
	I need this resolved right now	7:54:30 PM
	Who has access to this folder?	7:54:41 PM
Pradeep Kumar	Alright let me transfer the chat to the concerned team.	7:54:47 PM
Nathan Urry	Only I should have access and I am being denied	7:54:50 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	7:54:57 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:56:22 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:56:29 PM
Nathan Urry	Please see notes above	7:56:38 PM
Anjainay Singh	Please allow me two minutes so that I can look into it.	7:58:10 PM
	As I have understood from ticket that you are the only user want access to folder D:\Client data\D\Data\Financials\Controller\Transition\Passwords	8:01:28 PM
Nathan Urry	who currently has access to that folder?	8:01:45 PM
	Is there an easy way for me to understand folder permissions?	8:01:59 PM
Anjainay Singh	Please allow me two minutes so that I can provide you exact resolution.	8:02:51 PM
	As I have checked and found that only ACE support has access to this folder	8:06:03 PM

Nathan Urry	OK	8:06:14 PM
	Please provide nathan urry access per the email	8:06:27 PM
	When and why was my access removed? I have always had access to this folder?	8:06:44 PM
Anjainay Singh	Sure this ticket is with our senior engineer, and I have transferred your query to him , he will send you all queried and will grant all necessary permission for folder .	8:08:52 PM
	We will reconfigure the settings .	8:09:18 PM
	He has just logged in , and has got your query .	8:10:13 PM
	Is there anything else I may help you with Nathan?	8:11:24 PM
Nathan Urry	hye	8:12:03 PM
	I need access asap	8:12:18 PM
	is that done?	8:12:21 PM
Anjainay Singh	Please allow me 4-5 minutes as he is with me and we are working over it .	8:13:48 PM
	Could you please try to logout and login and try to access the same folder .	8:16:20 PM
	Could you please confirm whether it is resolved ?	8:21:29 PM
Nathan Urry	I have access again	8:22:02 PM
	Why and when was my access removed?	8:22:08 PM
Anjainay Singh	I can assure you that we did not remove the access manually .	8:22:49 PM
Nathan Urry	well then who did?	8:23:01 PM
	if it wasn't you?	8:23:07 PM
Anjainay Singh	Our senior engineer they will checks the logs at backend how did the permission changed.	8:23:20 PM
	Sometimes the systems(OS) inherit the permission from parent directory.	8:24:02 PM
Nathan Urry	?	8:24:49 PM
	I have had access for a long time	8:24:59 PM
	what changed?	8:25:00 PM
Anjainay Singh	Sometimes the systems(OS) inherit the permission from parent directory and it replaces the owner of folder and it is due to technical glitch and no human intervention.	8:26:00 PM
Nathan Urry	does that mean that sometimes people could get access to folders they shouldn't have access to?	8:27:06 PM
Anjainay Singh	No, that is not the case. It's basically the opposite that no one can access the folder	8:27:38 PM
Nathan Urry	i'm not sure that makes sense from what was said but ok	8:28:05 PM
	You can close this chat and ticket. Thank you for your help resolving the access	8:28:20 PM
Anjainay Singh	We apologize for the inconvenience caused at your end .	8:28:43 PM
	Please also share your positive feedback by clicking on smiling emoji .	8:29:19 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:29:41 PM

We will also keep this ticket under observation.

8:29:59 PM

Nathan Urry thank you

8:30:08 PM

*Anjainay Singh has ended this chat session*

8:30:24 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 May, 7:17:03 PM

**#76441 Cenk Kemal Kurc**

**Email:** kemal@alarastonesource.com 15617133827

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** WEST PALM BEACH

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 35 Secs

Cenk Kemal Kurc	Hello, I am your Acebuddy	1 May, 7:17:04 PM
Acebuddy	Hello Cenk K Kurc, I'm your Ace Buddy. I'll be happy to assist you!	7:17:05 PM
	Whom Would You Like to Connect With?	7:17:05 PM
Cenk Kemal Kurc	Technical Support (QB & App Hosting)	7:17:08 PM
Acebuddy	Welcome to Ace Support.	7:17:09 PM
	Please chose an option :	7:17:09 PM
Cenk Kemal Kurc	I'd like to report an Issue	7:17:15 PM
Acebuddy	Please select an option!	7:17:15 PM
Cenk Kemal Kurc		

	Other Issue	7:17:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:17:17 PM
Cenk Kemal Kurc	i cant login to my remote	7:17:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:17:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:17:30 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:18:28 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:18:37 PM
Cenk Kemal Kurc	i cant login to remote\	7:18:46 PM
Anjainay Singh	Since when you are facing this issue .	7:19:15 PM
Cenk Kemal Kurc	yesterday night	7:19:22 PM
Anjainay Singh	Please confirm whether other users are also facing this issue .	7:19:43 PM
Cenk Kemal Kurc	yes	7:20:02 PM
Anjainay Singh	Please allow me two minutes so that I can look for root cause of this issue .	7:20:49 PM
Cenk Kemal Kurc	user name-KemalCenk@myrealdata.net	7:20:49 PM
Anjainay Singh	I have rebooted the server , please try to login back when I notify you and let me know the result .	7:22:40 PM
Cenk Kemal Kurc	trying	7:23:17 PM
Anjainay Singh	Please try to login back .	7:23:43 PM
	Please try to login after 5 minutes.	7:25:58 PM
Cenk Kemal Kurc	ok one seconf	7:26:06 PM
	can i login now	7:27:20 PM
Anjainay Singh	Yes please login back into server .	7:28:06 PM
	Could you please let me know the result .	7:30:55 PM
Cenk Kemal Kurc	i cant seem to login	7:31:17 PM
Anjainay Singh	May I take the remote access of your local computer?	7:31:36 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:31:45 PM
Cenk Kemal Kurc	yes	7:32:02 PM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/5362029672">https://assist.acecloudhosting.com/join/5362029672</a>	7:32:03 PM
	Please copy this URL at your local machine so that I can access your machine.	7:32:35 PM
Cenk Kemal Kurc	i am ready	7:33:06 PM
	<i>Anjainay Singh has ended this chat session</i>	7:59:40 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

22 May, 10:01:07 PM

### #77356 marcello

**Email:** marcello@prothane.com ☎ 18014201081

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** LINDON

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 24 Mins 12 Secs

marcello	Hello, I am your Acebuddy	22 May, 10:01:07 PM
Acebuddy	Hello Marcello, I'm your Ace Buddy. I'll be happy to assist you!	10:01:08 PM
	Whom Would You Like to Connect With?	10:01:08 PM
marcello	Technical Support (QB & App Hosting)	10:01:21 PM
Acebuddy	Welcome to Ace Support.	10:01:21 PM
	Please chose an option :	10:01:21 PM
marcello	I'd like to raise a Request	10:01:31 PM
Acebuddy	Please select your request type.	10:01:31 PM
marcello	Other Request	10:01:44 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:01:44 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:01:44 PM
marcello	Yes, I'm facing issues with my server	10:01:56 PM
Acebuddy	Please select an option!	10:01:56 PM

marcello	Other Issue	10:02:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:02:03 PM
marcello	ACE hosting not adjusting to screen size	10:02:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:02:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:02:24 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:02:46 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:02:50 PM
	Hello Marcello	10:03:00 PM
	I will surely help you with this issue.	10:03:15 PM
marcello	Okay	10:03:57 PM
Shashwat Verma	May I take the remote access of your local computer?	10:04:22 PM
marcello	Yes	10:04:42 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:04:50 PM
marcello	Okay	10:04:58 PM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/6982228041">https://assist.acecloudhosting.com/join/6982228041</a>	10:05:33 PM
	Kindly Click on the link and open the downloaded file.	10:05:36 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.	10:08:00 PM
	As per the remote session, we have confirmed that ACE connect cannot be minimize on one monitor, although we will wait for your response	10:25:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:25:14 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!	10:25:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). ]( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shashwat Verma has ended this chat session</i>	10:25:19 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 May, 7:04:09 PM

### #77676 Merilyn Jackson

Email: mcjbookkeeping162@gmail.com ☎ 13405137790

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: 1 Min 17 Secs

City: OCALA

State: Florida

Country: UNITED STATES

## Chat Transcript

Chat Duration : 56 Mins 22 Secs

Merilyn Jackson	Hello, I am your Acebuddy	31 May, 7:04:10 PM
Acebuddy	Hello Merilyn C Jackson, I'm your Ace Buddy. I'll be happy to assist you!	7:04:11 PM
	Whom Would You Like to Connect With?	7:04:11 PM
Merilyn Jackson	Technical Support (QB & App Hosting)	7:04:39 PM
Acebuddy	Welcome to Ace Support.	7:04:39 PM
	Please chose an option :	7:04:39 PM
Merilyn Jackson	I'd like to report an Issue	7:05:33 PM
Acebuddy	Please select an option!	7:05:33 PM
Merilyn Jackson	QuickBooks Issue	7:05:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:05:40 PM
Merilyn Jackson	QuickBooks Update	7:06:05 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.	7:06:12 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.	7:06:12 PM
	Do you need any further assistance on the topic?	7:06:12 PM
Merilyn Jackson	Yes	7:06:44 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:06:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:06:51 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	7:07:04 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	7:07:08 PM
	Hello Merilyn	7:07:14 PM
Merilyn Jackson	Hello, QB 2023 was updated, but I do not see the companies list to be selected.	7:09:04 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:09:34 PM
Merilyn Jackson	MerilynCJ-qblive14.myreal	7:12:08 PM
Anurag Sharma	Thanks for the confirmation (Edited)	7:12:37 PM
	May I take the remote access of your server?	7:12:51 PM
Merilyn Jackson	CID67402	7:13:22 PM
	yes	7:13:33 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	7:13:51 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:15:15 PM
	Please enter the password of your company file	7:36:01 PM
Merilyn Jackson	I am unable to type anything	7:36:47 PM
Anurag Sharma	Okay, please try to log off and login back to the server once.	7:37:08 PM
Merilyn Jackson	I did	7:38:26 PM
Anurag Sharma	Okay	7:41:32 PM
	Let's first reset your password, your password is showing expired.	7:44:19 PM
Merilyn Jackson	My main focus right now is on getting access to Pearson Gardens Cooperative, CESR inc, Kamla and The Charlotte Amalie	7:44:41 PM
Anurag Sharma	Okay	7:45:57 PM
	Please login back to the server again	7:46:19 PM
Merilyn Jackson	ok	7:46:31 PM
	I am unable to type	7:52:26 PM
Anurag Sharma	Please try now.	7:52:45 PM

Merilyn Jackson	Why can't I type?	7:55:10 PM
Anurag Sharma	I think there is some technical issue on the system.	7:55:26 PM
	Let's connect though another alternative.	7:55:44 PM
	Can I take the remote access of your local computer?	7:56:19 PM
Merilyn Jackson	yes	7:56:30 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	7:56:36 PM
	<a href="https://assist.acecloudhosting.com/join/2152647084">https://assist.acecloudhosting.com/join/2152647084</a>	7:56:41 PM
	Kindly paste this link in the browser of local computer and join the session.	7:56:48 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:59:21 PM
	Since we are connected on the remote session. I am ending this chat session here. We will continue our conversation on the remote session.	8:00:25 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:00:30 PM
	<i>Anurag Sharma has ended this chat session</i>	8:00:33 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28 May, 12:48:45 AM

**#77495 Karen G**

**Email:** kareng@davidweinsteincpa.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** HOLLYWOOD

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 45 Mins 57 Secs

Karen G	Hello, I am your Acebuddy	28 May, 12:48:46 AM
Acebuddy	Hello Karen G, I'm your Ace Buddy. I'll be happy to assist you!	12:48:47 AM
	Whom Would You Like to Connect With?	12:48:47 AM
Karen G	Technical Support (QB & App Hosting)	12:48:51 AM
Acebuddy	Welcome to Ace Support.	12:48:51 AM
	Please chose an option :	12:48:51 AM
Karen G	I'd like to raise a Request	12:48:58 AM
Acebuddy	Please select your request type.	12:48:58 AM
Karen G	Setback	12:49:03 AM
Acebuddy	Welcome to Ace Support.	12:49:03 AM
	Please chose an option :	12:49:03 AM
Karen G	I'd like to report an Issue	12:49:13 AM
Acebuddy	Please select an option!	12:49:13 AM
Karen G	Other Issue	12:49:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:49:17 AM
Karen G	How do i set up my Mac to login into my rds	12:49:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:49:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:49:41 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:49:52 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:50:00 AM
Karen G	Hi! Thank you!	12:50:08 AM
Ashutosh Mishra	I will surely help you with this issue.	12:50:34 AM
Karen G	This is my login Karen.g@myrealdata.net	12:50:52 AM
	I also know my password, but need help setting up my mac	12:51:03 AM
Ashutosh Mishra	Sure, you can download Microsoft App from mac store and add credentials to login.	12:51:57 AM
	I can help you on the local machine too.	12:52:07 AM
	May I take the remote access of your local computer?	12:52:16 AM
Karen G	yes!	12:52:21 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	12:52:25 AM
Karen G	Done!	12:53:09 AM

Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session, make sure to allow all the permissions and follow the onscreen instructions when prompted.	12:53:09 AM
	<a href="https://assist.acecloudhosting.com/join/9612126220">https://assist.acecloudhosting.com/join/9612126220</a>	12:53:13 AM
	Make sure to allow me the elevated permissions.	12:55:11 AM
Karen G	I think we're connected	12:55:28 AM
Ashutosh Mishra	I am still not able to see your screen, could you let me know if any instructions or dialogue box appear on your end? (Edited)	12:58:38 AM
Karen G	Can you see it now?	12:59:10 AM
Ashutosh Mishra	I am getting error that connection lost temporarily.	12:59:41 AM
Karen G	Hmmm...I hit pause and then play, and I see In Session	1:00:27 AM
Ashutosh Mishra	On my end it is saying that connect is lost and asking to end session.	1:01:05 AM
Karen G	Ok. I downloaded and rejoined.	1:01:45 AM
	Or, maybe end and send me a new link to join?	1:02:15 AM
Ashutosh Mishra	Plese end the session from your end.	1:02:43 AM
	Use this link	1:02:52 AM
	<a href="https://assist.acecloudhosting.com/join/6852593118">https://assist.acecloudhosting.com/join/6852593118</a>	1:02:53 AM
Karen G	Thank you!	1:34:03 AM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by adding credentials to Microsoft app and resetting the password.	1:34:29 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:34:36 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!	1:34:39 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([ <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ]). ]( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	1:34:44 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 May, 4:20:33 PM

### #76962 Stu Ellert

**Email:** stu@comforttechmech.com ☎ +17189322444

**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:** ASTORIA

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 45 Mins 48 Secs

Stu Ellert	Hello, I am your Acebuddy	13 May, 4:20:35 PM
Acebuddy	Hello Stu Ellert, I'm your Ace Buddy. I'll be happy to assist you!	4:20:36 PM
	Whom Would You Like to Connect With?	4:20:36 PM
Stu Ellert	Technical Support (QB & App Hosting)	4:20:43 PM
Acebuddy	Welcome to Ace Support.	4:20:43 PM
	Please chose an option :	4:20:43 PM
Stu Ellert	I'd like to report an Issue	4:20:52 PM
Acebuddy	Please select an option!	4:20:52 PM
Stu Ellert	QuickBooks Issue	4:20:56 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:20:56 PM
Stu Ellert	QuickBooks Update	4:21:04 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.	4:21:04 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.	4:21:04 PM
	Do you need any further assistance on the topic?	4:21:04 PM

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

5:06:24 PM

*Ended due to chat idle timeout*

5:06:24 PM



# Chat Transcript

Do you offer email hosting?

## Visitor Details

29 May, 3:56:55 AM

**#77565 lsmith.gandf**

**Email:** lsmith.gandf@gmail.com 209-599-8911

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** RIPON

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 11 Mins 59 Secs

lsmith.gandf	Do you offer email hosting?	29 May, 3:56:56 AM
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.	3:57:00 AM
	<i>Mohit is transferring the chat to Siddhant.</i>	3:57:29 AM
	<i>Siddhant accepted the chat transfer request.</i>	3:57:32 AM
Siddhant	Hi Lisa, how are you doing today?	3:59:17 AM
lsmith.gandf	good thanks	3:59:33 AM
Siddhant	I can see you are having an existing account with us named "G&F Ag Service Inc".	4:00:18 AM
lsmith.gandf	Yes. Just wondering if you offer email hosting	4:00:44 AM
Siddhant	Let me transfer this chat to the support team and they will assist you further.	4:01:12 AM

*Siddhant is transferring the chat to Support(QB & App Hosting).*

4:01:25 AM

*Ashutosh Mishra accepted the chat transfer request.*

4:01:40 AM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:02:27 AM
	Please elaborate so we can assist better, do you want a server where you can install your email client to view and store your emails?	4:04:07 AM
Ismith.gandf	I'm not sure. Comparing your services with bluehost email, google workspace, zoho, fastmail. They all offer email hosting and was wondering if you also provide that service.	4:06:55 AM
Ashutosh Mishra	I see, please allow me to inform we do not offer such email hosting services.	4:07:42 AM
	Is there anything else I may help you with ?	4:07:47 AM
Ismith.gandf	No	4:07:54 AM
Ashutosh Mishra	Thanks for the confirmation !	4:08:04 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	4:08:14 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). ]( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	4:09:00 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 May, 9:14:15 PM

### #76917 LESLIE STEPHENS

**Email:** stephenshardwood@highland.net ☎ 14236632564

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

**Operator:** Dharmendra Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 34 Secs

**City:** PINE KNOT

**State:** Kentucky

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 2 Mins

LESLIE STEPHENS	Hello, I am your Acebuddy	12 May, 9:14:15 PM
Acebuddy	Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you!	9:14:16 PM
	Whom Would You Like to Connect With?	9:14:16 PM
LESLIE STEPHENS	Technical Support (QB & App Hosting)	9:14:25 PM
Acebuddy	Welcome to Ace Support.	9:14:25 PM
	Please chose an option :	9:14:25 PM
LESLIE STEPHENS	I'd like to raise a Request	9:14:32 PM
Acebuddy	Please select your request type.	9:14:32 PM
LESLIE STEPHENS	Other Request	9:14:41 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.	9:14:41 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:14:41 PM
LESLIE STEPHENS	Yes, I'm facing issues with my server	9:14:47 PM
Acebuddy	Please select an option!	9:14:47 PM
LESLIE STEPHENS	QuickBooks Issue	9:14:50 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:14:50 PM
LESLIE STEPHENS	Other QB related issue	9:14:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:14:56 PM
LESLIE STEPHENS	Ticket 692692	9:15:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:15:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:15:23 PM
	<i>Dharmendra Kumar accepted the chat transfer request.</i>	9:15:36 PM
Dharmendra Kumar	Thank you for contacting Ace Cloud Hosting. My name is Dharmendra Kumar. I will be assisting you today.	9:15:44 PM
LESLIE STEPHENS	May I please check the status of ticket 692692? We are in need of using QuickBooks.	9:16:06 PM
Dharmendra Kumar	Looking into this, Leslie,	9:16:22 PM

LESLIE STEPHENS	Thank you.	9:17:28 PM
Dharmendra Kumar	working on this, plz allow me 3-4 minutes.	9:20:29 PM
LESLIE STEPHENS	Okay. Thank you.	9:20:35 PM
Dharmendra Kumar	Hello Leslie, this is taking little bit more than expected.	9:29:20 PM
	Apologies for the inconvenience caused, Would that be ok if i give you a call back.	9:29:42 PM
LESLIE STEPHENS	Yes	9:30:33 PM
Dharmendra Kumar	noted, i will give you a call back within 20 minutes at 4236632564	9:32:30 PM
LESLIE STEPHENS	The correct number is 6063545555	9:38:07 PM
Dharmendra Kumar	this is noted,	9:39:30 PM
	i will give you a call back within 20 minutes.	9:39:45 PM
	let me know if there is anything else i may assist you with today, Leslie,	9:39:59 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!	9:45:04 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). ]( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> .)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	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.	10:16:25 PM
	<i>Ended due to chat idle timeout</i>	10:16:25 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 May, 10:38:31 PM

#77255 kayla

**Email:** kayla@klarsontax.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:** OCONOMOWOC

**State:** Wisconsin

**Country:** UNITED STATES

Chat Duration : 37 Secs

### Chat Transcript

kayla	Hello, I am your Acebuddy	20 May, 10:38:32 PM
Acebuddy	Hello Kayla, I'm your Ace Buddy. I'll be happy to assist you!	10:38:33 PM
	Whom Would You Like to Connect With?	10:38:33 PM
kayla	Technical Support (QB & App Hosting)	10:38:37 PM
Acebuddy	Welcome to Ace Support.	10:38:37 PM
	Please chose an option :	10:38:37 PM
kayla	I'd like to raise a Request	10:38:53 PM
Acebuddy	Please select your request type.	10:38:53 PM
kayla	Other Request	10:39:01 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.	10:39:01 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:39:01 PM
kayla	No, That'll be all!	10:39:09 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	10:39:09 PM
	<i>Acebuddy has ended this chat session</i>	10:39:09 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

## #76413 Major McConeghy

**Email:** major.mcconegehy@eastcoastgear.com  19196258466

**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:** LOUISBURG

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Secs

Major McConeghy	Hello, I am your Acebuddy	1 May, 2:35:28 AM
Acebuddy	Hello Major Mcconegehy, I'm your Ace Buddy. I'll be happy to assist you!	2:35:28 AM
	Whom Would You Like to Connect With?	2:35:28 AM
Major McConeghy	Technical Support (QB & App Hosting)	2:35:35 AM
Acebuddy	Welcome to Ace Support.	2:35:35 AM
	Please chose an option :	2:35:35 AM
Major McConeghy	I'd like to raise a Request	2:35:42 AM
Acebuddy	Please select your request type.	2:35:42 AM
Major McConeghy	Application Version Upgrade	2:35:49 AM
Acebuddy	Please select the application you would like to upgrade :	2:35:49 AM
Major McConeghy	QuickBooks	2:35:52 AM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	2:35:52 AM
	<ul style="list-style-type: none"> <li>• QuickBooks Year</li> <li>• Variant : Pro / Premier / Enterprise / Accountant</li> <li>• License Number</li> <li>• Product Code</li> </ul>	2:35:52 AM
	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.	2:35:52 AM
	Do you need any further assistance on the topic?	2:35:52 AM
Major McConeghy	No	2:36:03 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	2:36:03 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 May, 9:22:07 PM

#77590 shawn

Email: shawn@sweenorbuilders.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: WAKEFIELD

State: Rhode Island

Country: UNITED STATES

## Chat Transcript

Chat Duration : 3 Mins 32 Secs

shawn	Hello, I am your Acebuddy	29 May, 9:22:08 PM
Acebuddy	Hello Shawn Streeter, I'm your Ace Buddy. I'll be happy to assist you!	9:22:09 PM
	Whom Would You Like to Connect With?	9:22:09 PM
shawn	Technical Support (QB & App Hosting)	9:22:16 PM
Acebuddy	Welcome to Ace Support.	9:22:16 PM
	Please chose an option :	9:22:16 PM
shawn	I'd like to report an Issue	9:22:32 PM
Acebuddy	Please select an option!	9:22:32 PM
shawn	Password Reset	9:22:35 PM
Acebuddy	Please select an option below	9:22:35 PM
shawn	Already Enrolled to Selfcare Portal	9:22:42 PM
Acebuddy		

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

9:22:42 PM

Do you need any further assistance on the topic?

9:22:42 PM

shawn No

9:25:41 PM

Acebuddy Thank you for contacting Ace Support. Have a nice day!

9:25:41 PM

*Acebuddy has ended this chat session*

9:25:41 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 May, 11:22:26 PM

**#76465 Patrick Wiesner**

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

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** NEDERLAND

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 15 Mins 50 Secs

Patrick Wiesner	Hello, I am your Acebuddy	1 May, 11:22:27 PM
Acebuddy	Hello Patrick Wiesner, I'm your Ace Buddy. I'll be happy to assist you!	11:22:28 PM
	Whom Would You Like to Connect With?	11:22:28 PM
Patrick Wiesner	Technical Support (QB & App Hosting)	11:22:35 PM
Acebuddy	Welcome to Ace Support.	11:22:35 PM
	Please chose an option :	11:22:35 PM
Patrick Wiesner	I'd like to raise a Request	11:22:40 PM

Acebuddy	Please select your request type.	11:22:40 PM
Patrick Wiesner	Application Update	11:22:55 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.	11:22:55 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	11:22:55 PM
Patrick Wiesner	Yes	11:23:06 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:23:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:23:06 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	11:23:21 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	11:23:33 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:24:08 PM
Patrick Wiesner	Hi Shivam: Can you please upgrade QB on the server? I can no longer launch QB with the upgrade	11:24:08 PM
	Server name: Gysinamerica.myrealdata.net	11:24:09 PM
	Patrick_GAI@myrealdata.net	11:24:24 PM
Shivam Singh	Thanks, You want to update the QuickBooks, right?	11:24:48 PM
Patrick Wiesner	yes, please	11:25:03 PM
	yes	11:25:38 PM
Shivam Singh	Okay, we usually do the application update overnight.	11:25:49 PM
Patrick Wiesner	I understand but QB no longer opens without the upgrade. I need to have the upgrade done now	11:26:37 PM
Shivam Singh	Okay allow me 2 minutes to check.	11:26:53 PM
	For the updates I have to log you off the server, Is it okay?	11:27:48 PM
Patrick Wiesner	done	11:28:11 PM
Shivam Singh	Please confirm so that we can initiate the updates now.	11:28:19 PM
	great	11:28:25 PM
Patrick Wiesner	I confirm	11:28:42 PM
Shivam Singh	Thanks, wait for some time and you would be notified over the email once done.	11:29:34 PM
Patrick Wiesner	ok	11:29:55 PM
	what is the email on file?	11:30:07 PM
Shivam Singh	I will share the email after the chat ends. Also, if you would like to wait, we can inform you over the chat.	11:31:57 PM

Could you please check now?	11:34:15 PM
Are we still connected here?	11:34:32 PM
Are we still connected here?	11:36:03 PM
As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:37:59 PM
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:38:16 PM
<i>Shivam Singh has ended this chat session</i>	11:38:18 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details	4 May, 9:00:23 PM
<b>#76546 Tracey McIntosh</b>	
<b>Email:</b> tmcintoshsrq@gmail.com ☎ 19415185966	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Acebuddy	
<b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>	
<b>Operating System:</b> Apple iPhone	
<b>Browser:</b> Apple Safari	
<b>Device:</b> Mobile	
<b>City:</b> SARASOTA	
<b>State:</b> Florida	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 32 Mins 19 Secs
Tracey McIntosh	Hello, I am your Acebuddy
Acebuddy	Hello Tracey McIntosh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tracey McIntosh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

Tracey McIntosh	I'd like to raise a Request	9:00:46 PM
Acebuddy	Please select your request type.	9:00:46 PM
Tracey McIntosh	Change in Users	9:01:09 PM
Acebuddy	Please select your desired option!	9:01:09 PM
Tracey McIntosh	User Addition	9:01:15 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!	9:01:15 PM
	Do you need any further assistance on the topic?	9:01:15 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.	9:32:44 PM
	<i>Ended due to chat idle timeout</i>	9:32:44 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 May, 10:02:12 PM

#### #77085 Ailee Buendia

**Email:** abuendia@windmillcap.com

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

**Operator:** Ankit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 15 Mins 55 Secs

Ailee Buendia	Hello, I am your Acebuddy	15 May, 10:02:13 PM
Acebuddy		

	Hello Ailee Buendia, I'm your Ace Buddy. I'll be happy to assist you!	10:02:14 PM
	Whom Would You Like to Connect With?	10:02:14 PM
Ailee Buendia	Technical Support (QB & App Hosting)	10:04:39 PM
Acebuddy	Welcome to Ace Support.	10:04:39 PM
	Please chose an option :	10:04:39 PM
Ailee Buendia	I'd like to raise a Request	10:04:45 PM
Acebuddy	Please select your request type.	10:04:45 PM
Ailee Buendia	Change in Users	10:04:56 PM
Acebuddy	Please select your desired option!	10:04:56 PM
Ailee Buendia	User Removal	10:05:00 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!	10:05:00 PM
	Do you need any further assistance on the topic?	10:05:00 PM
Ailee Buendia	Yes	10:05:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:05:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:05:13 PM
	<i>Ankit accepted the chat transfer request.</i>	10:06:05 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	10:06:09 PM
	Hello Ailee, How are you doing today?	10:06:31 PM
Ailee Buendia	Hi Ankit, I'm good thanks	10:06:37 PM
Ankit	I will surely help you with this issue.	10:06:47 PM
	Kindly help me with your server name and username?	10:07:03 PM
Ailee Buendia	I have opened support ticket #694553, I would like to remove Arvy Tomines as a user on our server Windmill Capital Inc : CID74296	10:07:23 PM
Ankit	Thank you for the details.	10:08:21 PM
	Kindly allow me 3-4 minutes to check the same.	10:08:40 PM
Ailee Buendia	Thank you	10:08:56 PM
Ankit	Thank you for your patience.	
	As I can check, we have already shared the details for My Portal, which allows you to manage your users from your end.	10:10:20 PM
	Are we still connected here?	10:13:32 PM
	Are we still connected here?	10:14:20 PM
	Are we still connected here?	10:15:04 PM

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

10:16:11 PM

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

10:17:57 PM

*Ankit has ended this chat session*

10:18:09 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 May, 12:57:57 AM

**#76794 Tom**

**Email:** tom@empirefoamsolutions.com 518-852-2812

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** SCHENECTADY

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 9 Mins 13 Secs

Tom	Hello, I am your Acebuddy	9 May, 12:57:59 AM
Acebuddy	Hello Tom, I'm your Ace Buddy. I'll be happy to assist you!	12:58:00 AM
	Whom Would You Like to Connect With?	12:58:00 AM
Tom	Technical Support (QB & App Hosting)	12:58:05 AM
Acebuddy	Welcome to Ace Support.	12:58:05 AM
	Please chose an option :	12:58:05 AM
Tom	I'd like to report an Issue	12:59:01 AM
Acebuddy	Please select an option!	12:59:01 AM

Tom	Other Issue	12:59:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:59:07 AM
Tom	I can't get to our virtual desktop	12:59:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:59:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:59:24 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:59:55 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:59:58 AM
	Hello Tom	1:00:02 AM
Tom	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "QBNXTPre1.myrealdata.net". This might mean that "QBNXTPre1.myrealdata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] hi	1:00:50 AM
	That's the message I'm getting, when trying to get to our virtual desktop	1:01:17 AM
	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "QBNXTPre1.myrealdata.net". This might mean that "QBNXTPre1.myrealdata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 05/08/25 07:26:11 PM Press Ctrl+C to copy.	1:01:38 AM
Shashwat Verma	I will surely help you with this issue.	1:01:54 AM
	May I take the remote access of your local computer?	1:01:58 AM
Tom	Yes	1:02:36 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:02:46 AM
Tom	OK, good enough.	1:03:13 AM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/5452241454">https://assist.acecloudhosting.com/join/5452241454</a>	1:03:17 AM
	Kindly Click on the link and open the downloaded file.	1:03:19 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:05:19 AM
Tom	HA!	1:05:50 AM
	Now it works! :/	1:05:57 AM
Shashwat Verma	Issue resolved itself	1:06:03 AM
	Is there anything else I may help you with ?	1:06:06 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:06:50 AM
Tom	Nope Thanks for waving you magic wand at the problem. :-)	1:06:57 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:07:09 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 May, 9:25:57 AM

### #77629 Damon Bellard

**Email:** dbellard@dbhitechsolutions.com 281.910.7755  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 31 Secs  
**City:** PEARLAND  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 6 Secs

Damon Bellard	Hello, I am your Acebuddy	30 May, 9:25:58 AM
Acebuddy	Hello Damon Bellard, I'm your Ace Buddy. I'll be happy to assist you!	9:26:00 AM
	Whom Would You Like to Connect With?	9:26:00 AM
Damon Bellard	Technical Support (QB & App Hosting)	9:26:07 AM
Acebuddy	Welcome to Ace Support.	9:26:07 AM
	Please chose an option :	9:26:07 AM
Damon Bellard	I'd like to raise a Request	9:26:16 AM
Acebuddy	Please select your request type.	9:26:16 AM
Damon Bellard	Password Reset	9:26:25 AM
Acebuddy	Please select an option below	9:26:25 AM
Damon Bellard	Not Enrolled to Selfcare Portal	9:26:35 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.	9:26:35 AM
	Do you need any further assistance on the topic?	9:26:35 AM
Damon Bellard	Yes	9:26:42 AM
Acebuddy	Please wait while we connect you to our Support Representative	9:26:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:26:43 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:27:05 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:27:17 AM
Damon Bellard	we have an employee that was let go and she had access to our quickbooks server. we have since hired her replacement and need the password reset from the former user	9:28:20 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:28:40 AM
Damon Bellard	QBNXTPre.myrealdata.net	9:29:23 AM
Shubham Kataria	Kindly confirm the username as well for which you need a password	9:29:56 AM
Damon Bellard	Gabby	9:30:05 AM
	There is another user Chann. We can delete his user account as well.	9:30:42 AM
Shubham Kataria	Alright	9:31:00 AM
Damon Bellard	Please do not delete Gabby's account. I just need the password changed.	9:31:39 AM
Shubham Kataria	In order to reset the password and the user removal request, please send us a email on support@acecloudhosting.com from this email [gguerrero@techpowerinternational.com] (mailto:gguerrero@techpowerinternational.com)	9:31:59 AM
	Once we will receive the email, we will send you the password	9:32:24 AM
Damon Bellard	That person is no longer working at the company.	9:32:31 AM
	I should be listed as secondary	9:32:51 AM
	dbellard@dbhitechsolutions.com	9:33:05 AM
	I am the IT Support for the company	9:33:23 AM
Shubham Kataria	Okay, this is noted. Kindly allow us few hours because for this request because we require to move your ticket to the concerned team so that they can add you a authorised POC in the account	9:34:53 AM
	As currently your email is not registered with us.	9:35:11 AM
Damon Bellard	When this was setup, I was on the email chain to configure.	9:35:57 AM
	I also handle all the support when we reach out to you.	9:36:17 AM
	will they contact me via email?	9:36:37 AM
Shubham Kataria	Do you have any other email address as well because this one is not registered with us.	9:36:59 AM
Damon Bellard	what about dbhitechsolutions@gmail.com	9:37:23 AM

Shubham Kataria	If you have any other email, please provide me. I will check the records.	9:37:27 AM
	Let me check it	9:37:33 AM
	Yes, this one is registered with us.	9:38:52 AM
Damon Bellard	ok...do I need to send an email from this email address requesting the change?	9:39:16 AM
Shubham Kataria	Please send us a email on support@acecloudhosting.com for the password reset and the user removal and the POC changing request.	9:39:36 AM
	Once we received the email, we will share the password over email and move the ticket to the concerned team to change the authorized contact for your account.	9:41:19 AM
	Are we still connected here?	9:42:09 AM
Damon Bellard	Done.	9:43:00 AM
	I also put the server name on there as well	9:43:29 AM
Shubham Kataria	Thank you, we have received the email. In next 10 minutes, you will get the password. (Edited)	9:44:03 AM
	Is there anything else I may help you with ?	9:44:52 AM
Damon Bellard	no...thank you	9:45:23 AM
Shubham Kataria	You're welcome	9:45:40 AM
Damon Bellard	ohhh...will they remove her information as the POC?	9:46:01 AM
Shubham Kataria	Could you please also provide the below details for new POC. Name Contact number Email (Edited)	9:46:07 AM
	Yes	9:46:11 AM
Damon Bellard	ok...thank you	9:46:24 AM
Shubham Kataria	Please provide these details for new POC	9:46:58 AM
Damon Bellard	here or email?	9:48:07 AM
	Damon Bellard	9:48:21 AM
	281.910.7755	9:48:38 AM
Shubham Kataria	New email which address which you would like to update	9:48:43 AM
Damon Bellard	dbellard@dbhitechsolutions.com	9:48:53 AM
Shubham Kataria	Thank you for the information.	9:49:07 AM
	I will send the password in next 10 minutes over email.	9:49:20 AM
	Is there anything else I may help you with ?	9:49:23 AM
Damon Bellard	1 last question	9:49:39 AM
Shubham Kataria	yes, please ask	9:49:54 AM
Damon Bellard	if I log into the portal, will it send the confirmation number to my email address or do we need to	

	change that too?	9:50:24 AM
Shubham Kataria	Kindly confirm if you're talking about My portal	9:50:47 AM
Damon Bellard	yes	9:51:05 AM
Shubham Kataria	Once the new POC will be added in your account. You will get all the updates on your email only. (Edited)	9:51:22 AM
Damon Bellard	ok..perfect	9:51:38 AM
	thank you. that is all	9:51:42 AM
Shubham Kataria	You're welcome	9:51:52 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:51:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:52:00 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!	9:52:03 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shubham Kataria has ended this chat session</i>	9:52:05 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 May, 12:21:27 AM

**#76597 Sravan Boggarapu**

**Email:** sravankumar.b@ramassociates.us

**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:** TRENTON

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 50 Secs

Sravan Boggarapu	Hello, I am your Acebuddy	6 May, 12:21:28 AM
Acebuddy	Hello Sravan Boggarapu, I'm your Ace Buddy. I'll be happy to assist you!	12:21:29 AM
	Whom Would You Like to Connect With?	12:21:29 AM
Sravan Boggarapu	Technical Support (QB & App Hosting)	12:21:36 AM
Acebuddy	Welcome to Ace Support.	12:21:36 AM
	Please chose an option :	12:21:36 AM
Sravan Boggarapu	I'd like to raise a Request	12:21:44 AM
Acebuddy	Please select your request type.	12:21:44 AM
Sravan Boggarapu	Setup Ace Server	12:21:50 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	12:21:50 AM
Sravan Boggarapu	Microsoft Windows	12:21:54 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	12:21:54 AM
	Do you need any further assistance on the topic?	12:21:54 AM
Sravan Boggarapu	No	12:22:18 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:22:18 AM
	<i>Acebuddy has ended this chat session</i>	12:22:19 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77494 steven**

**Email:** steven@lynncpas.com ☎ 17204703581

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

Chat Duration : 12 Mins 23 Secs

## Chat Transcript

steven	Hello, I am your Acebuddy	28 May, 12:26:16 AM
Acebuddy	Hello Steven Lynn, I'm your Ace Buddy. I'll be happy to assist you!	12:26:17 AM
	Whom Would You Like to Connect With?	12:26:17 AM
steven	Technical Support (QB & App Hosting)	12:26:22 AM
Acebuddy	Welcome to Ace Support.	12:26:22 AM
	Please chose an option :	12:26:22 AM
steven	I'd like to report an Issue	12:26:28 AM
Acebuddy	Please select an option!	12:26:28 AM
steven	Other Issue	12:26:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:26:31 AM
steven	Login issues same as this morning	12:26:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:26:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:26:41 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:26:47 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:26:53 AM
	I will surely help you with this issue.	12:27:00 AM
	I understand the existing ticket is #701579.	12:28:05 AM
	Kindly allow me few minutes to check the same.	12:28:14 AM
steven		

	ok	12:28:49 AM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	12:30:26 AM
	I see that no one is logged in the server.	12:30:46 AM
steven	just me	12:31:28 AM
Ashutosh Mishra	May I take the remote access of your local computer?	12:31:40 AM
steven	its connecting now	12:31:48 AM
Ashutosh Mishra	Yes i do see you are connected now.	12:32:07 AM
	Does the issue appear during certain time period or while doing something on local computer when connecting to server? (Edited)	12:32:38 AM
steven	happened this morning and again this afternoon	12:33:15 AM
Ashutosh Mishra	Did the issue ever occur before today?	12:33:48 AM
steven	yeah several times last week	12:34:01 AM
Ashutosh Mishra	I would suggest to restart computer at least within 2 to 3 days to prevent any network related issue.	12:35:52 AM
	Are you also facing any performance issue on server?	12:36:30 AM
	Are we still connected here?	12:38:04 AM
<i>Ashutosh Mishra has ended this chat session</i>		12:38:40 AM

