

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

26 Sep, 12:11:47 AM

### #81956 Rachael Sanchez

**Email:** rachael.sanchez@ripit.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:** CLERMONT

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 19 Mins 59 Secs

Rachael Sanchez	Hello, I am your Acebuddy	26 Sep, 12:11:47 AM
Acebuddy	Hello Rachael Sanchez, I'm your Ace Buddy. I'll be happy to assist you!	12:11:49 AM
	Whom Would You Like to Connect With?	12:11:49 AM
Rachael Sanchez	Technical Support (QB & App Hosting)	12:11:57 AM
Acebuddy	Welcome to Ace Support.	12:11:57 AM
	Please chose an option :	12:11:57 AM
Rachael Sanchez	I'd like to report an Issue	12:12:05 AM
Acebuddy	Please select an option!	12:12:05 AM
Rachael Sanchez	Password Reset	12:12:09 AM
Acebuddy	Please select an option below	12:12:09 AM
Rachael Sanchez	Not Enrolled to Selfcare Portal	12:12:19 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.	12:12:19 AM
	Do you need any further assistance on the topic?	12:12:19 AM
Rachael Sanchez	No	12:31:47 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:31:47 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Sep, 7:51:36 PM

### #81384 Chris Sorensen

**Email:** csorensen@midwestintegrated.com 8159338376  
**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:** MANTENO  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 42 Mins 47 Secs

Chris Sorensen	Hello, I am your Acebuddy	10 Sep, 7:51:38 PM
Acebuddy	Hello Chris Sorensen, I'm your Ace Buddy. I'll be happy to assist you!	7:51:38 PM
	Whom Would You Like to Connect With?	7:51:38 PM
Chris Sorensen	Technical Support (QB & App Hosting)	7:51:46 PM
Acebuddy	Welcome to Ace Support.	7:51:46 PM
	Please chose an option :	7:51:46 PM
Chris Sorensen	I'd like to raise a Request	7:51:52 PM
Acebuddy	Please select your request type.	7:51:52 PM
Chris Sorensen	Reboot your Server	7:52:00 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	7:52:00 PM
	Do you need any further assistance on the topic?	7:52:00 PM

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

8:34:25 PM

*Ended due to chat idle timeout*

8:34:26 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

23 Sep, 10:02:54 PM

### #81852 Dustin Cooksey

**Email:** dcooks55.dc@gmail.com 9703968041

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 1 Sec

**City:** ROGGEN

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 49 Mins 14 Secs

Dustin Cooksey	Hello, I am your Acebuddy	23 Sep, 10:02:55 PM
Acebuddy	Hello Dustin Cooksey, I'm your Ace Buddy. I'll be happy to assist you!	10:02:56 PM
	Whom Would You Like to Connect With?	10:02:56 PM
Dustin Cooksey	Technical Support (QB & App Hosting)	10:03:03 PM
Acebuddy	Welcome to Ace Support.	10:03:03 PM
	Please chose an option :	10:03:03 PM
Dustin Cooksey	I'd like to report an Issue	10:03:13 PM
Acebuddy	Please select an option!	10:03:13 PM
Dustin Cooksey	QuickBooks Issue	10:03:19 PM

Acebuddy	What type of QuickBooks Issue are you facing?	10:03:19 PM
Dustin Cooksey	QuickBooks Update	10:03:30 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	10:03:30 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:03:30 PM
	Do you need any further assistance on the topic?	10:03:30 PM
Dustin Cooksey	Yes	10:03:49 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:03:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:03:49 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:05:13 PM
	<i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i>	10:05:22 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:05:24 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:05:27 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:05:30 PM
Dustin Cooksey	Server Name: QBNXTPRO1.myrealdatal.net Username: DustinC.Npro1@myrealdatal.net	10:06:14 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:06:32 PM
Dustin Cooksey	ok	10:06:42 PM
	i seem to be missing a company file from the update migration that was performed last night.	10:07:11 PM
Yash Kalra	Okay Dustin, I will surely assist you regarding this please let me know the name of the company file that is missing on your end.	10:08:55 PM
Dustin Cooksey	Cooksey Farms LLC	10:09:18 PM
	I have a backup File from March but not the current company file	10:09:43 PM
Yash Kalra	Please stay connected while we are making the desired changes from the backend in order to resolve this issue.	10:10:57 PM
Dustin Cooksey	ok will do	10:11:25 PM
Yash Kalra	Dustin this will nearly take 4-5 minutes. Thank you for your patience.	10:12:17 PM
	May I take the remote access of your server in order to resolve this issue? (Edited)	10:13:12 PM
Dustin Cooksey	yes	10:13:24 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	10:13:32 PM
Dustin Cooksey	all good	10:14:00 PM
Yash Kalra	Kindly Click on the link and open the downloaded file.	

<https://assist.acecloudhosting.com/join/4142503377>

10:15:46 PM

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

10:52:10 PM

*Ended due to chat idle timeout*

10:52:10 PM



# Chat Transcript

I'm having issues launching outlook

## Visitor Details

16 Sep, 6:44:51 PM

### #81580 Tayler Lopez

**Email:** taylor@soleilfloors.com 5122180400

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 56 Mins 28 Secs

Tayler Lopez	I'm having issues launching outlook	16 Sep, 6:44:51 PM
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.	6:44:54 PM
	<i>Amit is transferring the chat to Support(QB &amp; App Hosting).</i>	6:45:04 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	6:45:23 PM
	<i>Sanyam Madan is transferring the chat to Manish Singh.</i>	6:45:43 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:45:45 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:45:48 PM
	I will surely help you with this issue.	6:47:13 PM

Tayler Lopez	Thank you	6:47:32 PM
Manish Singh	May I know what error you are getting while accessing Outlook?	6:48:30 PM
Tayler Lopez	It won't even open	6:49:16 PM
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	6:49:38 PM
Tayler Lopez	First time since we upgraded	6:49:53 PM
	yesterday it wouldn't send emails from a specific inbox and now when i try to open it it doesn't even open	6:50:39 PM
Manish Singh	Alright, kindly allow me 4-5 minutes to check it from the backend.	6:51:17 PM
	May I take the remote access of your server?	6:51:44 PM
Tayler Lopez	.yes	6:51:51 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	6:51:56 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.	7:05:31 PM
	Are we still connected here?	7:31:50 PM
	As the issue is resolved regarding Outlook profile Is there anything else we can assist you with?	7:38:05 PM
	Are we still connected here?	7:39:47 PM
	Are we still connected here?	7:40:08 PM
	Are we still connected here?	7:41:15 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:41:19 PM
<i>Manish Singh has ended this chat session</i>		7:41:22 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 9:19:01 PM

#81592 marlina

Email: marlina@pcseinc.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:** WOODWAY

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 31 Mins 17 Secs

### Chat Transcript

marlina	Hello, I am your Acebuddy	16 Sep, 9:19:02 PM
Acebuddy	Hello Marlina, I'm your Ace Buddy. I'll be happy to assist you!	9:19:03 PM
	Whom Would You Like to Connect With?	9:19:03 PM
marlina	Technical Support (QB & App Hosting)	9:19:12 PM
Acebuddy	Welcome to Ace Support.	9:19:12 PM
	Please chose an option :	9:19:12 PM
marlina	I'd like to report an Issue	9:19:24 PM
Acebuddy	Please select an option!	9:19:24 PM
marlina	QuickBooks Issue	9:19:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:19:36 PM
marlina	QuickBooks Update	9:19:42 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.	9:19:42 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.	9:19:42 PM
	Do you need any further assistance on the topic?	9:19:42 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.	9:50:19 PM
	<i>Ended due to chat idle timeout</i>	9:50:19 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Sep, 7:34:24 AM

### #81615 Bryan Allen

**Email:** bryan@bnallencpa.com  14102793129

**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:** HUDSON

**State:** New Hampshire

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 30 Mins 53 Secs

Bryan Allen	Hello, I am your Acebuddy	17 Sep, 7:34:25 AM
Acebuddy	Hello Bryan Allen, I'm your Ace Buddy. I'll be happy to assist you!	7:34:26 AM
	Whom Would You Like to Connect With?	7:34:26 AM
Bryan Allen	Technical Support (QB & App Hosting)	7:34:31 AM
Acebuddy	Welcome to Ace Support.	7:34:31 AM
	Please chose an option :	7:34:31 AM
Bryan Allen	I'd like to raise a Request	7:34:41 AM
Acebuddy	Please select your request type.	7:34:41 AM
Bryan Allen	Password Reset	7:34:53 AM
Acebuddy	Please select an option below	7:34:53 AM
Bryan Allen	Not Enrolled to Selfcare Portal	7:35:06 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.	7:35:06 AM
	Do you need any further assistance on the topic?	7:35:06 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.	8:05:19 AM
	<i>Ended due to chat idle timeout</i>	8:05:19 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Sep, 10:45:59 PM

### #81237 Cesar Diaz

**Email:** cesar.diaz@intercentrohn.com ☎ +50499919175

**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:** 56 Secs

**City:** SIGUATEPEQUE

**State:** Cortes

**Country:** HONDURAS

## Chat Transcript

Chat Duration : 30 Mins 32 Secs

Cesar Diaz	Hello, I am your Acebuddy	6 Sep, 10:46:00 PM
Acebuddy	Hello Cesar Diaz, I'm your Ace Buddy. I'll be happy to assist you!	10:46:02 PM
	Whom Would You Like to Connect With?	10:46:02 PM
Cesar Diaz	Technical Support (QB & App Hosting)	10:46:13 PM
Acebuddy	Welcome to Ace Support.	10:46:13 PM
	Please chose an option :	10:46:13 PM
Cesar Diaz	I'd like to report an Issue	10:46:23 PM
Acebuddy	Please select an option!	10:46:23 PM
Cesar Diaz	QuickBooks Issue	10:46:28 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:46:28 PM
Cesar Diaz	Other QB related issue	10:46:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:46:41 PM

Cesar Diaz	can help us to reboot both servers intercentro and intercentnew	10:47:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:47:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:47:13 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:47:24 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:47:35 PM
	I will surely help you with this issue.	10:47:54 PM
	Kindly allow me two minutes to check the same.	10:48:05 PM
Cesar Diaz	ok	10:48:50 PM
Ashutosh Mishra	May I also know what exact issue you are facing with QuickBooks?	10:50:49 PM
Cesar Diaz	quickbooks freeze	10:52:15 PM
	normally with rebooting both server we can fix the problem	10:52:57 PM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the servers also experiencing it?	10:54:03 PM
Cesar Diaz	all user can not open quickbooks	10:55:00 PM
	<i>10:55:35 PMCesar Diaz is sharing a file with you <a href="#">1_image.png</a> - ( Size:12.59 KB )</i>	10:55:35 PM
Ashutosh Mishra	Does this issue occur frequently?	10:56:35 PM
Cesar Diaz	once a month	10:57:18 PM
	went we dont have drive space	10:57:57 PM
Ashutosh Mishra	Thanks for the confirmation !	10:58:17 PM
	I understand last time the issue occurred due to low space in the drive?	11:00:18 PM
Cesar Diaz	yes	11:00:47 PM
Ashutosh Mishra	I have initiated the reboot.	11:00:57 PM
Cesar Diaz	i can login	11:01:37 PM
Ashutosh Mishra	Have you noticed any pattern when the freezing happens like if it happens when using any particular feature in QuickBooks or with any particular company file only?	11:02:01 PM
	The reboot is complete now.	11:03:00 PM
Cesar Diaz	thanks i log in	11:03:02 PM
Ashutosh Mishra	Has the issue resolved for all users?	11:03:25 PM
	<i>11:04:29 PMCesar Diaz is sharing a file with you <a href="#">1_image.png</a> - ( Size:120.6 KB )</i>	11:04:29 PM
Cesar Diaz	first user to report the freeze with uploading a deposit on quickbooks	11:05:05 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	11:05:50 PM
	May i know the username for the user who is facing this issue?	11:06:46 PM

	Are we still connected here?	11:09:36 PM
	Are we still connected here?	11:11:08 PM
	Are we still connected here?	11:13:04 PM
Cesar Diaz	yes	11:14:16 PM
	thanks agains for your help	11:14:24 PM
Ashutosh Mishra	Is this issue also resolved now?	11:14:55 PM
Cesar Diaz	yes now working fine	11:15:35 PM
	<i>Cesar Diaz has ended this chat session</i>	11:16:33 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Sep, 10:25:25 PM

**#81171 lynette.will**

**Email:** lynette.will@nordholm.net ☎ 425-259-0213

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** LAKE STEVENS

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 19 Mins 50 Secs

lynnette.will	Hello, I am your Acebuddy	4 Sep, 10:25:25 PM
Acebuddy	Hello Lynette.will, I'm your Ace Buddy. I'll be happy to assist you!	10:25:26 PM
	Whom Would You Like to Connect With?	10:25:26 PM
lynnette.will	Technical Support (QB & App Hosting)	10:25:33 PM

Acebuddy	Welcome to Ace Support.	10:25:33 PM
	Please chose an option :	10:25:33 PM
lynette.will	I'd like to report an Issue	10:25:41 PM
Acebuddy	Please select an option!	10:25:41 PM
lynette.will	Other Issue	10:25:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:25:45 PM
lynette.will	Ace Connect	10:25:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:25:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:25:59 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:26:08 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:26:11 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:26:19 PM
lynette.will	nordholm@myrealdata.com	10:26:55 PM
	LynetteWill	10:27:10 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:27:17 PM
	Also please let me know the issue you are facing?	10:27:40 PM
lynette.will	I just installed Ace Connect and can't figure out how to shrink it so that I can put more than that on my screen.	10:29:17 PM
Yash Kalra	Lynette, as I can check from the backend you have reached out to us earlier as well for the same issue.	10:29:46 PM
lynette.will	not the same issue	10:29:59 PM
	I reached out earlier to install Ace Connect. That worked.	10:30:19 PM
	Now I'm in it and can't figure out how to make it let me split my screen so that I can do more than one thing at a time	10:30:50 PM
Yash Kalra	Okay, we got the issue.	10:31:16 PM
	<i>10:33:59 PM Yash Kalra is sharing a file with you <a href="#">image.png</a> - ( Size:65.29 KB )</i>	10:33:59 PM
	<i>Lynette, while logging using Ace connect you must see an option to for configuration.</i>	
lynette.will	yes	10:34:11 PM
Yash Kalra	Please select this option	10:34:54 PM
	You must see a option for screen display. (Edited)	10:35:10 PM
	Please deselect that option and save the changes.	10:35:27 PM
	Please try once, if you still face the issue, please let me know.	10:35:59 PM

lynette.will	Screen is not an option	10:36:30 PM
Yash Kalra	May I take the remote access of your local computer?	10:36:38 PM
lynette.will	Local printer, clipboard, wallpaper, audio, local drives, usb drives	10:37:03 PM
	yes	10:37:14 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	10:37:19 PM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/7832611473">https://assist.acecloudhosting.com/join/7832611473</a>	10:37:29 PM
	Lynette, we assisted you regarding multi-screen mode. Is there anything else I may help you with ? (Edited)	10:44:37 PM
lynette.will	i think that is all for now. Thanks.	10:44:54 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:45:01 PM
lynette.will	ok	10:45:10 PM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:45:12 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:45:14 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Kalra has ended this chat session</i>	10:45:16 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 5:55:31 PM

#81832 gemma

Email: gemma@am.consulting ☎ +639178137837

Department: Support(QB & App Hosting)

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** SAN JOSE

**State:** Bulacan

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 41 Mins 56 Secs

gemma	Hello, I am your Acebuddy	23 Sep, 5:55:32 PM
Acebuddy	Hello Gemma, I'm your Ace Buddy. I'll be happy to assist you!	5:55:33 PM
	Whom Would You Like to Connect With?	5:55:33 PM
	Welcome to Ace Support.	5:55:38 PM
	Please chose an option :	5:55:38 PM
gemma	Technical Support (QB & App Hosting)	5:55:38 PM
	I'd like to report an Issue	5:55:45 PM
Acebuddy	Please select an option!	5:55:45 PM
gemma	QuickBooks Issue	5:55:51 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:55:51 PM
gemma	QuickBooks Login Issue	5:55:56 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	5:55:57 PM
	Was that helpful?	5:55:57 PM
gemma	No	5:56:05 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:56:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:56:05 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:56:15 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:56:30 PM
	<i>5:56:44 PM gemma is sharing a file with you</i>	
	<i><a href="#">image.png</a> - ( Size:30.5 KB )</i>	5:56:44 PM
	<i>I get that notification each time I log in</i>	
gemma		

	I already restarted twice, but the same message	5:57:19 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	5:57:24 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:57:26 PM
gemma	Gemma	5:57:34 PM
Vikas Singh Chauhan	What is the business name ?	5:58:04 PM
gemma	Alliance Mgmt	5:58:18 PM
Vikas Singh Chauhan	Okay, I am unable to find the account with this name, could you tell me the username you use to connect to server.	5:59:34 PM
gemma	my username is Gemma	5:59:57 PM
	AllianceMgmt.myrealdatal.net	6:00:15 PM
Vikas Singh Chauhan	Okay, I found it, Thank you	6:00:18 PM
	So, you are unable to connect to server ?	6:00:35 PM
gemma	no	6:00:42 PM
	I can't even launch the remote desktop	6:00:56 PM
Vikas Singh Chauhan	Okay	6:01:01 PM
	May I take the remote access of your local computer?	6:01:05 PM
gemma	ok	6:01:10 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	6:01:24 PM
	<a href="https://assist.acecloudhosting.com/join/4332895896">https://assist.acecloudhosting.com/join/4332895896</a>	6:01:26 PM
	Kindly paste this link in the browser of local computer and join the session.	6:01:35 PM
	Waiting for connection to establish.	6:04:45 PM
	Is the Zoho Assist Agent getting downloaded ?	6:07:09 PM
	Are we still connected here?	6:09:03 PM
gemma	yes, but taking a while to initialize	6:09:13 PM
Vikas Singh Chauhan	Okay, Is your internet connection stable and working ?	6:09:48 PM
	Do you want me to send another link to connect ?	6:11:47 PM
gemma	I already downloaded, but I m getting this	6:12:43 PM
	<i>6:12:46 PM gemma is sharing a file with you <a href="#">image.png</a> - ( Size:10.2 KB )</i>	6:12:46 PM
Vikas Singh Chauhan	Click OK on it.	6:13:04 PM
gemma	I did, nothing happened	6:13:26 PM
Vikas Singh Chauhan	Is it possible for you to open Task Manager on your computer and search for Zoho assist and close it if it is open ?	6:14:13 PM

	<i>6:14:49 PM</i> gemma is sharing a file with you <a href="#"><u>image.png</u></a> - ( Size:32.37 KB )	6:14:49 PM
	Please right click on all Zoho assist and click on End Task.	6:15:19 PM
	I will give you another link to connect after it.	6:15:45 PM
	Let me know once all are ended.	6:16:00 PM
gemma	done now	6:16:36 PM
Vikas Singh Chauhan	Okay	6:16:55 PM
	Please use the below link.	6:17:02 PM
	<a href="https://assist.acecloudhosting.com/join/8402802251">https://assist.acecloudhosting.com/join/8402802251</a>	6:17:03 PM
	Still no connection.	6:21:23 PM
	Do you have Microsoft Teams on your computer ?	6:21:42 PM
	Are we still connected here?	6:23:05 PM
	Are we still connected here?	6:24:48 PM
	Are we still connected here?	6:25:43 PM
	I can see you screen now.	6:27:09 PM
	Are you there ?	6:27:17 PM
gemma	I already joined zoho assist	6:27:45 PM
Vikas Singh Chauhan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:28:26 PM
	Is there anything else I may help you with ?	6:36:18 PM
gemma	that's all for now	6:36:47 PM
	thank you so much for your time	6:36:54 PM
Vikas Singh Chauhan	No worries Gemma.	6:37:02 PM
gemma	what happened there?	6:37:06 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:37:17 PM
gemma	sure	6:37:22 PM
Vikas Singh Chauhan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:37:23 PM
Note: You may change/reset your server password on your own by registering on our Selfcare Portal		

(<https://selfcare.acecloudhosting.com>).

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

*Vikas Singh Chauhan has ended this chat session*

6:37:28 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Sep, 5:18:41 AM

### #81151 Andrew Lintrada

**Email:** graphics@hometownoc.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:** TUSTIN

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 53 Secs

Andrew Lintrada	Hello, I am your Acebuddy	4 Sep, 5:18:42 AM
Acebuddy	Hello Andrew Lintrada, I'm your Ace Buddy. I'll be happy to assist you!	5:18:43 AM
	Whom Would You Like to Connect With?	5:18:43 AM
Andrew Lintrada	Technical Support (QB & App Hosting)	5:18:54 AM
Acebuddy	Welcome to Ace Support.	5:18:54 AM
	Please chose an option :	5:18:54 AM
Andrew Lintrada	I'd like to raise a Request	5:19:03 AM
Acebuddy	Please select your request type.	5:19:03 AM
Andrew Lintrada	Other Request	5:19:16 AM

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. 5:19:17 AM

If you are facing any issue/problem with your server, Please select the appropriate option below : 5:19:17 AM

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. 5:53:36 AM

*Ended due to chat idle timeout* 5:53:36 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 30 Sep, 10:14:12 PM

**#82092 Charles Xavier**

**Email:** support@coretechs.it 2259007448

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 10 Secs

**City:** BELLA VISTA

**State:** Panama

**Country:** PANAMA

Chat Transcript Chat Duration : 18 Mins 19 Secs

Charles Xavier	Hello, I am your Acebuddy	30 Sep, 10:14:13 PM
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!	10:14:14 PM
	Whom Would You Like to Connect With?	10:14:14 PM
Charles Xavier	Technical Support (QB & App Hosting)	10:14:19 PM
Acebuddy	Welcome to Ace Support.	10:14:19 PM
	Please chose an option :	10:14:19 PM
Charles Xavier	I'd like to report an Issue	10:14:25 PM

Acebuddy	Please select an option!	10:14:25 PM
Charles Xavier	Password Reset	10:14:34 PM
Acebuddy	Please select an option below	10:14:34 PM
Charles Xavier	Already Enrolled to Selfcare Portal	10:14:50 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:14:50 PM
	Do you need any further assistance on the topic?	10:14:50 PM
Charles Xavier	Yes	10:15:28 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:15:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:15:29 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:15:35 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:15:38 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:15:41 PM
Charles Xavier	Server name: CD Services Group Username: Casey Keel Username (issue): Laura Reno	10:16:52 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:17:11 PM
Charles Xavier	Laura can't login to QUickBooks	10:17:36 PM
	<i>10:17:45 PM Charles Xavier is sharing a file with you <a href="#">Screenshot 2025-09-30 112605.png</a> - ( Size:121.02 KB )</i>	10:17:45 PM
	apparently there's an issue with her credentials	10:17:54 PM
Yash Kalra	Thank you for sharing the snippet of the issue.	10:20:46 PM
	Charles, to reset the password, we kindly request you to reach out to the account owner having mail id brent.causey@coretechs.it to reset the password using MyPortal. Alternatively, you can send us an approval for the password reset using the mail id brent.causey@coretechs.it, and we will reset it immediately (Edited)	10:23:47 PM
	Is there anything else I may help you with ?	10:24:21 PM
Charles Xavier	We accessed the portal not long ago but we couldn't find the place to go to reset the Quickbooks passwords	10:25:13 PM
	can you rpoivide a quick guide on where to find it please?	10:25:22 PM
Yash Kalra	May I take the remote access of your local computer to help you with the password reset?	10:25:30 PM
Charles Xavier	my computer or Laura's?	10:25:42 PM
Yash Kalra	Charles, just want to confirm you are using the below link for the my portal <a href="#">MyPortal - Ace Cloud Hosting - Home</a>	10:27:38 PM
Charles Xavier	yes I was. Not longer logged in at the moment	10:28:07 PM
	MFA is set for Brent and he is not available right now	10:28:27 PM
	any other options?	10:29:50 PM

	can't you just send a reset password link to Laura?	10:30:10 PM
Yash Kalra	Charles, I really want help you, but the only option is available to if you can provide us an approval mail from brent.causey@coretechs.it.	10:31:25 PM
Charles Xavier	OK, I understand. I'll let Brent know so he can approve	10:31:48 PM
Yash Kalra	Great, Is there anything else I may help you with ?	10:32:06 PM
Charles Xavier	not at the moment, thank you	10:32:17 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:32:22 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:32:27 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!	
	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>Yash Kalra has ended this chat session</i>	10:32:32 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Sep, 9:47:22 PM

#### #81692 Stacy Sand

**Email:** stacy@sandcpa.com ☎ 13053218363

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 22 Mins 50 Secs

Stacy Sand	Hello, I am your Acebuddy	18 Sep, 9:47:24 PM
Acebuddy	Hello Stacy Sand, I'm your Ace Buddy. I'll be happy to assist you!	9:47:25 PM
	Whom Would You Like to Connect With?	9:47:25 PM
Stacy Sand	Managed IT	9:47:38 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:47:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:47:38 PM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	9:48:00 PM
Stacy Sand	Hello. I am inquiring about this ticket769213 Issue: adding users	9:48:10 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	9:48:57 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:49:46 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:49:50 PM
	Hello Stacy , how are you doing	9:50:05 PM
Stacy Sand	Hello. I am ok but really need to know the additional cost to add 2 users	9:50:35 PM
	and also how long it will take to do so.	9:50:53 PM
Sanyam Madan	Please wait , while we connect you with our sales team	9:52:06 PM
	<i>Sanyam Madan is transferring the chat to Sales &amp; Solutions.</i>	9:52:17 PM
	<i>Dikshant Yadav accepted the chat transfer request.</i>	9:52:19 PM
Dikshant Yadav	Hello Stacy	9:53:33 PM
Stacy Sand	Hello	9:54:00 PM
Dikshant Yadav	The additional cost to add users on the server would be \$65/user/month. So it would be \$130/month for 2 users (Edited)	9:54:43 PM
Stacy Sand	Ok I need to move forward. Should i tell you here what access to give them	9:57:33 PM
Dikshant Yadav	For that I am transferring you back to the support team and they will be adding the new users	9:59:01 PM
	<i>Dikshant Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>	9:59:45 PM
Stacy Sand	ok thanks very much.	10:00:02 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	10:00:06 PM
Sanyam Madan	Hello Stacy	10:00:21 PM

Stacy Sand	Hello Sanyam	10:00:53 PM
	I am adding two users to my RDP	10:01:51 PM
Sanyam Madan	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the user addition request.	10:01:54 PM
Stacy Sand	should i advise you what access they shoudl get	10:01:58 PM
	I will send an email	10:02:32 PM
Sanyam Madan	Also please mention full name , email address as well as phone number	10:02:35 PM
Stacy Sand	will do	10:02:42 PM
Sanyam Madan	Yes , mention that also in the email	10:02:49 PM
	Once we receive the mail , we will proceed with the request and update you via email	10:03:16 PM
	Is there anything else I may help you with ?	10:03:18 PM
	Are we still connected here?	10:05:47 PM
	Are we still connected here?	10:07:10 PM
	Are we still connected here?	10:09:59 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.	10:10:11 PM
	<i>Sanyam Madan has ended this chat session</i>	10:10:15 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Sep, 12:09:33 AM

**#81556 Dan Holt**

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

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** SAN ANTONIO

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 11 Mins 49 Secs

Dan Holt	Hello, I am your Acebuddy	16 Sep, 12:09:34 AM
Acebuddy	Hello Dan, I'm your Ace Buddy. I'll be happy to assist you!	12:09:35 AM
	Whom Would You Like to Connect With?	12:09:35 AM
Dan Holt	Technical Support (QB & App Hosting)	12:09:41 AM
Acebuddy	Welcome to Ace Support.	12:09:41 AM
	Please chose an option :	12:09:41 AM
Dan Holt	I'd like to report an Issue	12:09:46 AM
Acebuddy	Please select an option!	12:09:46 AM
Dan Holt	QuickBooks Issue	12:09:51 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:09:51 AM
Dan Holt	QuickBooks is Frozen	12:09:55 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:09:56 AM
	Was that helpful?	12:09:56 AM
Dan Holt	No	12:10:02 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:10:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:10:02 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:10:27 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:10:32 AM
	Hello Dan.	12:10:36 AM
Dan Holt	Hi.	12:10:41 AM
	I am having an issue with QB freezing when I run an import through web connector	12:11:01 AM
	It started last week	12:11:08 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	12:11:27 AM
	Are you the only one experiencing this issue, or are others affected as well?	12:11:38 AM
Dan Holt	It is an app called Entriswise that syncs our amazon and shopify data. It has worked fine since we set up on Ace earlier this year	12:11:49 AM
	I am the only one who runs the import	12:12:00 AM

Sujeet Kumar Suman	Is this freezing issue occurring with a specific company file, or is it affecting all company files?	12:12:35 AM
Dan Holt	I only run it on one company file	12:13:27 AM
Sujeet Kumar Suman	Thanks for the confirmation !	12:14:00 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:14:17 AM
Dan Holt	HHT_Dan is my username	12:15:07 AM
	happyhen.myrealdatal.net	12:15:26 AM
Sujeet Kumar Suman	Thanks for the confirmation !	12:15:32 AM
	Upon checking, the QuickBooks application has some pending updates. We need to update the application from the backend.	12:15:34 AM
Dan Holt	is that what you need?	12:15:36 AM
	Do I need to have everyone log out?	12:16:11 AM
Sujeet Kumar Suman	yes, multiple users are currently logged on to the server. We will need to reboot the server after updating QuickBooks to apply the changes.	12:16:33 AM
	Please note that performing the update will take more than 30 minutes.	12:16:41 AM
Dan Holt	What is estimate? 1 hour?	12:17:10 AM
Sujeet Kumar Suman	Yes, almost 45 minutes.	12:17:35 AM
	Alternatively, we can schedule the update during off-hours	12:17:37 AM
Dan Holt	Yes, let's schedule a time please.	12:18:03 AM
Sujeet Kumar Suman	Thanks for the confirmation !	12:18:10 AM
Dan Holt	can we do 5:00 CT - in 3 hours?	12:18:25 AM
Sujeet Kumar Suman	Thanks for the confirmation !	12:18:55 AM
	We have scheduled the QuickBooks update during off-hours. Once the update is completed, we will inform you over the mail. (Edited)	12:18:57 AM
Dan Holt	What time will it start?	12:19:17 AM
Sujeet Kumar Suman	As you confirmed, we will perform the update at 5:00 PM CT. (Edited)	12:20:00 AM
Dan Holt	Perfect! Thank you!	12:20:10 AM
Sujeet Kumar Suman	Most welcome.	12:20:16 AM
	Is there anything else I may help you with ?	12:20:18 AM
Dan Holt	No, that's all	12:20:56 AM
Sujeet Kumar Suman	Thanks for the confirmation !	12:21:01 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:21:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:21:19 AM

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

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

12:21:21 AM

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

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

*Sujeet Kumar Suman has ended this chat session*

12:21:24 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Sep, 1:55:50 AM

**#81348 doug**

**Email:** doug@othfinancial.com 15094475200

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 50 Secs

**City:** PRIEST RIVER

**State:** Idaho

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 46 Mins 49 Secs

doug	Hello, I am your Acebuddy	10 Sep, 1:55:51 AM
Acebuddy	Hello Doug, I'm your Ace Buddy. I'll be happy to assist you!	1:55:52 AM
	Whom Would You Like to Connect With?	1:55:52 AM
doug	Technical Support (QB & App Hosting)	1:55:58 AM

Acebuddy	Welcome to Ace Support.	1:55:58 AM
	Please chose an option :	1:55:58 AM
doug	I'd like to report an Issue	1:56:06 AM
Acebuddy	Please select an option!	1:56:06 AM
doug	Other Issue	1:56:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:56:11 AM
doug	I recently downloaded the new Ace Connect app. However it will not let me log on. It says my password is invalid though I've tried resetting.	1:56:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:56:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:56:59 AM
	<i>Dushyant accepted the chat transfer request.</i>	1:57:05 AM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	1:57:31 AM
doug	Hello	1:58:17 AM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:58:54 AM
doug	server name is OverTheHorizon.myrealdatal.net	1:59:40 AM
	User:	1:59:43 AM
	myrealdatal\DouglasJessup	2:00:03 AM
Dushyant	Kindly allow me two minutes to check the same.	2:00:20 AM
doug	No problem	2:00:31 AM
Dushyant	Doug, when was the last time it worked for you?	2:01:38 AM
doug	I just downloaded it today.	2:02:20 AM
	So it's not worked for me yet	2:03:11 AM
Dushyant	When was the last time you are able to access the server without ace connect application?	2:03:41 AM
doug	Today. 10 minutes ago.	2:03:54 AM
	Maybe I installed the new app wrong?	2:04:16 AM
Dushyant	May I take the remote access of your local computer?	2:04:26 AM
doug	Yes	2:04:54 AM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	2:04:57 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/6682923140">https://assist.acecloudhosting.com/join/6682923140</a>	2:05:04 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:06:28 AM

doug	ok	2:07:19 AM
Dushyant	There seems to be some network issues, please allow me to transfer this chat to one of our specialist.	2:24:04 AM
	Please provide your confirmation.	2:24:32 AM
doug	Yes that's fine	2:25:06 AM
	<i>Dushyant is transferring the chat to Yash Kalra.</i>	2:25:38 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:25:49 AM
Yash Kalra	Hello Doug	2:26:06 AM
	May I take the remote access of your local computer in order to resolve the issue?	2:26:22 AM
doug	Yes	2:26:26 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/5912120079">https://assist.acecloudhosting.com/join/5912120079</a>	2:26:40 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:26:44 AM
	doug, Please click on NO.	2:28:43 AM
doug	I think we got disconnected.	2:33:09 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/8712566581">https://assist.acecloudhosting.com/join/8712566581</a>	2:33:47 AM
	Please use this new link	2:34:03 AM
doug	Here	2:41:35 AM
Yash Kalra	Is there anything else I may help you with ?	2:42:00 AM
doug	I think that was everything	2:42:13 AM
	Thank you	2:42:15 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:42:20 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:42:25 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	2:42:27 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>Yash Kalra has ended this chat session</i>	2:42:40 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Sep, 2:02:58 AM

### #82003 Joshua Dixon

Email: jdixon@jdixoncpa.com ☎ 12143909711

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: BRADENTON

State: Florida

Country: UNITED STATES

## Chat Transcript

Chat Duration : 55 Mins 11 Secs

Joshua Dixon	Hello, I am your Acebuddy	27 Sep, 2:02:58 AM
Acebuddy	Hello Joshua Dixon, I'm your Ace Buddy. I'll be happy to assist you!	2:02:59 AM
	Whom Would You Like to Connect With?	2:02:59 AM
Joshua Dixon	Technical Support (QB & App Hosting)	2:03:14 AM
Acebuddy	Welcome to Ace Support.	2:03:14 AM
	Please chose an option :	2:03:14 AM
Joshua Dixon	I'd like to report an Issue	2:03:20 AM
Acebuddy	Please select an option!	2:03:20 AM
Joshua Dixon	Other Issue	2:03:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:03:24 AM
Joshua Dixon	I can not log in to Microsoft and Microsoft shows no apps or subscription when logging in	2:03:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:03:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:03:52 AM

	<i>Dushyant accepted the chat transfer request.</i>	2:05:04 AM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	2:05:10 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:05:49 AM
Joshua Dixon	I think the server is JDTASPC.myreldata.net Username is JoshD	2:06:59 AM
Dushyant	Thank you for the details.	2:07:16 AM
	When was the last time it worked for you?	2:07:21 AM
Joshua Dixon	A couple of days ago.	2:07:34 AM
	I thought it might have been a Microsoft issue, so I waited, but I am still having the problem	2:08:05 AM
Dushyant	May i know are you trying to login into microsoft login using any microsoft native application like excel or work?	2:08:10 AM
	Or is this any other link?	2:08:18 AM
Joshua Dixon	I cannot log in to OneDrive or Teams	2:08:26 AM
	When I log in online it is only showing that I have Microsoft Power Automate	2:09:19 AM
	Previously I could log in to Office 365 online and login through the apps	2:10:02 AM
Dushyant	Yes, as i can see at our partner portal, it is showing power automate	2:10:02 AM
	Please allow me 2-3 minutes to check more into this issue.	2:10:21 AM
Joshua Dixon	ok thank you	2:10:29 AM
Dushyant	You're welcome, I am still on it, please bear with me.	2:11:53 AM
	Thank you for the patience.	2:22:16 AM
	May I take the remote access of your server?	2:22:17 AM
Joshua Dixon	Sure	2:22:55 AM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	2:23:37 AM
Joshua Dixon	ok, we are closed out	2:24:15 AM
Dushyant	<a href="https://assist.acecloudhosting.com/join/3572119836">https://assist.acecloudhosting.com/join/3572119836</a>	2:24:42 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:27:10 AM
	Thank you for the patience.	2:56:45 AM
	Issue has been resolved.	2:56:55 AM
	Is there anything else I may help you with ?	2:57:04 AM
Joshua Dixon	No, that should be all I need for now. Thank you	2:57:24 AM
Dushyant	You're most welcome.	2:57:33 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:57:45 AM

Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

2:57:58 AM

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

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

Thanks!

2:58:06 AM

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

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

*Dushyant has ended this chat session*

2:58:10 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Sep, 3:37:14 AM

**#81405 YUNYUN.Z**

**Email:** yunyun.z@estarfirm.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** SUNNYVALE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 11 Mins 19 Secs

YUNYUN.Z	Hello, I am your Acebuddy	11 Sep, 3:37:15 AM
Acebuddy	Hello Rong Fu, I'm your Ace Buddy. I'll be happy to assist you!	3:37:16 AM
	Whom Would You Like to Connect With?	3:37:16 AM

YUNYUN.Z	Technical Support (QB & App Hosting)	3:37:19 AM
Acebuddy	Welcome to Ace Support.	3:37:20 AM
	Please chose an option :	3:37:20 AM
YUNYUN.Z	I'd like to raise a Request	3:37:28 AM
Acebuddy	Please select your request type.	3:37:28 AM
YUNYUN.Z	Reboot your Server	3:37:37 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	3:37:37 AM
	Do you need any further assistance on the topic?	3:37:37 AM
YUNYUN.Z	Yes	3:37:42 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:37:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:37:42 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:37:51 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:37:54 AM
	Hello	3:37:56 AM
	I will surely help you with this issue.	3:38:05 AM
YUNYUN.Z	Hi Shashwat	3:38:13 AM
	we have one program reinstall and was told the server need to reboot	3:38:46 AM
	i replied the request asking to reboot at 3 om	3:39:02 AM
	3pm	3:39:04 AM
Shashwat Verma	Got your case id	3:39:18 AM
	I apologize for any delay.	3:39:25 AM
YUNYUN.Z	but not reboot yet	3:39:32 AM
	could you start right now? we are waiting for the server	3:39:43 AM
Shashwat Verma	Yes	3:39:46 AM
YUNYUN.Z	thank you	3:39:49 AM
Shashwat Verma	We have rebooted the server	3:40:53 AM
	Is there anything else I may help you with ?	3:40:55 AM
YUNYUN.Z	thank you. let me check. one minute plz	3:41:12 AM
Shashwat Verma	Sure	3:41:26 AM
	Is that work for you?	3:42:48 AM
YUNYUN.Z	ya the server works. so could you please install EFTPS now?	3:43:04 AM

Shashwat Verma	Yes, our escalation team is currently working on your request	3:43:33 AM
	We will update you once done	3:43:48 AM
YUNYUN.Z	do you happen to know if we need to reboot again after you finish installation?	3:44:16 AM
Shashwat Verma	We need to check the same from the team	3:45:15 AM
	We have checked the application is under process	3:47:31 AM
	Will try to complete the same in 15 mins and keep you updated on email	3:47:56 AM
	Is that work for you?	3:48:02 AM
YUNYUN.Z	ok	3:48:20 AM
	thank you	3:48:21 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	3:48:28 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:48:30 AM
	<i>Shashwat Verma has ended this chat session</i>	3:48:34 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Sep, 12:20:38 AM

#### #81915 Erica Shepp

**Email:** erica@sasisprinklers.com 14356699793

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** HUMPHREY

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 35 Mins 10 Secs

Erica Shepp	Hello, I am your Acebuddy	25 Sep, 12:20:39 AM
Acebuddy	Hello Erica Shepp, I'm your Ace Buddy. I'll be happy to assist you!	12:20:40 AM
	Whom Would You Like to Connect With?	12:20:40 AM
Erica Shepp	Technical Support (QB & App Hosting)	12:21:24 AM
Acebuddy	Welcome to Ace Support.	12:21:24 AM
	Please chose an option :	12:21:24 AM
Erica Shepp	I'd like to report an Issue	12:21:29 AM
Acebuddy	Please select an option!	12:21:29 AM
Erica Shepp	Other Issue	12:21:35 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:21:35 AM
Erica Shepp	cannot connect to self care portal	12:21:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:21:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:21:48 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:22:04 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:22:09 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:22:14 AM
Erica Shepp	Hello Yash	12:22:26 AM
	QBNXTPRO1	12:22:51 AM
	EricaS1	12:22:58 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:23:09 AM
Erica Shepp	Thank yoj	12:23:37 AM
Yash Kalra	Erica, thank you for reporting this issue. Several users have reported the same, and our team is already working on it.	12:26:47 AM
	In the meantime, we suggest using MyPortal instead of the Self-Care Portal to reset your password.	
Erica Shepp	okay	12:26:58 AM
Yash Kalra	Please log in to <a href="https://myportal.acecloudhosting.com/login">https://myportal.acecloudhosting.com/login</a> . Your <b>username</b> will be your <b>CID number</b> . In case you forget your password, kindly reset it by clicking on 'Forgot Password'.	12:26:59 AM
Erica Shepp	I forget what CIS is	12:27:29 AM
	CID	12:27:31 AM
Yash Kalra	Your Cid is <b>CID69508</b> (Edited)	12:27:50 AM
	Please try once, and if you face any issues, we can also assist you through remote access to your local computer. (Edited)	12:29:19 AM
Erica Shepp	I haven't received the reset password	12:30:57 AM

	It said it was sent to my phone and to email but I didn't get one at either place	12:31:46 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:32:05 AM
Erica Shepp	Will do	12:32:14 AM
Yash Kalra	May I take the remote access of your local computer?	12:34:05 AM
Erica Shepp	yes	12:34:13 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	12:34:17 AM
Erica Shepp	Ok	12:34:27 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/6762504952">https://assist.acecloudhosting.com/join/6762504952</a>	12:34:29 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:37:55 AM
	Erica, we assisted you with the password reset. Is there anything else I may help you with ?	12:55:19 AM
Erica Shepp	That's all. Thanks for your assistance	12:55:29 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:55:42 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:55:45 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!	12:55:47 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>Yash Kalra has ended this chat session</i>	12:55:50 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#81458 Belina Ybarra

**Email:** belina@medi-waste.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:** CORONA**State:** California**Country:** UNITED STATES

Chat Duration : 32 Mins 29 Secs

## Chat Transcript

Belina Ybarra	Hello, I am your Acebuddy	12 Sep, 3:41:51 AM
Acebuddy	Hello Belina Ybarra, I'm your Ace Buddy. I'll be happy to assist you!	3:41:52 AM
	Whom Would You Like to Connect With?	3:41:52 AM
Belina Ybarra	Technical Support (QB & App Hosting)	3:42:00 AM
Acebuddy	Welcome to Ace Support.	3:42:00 AM
	Please chose an option :	3:42:00 AM
Belina Ybarra	I'd like to raise a Request	3:42:05 AM
Acebuddy	Please select your request type.	3:42:05 AM
Belina Ybarra	Other Request	3:42:14 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:42:14 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:42:14 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:14:21 AM
<i>Ended due to chat idle timeout</i>		4:14:21 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

12 Sep, 7:50:16 PM

### #81471 info

**Email:** info@brkimcpa.com  9729724930

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Mins 7 Secs

info	Hello, I am your Acebuddy	12 Sep, 7:50:17 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	7:50:18 PM
	Whom Would You Like to Connect With?	7:50:18 PM
info	Technical Support (QB & App Hosting)	7:53:02 PM
Acebuddy	Welcome to Ace Support.	7:53:02 PM
	Please chose an option :	7:53:02 PM
info	I'd like to raise a Request	7:53:06 PM
Acebuddy	Please select your request type.	7:53:06 PM
info	Other Request	7:53:14 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:53:14 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:53:14 PM
info	Yes, I'm facing issues with my server	7:59:26 PM
Acebuddy	Please select an option!	7:59:26 PM
info	Other Issue	7:59:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:59:34 PM
info	Please update the QB today midnight.	7:59:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:00:00 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:00:00 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:00:29 PM
	<i>Sujeet Kumar Suman is transferring the chat to Shashwat Verma.</i>	8:00:42 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:00:46 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:00:50 PM
	Hello	8:00:52 PM
	How are you?	8:00:56 PM
info	good how are you	8:02:01 PM
Shashwat Verma	I will surely help you with this issue.	8:02:39 PM
	We have noted your request and will do the needful and let you know on email	8:03:07 PM
	Is there anything else I may help you with ?	8:03:11 PM
info	no that was all.	8:03:16 PM
	Thank you.	8:03:17 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:03:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:03:22 PM
	<i>Shashwat Verma has ended this chat session</i>	8:03:25 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

18 Sep, 7:16:49 PM

**#81683 sarah**

**Email:** sarah@aghstore.com

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 10 Secs

**City:** PINYAHAN

**State:** National Capital Region

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 25 Mins 59 Secs

sarah	Hello, I am your Acebuddy	18 Sep, 7:16:50 PM
Acebuddy	Hello Sarah, I'm your Ace Buddy. I'll be happy to assist you!	7:16:51 PM
	Whom Would You Like to Connect With?	7:16:51 PM
sarah	Technical Support (QB & App Hosting)	7:21:42 PM
Acebuddy	Welcome to Ace Support.	7:21:42 PM
	Please chose an option :	7:21:42 PM
sarah	I'd like to report an Issue	7:21:47 PM
Acebuddy	Please select an option!	7:21:47 PM
sarah	Other Issue	7:21:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:21:52 PM
sarah	setup email on QB	7:22:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:22:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:22:04 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:22:49 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:22:57 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:23:19 PM
sarah	Staff6	7:23:41 PM
	AGH	7:23:43 PM
Shubham Maurya	Thanks for the details, please hold on let me check it.	7:25:05 PM
	<b>AmericanGrill.myrealdatal.net</b> is this your server name which you are using right now? With CID73978	7:26:47 PM
sarah	STAFF6	7:26:57 PM
Shubham Maurya	The user which we are able to fetch is AGH_Staff6, please confirm complete username and server name also.	7:27:46 PM
sarah	AGH	7:28:02 PM
	QB is under lex	7:28:06 PM
Shubham Maurya	Okay, let me check at your end using remote session, before that please confirm is there any error message while trying to setup mail? Or you want walk through this process of setting up email in QB?	7:30:07 PM

sarah	there's none, I have reached out to Ace earlier and helped me setup the email however I need to change it from <a href="mailto:sarah@aghstore.com">sarah@aghstore.com</a> to <a href="mailto:admin@aghstore.com">admin@aghstore.com</a>	7:31:25 PM
Shubham Maurya	Alright, thanks for the details Sarah, that will help me to understand how to proceed with this.	7:32:28 PM
	May I take the remote access of your local system? (Edited)	7:32:32 PM
sarah	yes	7:32:38 PM
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/7052333164">https://assist.acecloudhosting.com/join/7052333164</a>	7:34:46 PM
	Kindly paste this link in the browser of local computer and join the session.	7:34:53 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:34:58 PM
	Is there anything else I may help you with ?	7:41:52 PM
sarah	im all good. thanks!	7:42:03 PM
Shubham Maurya	Have a good one Sarah !	7:42:42 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	7:42:44 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:42:48 PM
	<i>Shubham Maurya has ended this chat session</i>	7:42:50 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Sep, 10:04:38 AM

#81310 sheryl lacsamana

Email: [sherllacsamana@yahoo.com](mailto:sherllacsamana@yahoo.com) ☎ (650) 438-7287

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** SAN CARLOS

**State:** California

**Country:** UNITED STATES

Chat Duration : 45 Mins 26 Secs

### Chat Transcript

sheryl lacsamana	Hello, I am your Acebuddy	9 Sep, 10:04:39 AM
Acebuddy	Hello Sheryl Lacsamana, I'm your Ace Buddy. I'll be happy to assist you!	10:04:41 AM
	Whom Would You Like to Connect With?	10:04:41 AM
sheryl lacsamana	Technical Support (QB & App Hosting)	10:04:47 AM
Acebuddy	Welcome to Ace Support.	10:04:47 AM
	Please chose an option :	10:04:47 AM
sheryl lacsamana	I'd like to report an Issue	10:04:54 AM
Acebuddy	Please select an option!	10:04:54 AM
sheryl lacsamana	Other Issue	10:05:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:05:01 AM
sheryl lacsamana	cannot connect with remote desktop	10:05:14 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:05:15 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:05:15 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:05:32 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:05:38 AM
sheryl lacsamana	Hello Shubham	10:05:45 AM
Shubham Kataria	Hi sheryl	10:05:45 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:05:53 AM
sheryl lacsamana	yes, i need with my remote desktop.	10:05:55 AM
	can we do screenshare it's easier for me to show you the problems	10:06:09 AM
Shubham Kataria	Sure, I will. Could you please your business name which is registered with ACE so that I can pull your account information.	10:06:59 AM
sheryl lacsamana	Saratoga Cemetery	10:07:36 AM

Shubham Kataria	Thank you for the information.	10:07:53 AM
	Please confirm if you're the only user who is unable to access the server.	10:08:08 AM
sheryl lacsamana	yes	10:08:14 AM
Shubham Kataria	I will surely help you with this issue.	10:08:24 AM
	May I take the remote access of your local computer?	10:08:27 AM
sheryl lacsamana	sure	10:08:35 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	10:08:42 AM
sheryl lacsamana	ok	10:08:52 AM
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/8622672688">https://assist.acecloudhosting.com/join/8622672688</a>	10:09:13 AM
	Kindly paste this link in the browser of local computer and join the session.	10:09:17 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.	10:11:04 AM
	Thank you for your patience.	10:46:07 AM
	As per our remote conversation you're able to access the server and we will update QB in night hours and will inform you once completed. (Edited)	10:46:46 AM
	Is there anything else I may help you with ?	10:47:15 AM
	Are we still connected here?	10:48:10 AM
	Are we still connected here?	10:48:43 AM
	Are we still connected here?	10:49:16 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:50:04 AM
	<i>Shubham Kataria has ended this chat session</i>	10:50:06 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Sep, 6:28:01 AM

#81573 Douglas Mesa

Email: dmesa@docomopacific.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:** BARRIGADA

**State:** Guam

**Country:** GUAM

Chat Duration : 32 Mins 43 Secs

### Chat Transcript

Douglas Mesa	Hello, I am your Acebuddy	16 Sep, 6:28:02 AM
Acebuddy	Hello Douglas Mesa, I'm your Ace Buddy. I'll be happy to assist you!	6:28:03 AM
	Whom Would You Like to Connect With?	6:28:03 AM
Douglas Mesa	Technical Support (QB & App Hosting)	6:28:10 AM
Acebuddy	Welcome to Ace Support.	6:28:10 AM
	Please chose an option :	6:28:10 AM
Douglas Mesa	I'd like to raise a Request	6:28:16 AM
Acebuddy	Please select your request type.	6:28:16 AM
Douglas Mesa	Other Request	6:28:40 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:28:40 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:28:40 AM
Douglas Mesa	Restart	6:29:05 AM
Acebuddy	Hello Douglas Mesa, I'm your Ace Buddy. I'll be happy to assist you!	6:29:05 AM
	Whom Would You Like to Connect With?	6:29:05 AM
Douglas Mesa	Technical Support (QB & App Hosting)	6:29:11 AM
Acebuddy	Welcome to Ace Support.	6:29:11 AM
	Please chose an option :	6:29:11 AM
Douglas Mesa	I'd like to raise a Request	6:29:18 AM
Acebuddy	Please select your request type.	6:29:18 AM
Douglas Mesa	Application Version Upgrade	6:29:33 AM
Acebuddy	Please select the application you would like to upgrade :	6:29:33 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.	7:00:46 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

22 Sep, 9:46:18 PM

### #81789 Elvis Rodriguez

**Email:** elvis.rodriguez@castlewalk.us 13346355622

**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:** 1 Min 13 Secs

**City:** VILLA SANTA FE

**State:** Managua

**Country:** NICARAGUA

## Chat Transcript

Chat Duration : 39 Mins 39 Secs

Elvis Rodriguez	Hello, I am your Acebuddy	22 Sep, 9:46:18 PM
Acebuddy	Hello Elvis Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	9:46:19 PM
	Whom Would You Like to Connect With?	9:46:19 PM
Elvis Rodriguez	Billing	9:46:21 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:46:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:46:22 PM
	<i>Siddharth Negi accepted the chat transfer request.</i>	9:46:53 PM
Elvis Rodriguez	Hi Siddharth I have deactivated some user from the server, please I want to double check how many users are will be charge for the next billing cycle	9:48:02 PM
Siddharth Negi	Hello Elvis, Siddhartha this side from ACE Billing. How may I assist you?	9:48:14 PM
Elvis Rodriguez	The last agent confirm there are 79 active users which is not correct	9:48:44 PM

Siddharth Negi	Sure, please allow me 2 - 3 minutes.	9:48:50 PM
Elvis Rodriguez	Ok	9:48:53 PM
	CID67589	9:53:43 PM
	<i>9:55:20 PMSiddharth Negi is sharing a file with you <a href="#">Castillo Poultry_ActiveUsers.xlsx</a> - ( Size:11.03 KB )</i>	9:55:20 PM
	<i>As of now we have 79 users on your account.</i>	
Siddharth Negi	I am transferring this chat to the support department they will surely assist you in this regard.	9:56:37 PM
	<i>Siddharth Negi is transferring the chat to Support(QB &amp; App Hosting).</i>	9:57:03 PM
Elvis Rodriguez	Ok because that is wrong	9:57:12 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:57:50 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:57:58 PM
	Hii Elvis, how may I assist you? (Edited)	9:58:38 PM
Elvis Rodriguez	Manish the billing team just sent me an active user list that is not accurate	9:59:15 PM
	Please check the active user in the server, there are not 79 I have deactivated and in my count there are 60 active users	10:00:06 PM
	This need to be fixed asap and not charge in the next billing cycle	10:00:43 PM
Manish Singh	I will surely help you with this issue.	10:00:57 PM
	Kindly allow me two minutes to check the same.	10:01:00 PM
	Elvis, May I know when you have disabled the users?	10:08:21 PM
Elvis Rodriguez	last week	10:08:48 PM
	<i>10:12:33 PMManish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:82.24 KB )</i>	10:12:33 PM
	<i>10:12:55 PMManish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:80.39 KB )</i>	10:12:55 PM
	<i>10:13:22 PMManish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:79.34 KB )</i>	10:13:22 PM
	<i>10:13:49 PMManish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:80.2 KB )</i>	10:13:49 PM
	Correct, all of the inactive ones	10:14:06 PM
	<i>10:14:45 PMManish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:82.29 KB )</i>	10:14:45 PM
	None of the disabled accounts must be charged, only the active ones	10:15:54 PM
	<i>10:15:59 PMManish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:78.89 KB )</i>	10:15:59 PM
Manish Singh	Please wait	10:16:04 PM

10:16:33 PM Manish Singh is sharing a file with you  
[image.png](#) - ( Size:27.83 KB )

10:16:33 PM

Yes, these are the list of all users which are active, and which are disabled on server.

10:17:11 PM

Elvis Rodriguez I know

10:20:31 PM

Manish Singh Have you gone through the list, Elvis?

10:20:41 PM

Shall I move this case to Billing team?

10:21:00 PM

Elvis Rodriguez Of course Im logged in

10:21:01 PM

My concern is why you state there are 79 active users

10:21:58 PM

Could you confirm ?

10:22:04 PM

Manish Singh We need to confirm it with billing team, Elvis once known we will notify you over the email.

10:22:34 PM

I apologize for the trouble you've experienced.

10:22:48 PM

Elvis Rodriguez Ok I need a confirmation of number of active users will be charge in the next cycle by email

10:23:34 PM

Manish Singh Yes, we have noted your request

10:23:48 PM

Is there anything else I may help you with ?

10:23:52 PM

Elvis Rodriguez No

10:24:15 PM

and this ?

10:24:20 PM

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

10:24:23 PM

I will share the details with you first and then move the case to Billing department.

10:25:02 PM

Elvis Rodriguez Ok

10:25:33 PM

Manish Singh Over the email, Elvis

10:25:36 PM

Elvis Rodriguez Thank you

10:25:41 PM

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

10:25:46 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!

10:25:54 PM

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

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

*Manish Singh has ended this chat session*

10:25:58 PM



# Chat Transcript

Password Reset Confirmation Lu2@myreldata.net 女 InboxExternal  
画 Summarize this email NO-REPLY 9:11AM to me, Jason v  
CioudHosting Greetings! This emailis to confirm that password has  
beensuccessfully reset for LU2 (Lu2@myreldata.net)on LUCABINET  
& GRANITE. If you have not requested this, please contact  
ACESupport immediately. Regards, Team ACE Need any help? We  
are waiting: ChatPhone:1-888-415-5240Email:

## Visitor Details

26 Sep, 10:25:19 PM

#81988 hairong shi

Email: hairong@lugranite.com ☎ 15592989998

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: CLOVIS

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 56 Secs

hairong shi Password Reset Confirmation Lu2@myreldata.net 女 InboxExternal 画 Summarize this email NO-REPLY  
9:11AM to me, Jason v CioudHosting Greetings! This emailis to confirm that password has  
beensuccessfully reset for LU2 (Lu2@myreldata.net)on LUCABINET & GRANITE. If you have not  
requested this, please contact ACESupport immediately. Regards, Team ACE Need any help? We are  
waiting: ChatPhone:1-888-415-5240Email:

26 Sep, 10:25:20 PM

Amit Thank you for contacting ACE. My name is Amit. I will be assisting you further.

10:25:23 PM

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

10:25:49 PM

*Shashwat Verma accepted the chat transfer request.*

10:26:25 PM

*Shashwat Verma is transferring the chat to Manish Singh.*

10:26:39 PM

*Manish Singh accepted the chat transfer request.*

10:26:45 PM

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

10:26:50 PM

hairong shi	i did not request a password reset, but i received a email said my password has been reset, and i can npt login now	10:27:24 PM
	hello	10:27:49 PM
Manish Singh	I will surely help you with this issue.	10:28:20 PM
	Kindly allow me two minutes to check the same.	10:28:22 PM
	Can you please confirm the username? (Edited)	10:29:12 PM
hairong shi	myrealdatalU@	10:30:15 PM
	sorry , typo	10:30:25 PM
	lu2	10:30:31 PM
	LU2	10:31:09 PM
Manish Singh	May I know the ticket number if you have any?	10:32:09 PM
hairong shi	no ticket no.	10:32:26 PM
	i did not request anything	10:32:48 PM
Manish Singh	Yes, I can see as per ticket #774369	10:33:16 PM
hairong shi	then who request?	10:33:43 PM
Manish Singh	Sam called regarding RDP for User LU2 (Edited)	10:33:45 PM
hairong shi	request to change a password?	10:34:04 PM
Manish Singh	No, just for the RDP link but we are just confirming if you need to reset your password if getting any issue regarding login.	10:34:44 PM
hairong shi	no, i did not request	10:35:07 PM
Manish Singh	Alright, so we can disregard this request.	10:35:38 PM
	So are you able to login to the server now?	10:35:53 PM
hairong shi	can you restore my orginal password?	10:36:10 PM
Manish Singh	<a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>	10:37:34 PM
	Kindly visit this link and use forgot password	10:37:49 PM
	<i>10:38:12 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:94.82 KB )</i>	10:38:12 PM
	Add your username Lu2	10:39:19 PM
	Are we still connected here?	10:41:58 PM
	Are we still connected here?	10:42:43 PM
	Are we still connected here?	10:43:10 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.	10:43:18 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Sep, 2:33:56 AM

### #81354 paul henriquez

**Email:** paul.henriquez@firgospaper.com 1 72117215208853

**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:** 19 Secs

**City:** PHILIPSBURG

**State:** Sint Maarten

**Country:** SINT MAARTEN

## Chat Transcript

Chat Duration : 11 Mins 24 Secs

paul henriquez	Hello, I am your Acebuddy	10 Sep, 2:33:57 AM
Acebuddy	Hello Paul Henriquez, I'm your Ace Buddy. I'll be happy to assist you!	2:33:58 AM
	Whom Would You Like to Connect With?	2:33:58 AM
paul henriquez	Technical Support (QB & App Hosting)	2:34:03 AM
Acebuddy	Welcome to Ace Support.	2:34:03 AM
	Please chose an option :	2:34:03 AM
paul henriquez	I'd like to report an Issue	2:34:10 AM
Acebuddy	Please select an option!	2:34:10 AM
paul henriquez	Other Issue	2:34:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:34:19 AM
paul henriquez	I need to run a quickbooks upgrade, but I'm being prompted for a "computer must be restarted" should	2:35:20 AM

	i give that instruction when I'm ready?	
Acebuddy	Please wait while we connect you to a Support Representative	2:35:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:35:21 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:35:30 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:35:35 AM
paul henriquez	Hi Anjainay	2:35:51 AM
Anjainay Singh	Hello Paul , how are you?	2:36:07 AM
paul henriquez	fine thamks, and you	2:36:31 AM
Anjainay Singh	I am good Paul and thankyou for asking.	2:36:47 AM
	Could you please confirm your issue once again so that I can provide you precise resolution.	2:37:18 AM
paul henriquez	Quickbooks says we should upgrade, I doenloaded the files, now it prompts that the computer needs to be restarted. Should I give it that command when we are ready?	2:39:12 AM
Anjainay Singh	May I take the remote access of your server?	2:39:28 AM
paul henriquez	There is still someone busy. But when she is done I can make contact again and give access. I suppose I don't need to download the files to all the users. just one will upgrade QB on the server correct?	2:40:38 AM
Anjainay Singh	Yes, Paul when you upgrade files it gets upgrade for all users. (Edited)	2:41:26 AM
	Paul Henriquez, Is there anything else I may help you with?	2:42:14 AM
paul henriquez	Just to verify, I shouldnt do the restart but just contact support when we are ready for a restart correct?	2:43:05 AM
Anjainay Singh	Yes after this chat gets disconnect I will send you an email which will document our conversation and once you are ready just send an email I will restart the server for you.	2:43:46 AM
	Paul Henriquez, Is there anything else I may help you with?	2:44:04 AM
paul henriquez	Super! thanks Anjainay. You guys are awesome. I wish everyone I deal with offered this level of support.	2:44:41 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	2:44:44 AM
	Thankyou for your appreciation.	2:45:00 AM
paul henriquez	With pleasure	2:45:03 AM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	2:45:09 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:45:17 AM
	<i>Anjainay Singh has ended this chat session</i>	2:45:22 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Sep, 6:41:42 PM

### #81629 Nathan Deschaine

**Email:** ndeschaine@pmhvcpa.com 315-265-6080

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 31 Secs

**City:** WINTHROP

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 10 Secs

Nathan Deschaine	Hello, I am your Acebuddy	17 Sep, 6:41:44 PM
Acebuddy	Hello Nathan Deschaine, I'm your Ace Buddy. I'll be happy to assist you!	6:41:45 PM
	Whom Would You Like to Connect With?	6:41:45 PM
Nathan Deschaine	Technical Support (QB & App Hosting)	6:41:53 PM
Acebuddy	Welcome to Ace Support.	6:41:53 PM
	Please chose an option :	6:41:53 PM
Nathan Deschaine	I'd like to report an Issue	6:42:03 PM
Acebuddy	Please select an option!	6:42:03 PM
Nathan Deschaine	Other Issue	6:42:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:42:12 PM
Nathan Deschaine	The connection speed of the remote computer currently hosting QB Enterprise has been very slow for the past few days and it is negatively impacting our ability to work in QB. Can this speed issue be resolved?	6:44:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:44:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:44:40 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	6:45:04 PM

Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	6:45:18 PM
Nathan Deschaine	Hello	6:45:48 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	6:46:17 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:46:34 PM
Nathan Deschaine	Thank you. The server name is QBNXTENT.myrealdata.net	6:47:44 PM
	The username is myrealdata\JeffreyS.Nent	6:48:25 PM
Vikas Singh Chauhan	Thanks for the confirmation !	6:48:33 PM
	Allow me 2-3 minutes to connect to the server.	6:48:58 PM
Nathan Deschaine	Ok	6:49:06 PM
Vikas Singh Chauhan	I am currently connected to the server. Can you please confirm if you are the only user from the account <i>JS Cinemas</i> who is actively using the server?	6:52:43 PM
Nathan Deschaine	Yes I am currently in the server. Should I log out?	6:53:17 PM
Vikas Singh Chauhan	No, please do not logout.	6:53:46 PM
	Before we proceed, need to know few details.	6:54:00 PM
Nathan Deschaine	Ok	6:54:06 PM
Vikas Singh Chauhan	Is complete server is responding slow or is it the Quickbook Enterprise application which is running slow ?	6:54:38 PM
Nathan Deschaine	My belief is that was it was the server running slow which is making QB application run slow. When I look at the connection info icon on the tab at the top of the screen (to the left of the server name), it appears only two of the connection bars are highlighted	6:57:13 PM
Vikas Singh Chauhan	Okay, thank you for the details.	6:57:38 PM
	May I take the remote access of your local computer?	6:57:50 PM
Nathan Deschaine	Meaning the remote server?	6:58:22 PM
	If so then yes	6:58:43 PM
Vikas Singh Chauhan	I mean the local computer which you are using to connect to the ACE server.	6:59:20 PM
Nathan Deschaine	Oh ok. Yes you can do that	6:59:39 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	6:59:51 PM
Nathan Deschaine	Doing so now	7:00:00 PM
Vikas Singh Chauhan	Okay	7:00:10 PM
	<a href="https://assist.acecloudhosting.com/join/3052127555">https://assist.acecloudhosting.com/join/3052127555</a>	7:00:17 PM
	Kindly paste this link in the browser of local computer and join the session.	7:00:28 PM
Nathan Deschaine	Joining the session shortly	7:01:39 PM
Vikas Singh Chauhan		

Okay, Thank you !!

7:02:39 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.

7:11:22 PM

Nathan Deschaine Ok thanks

7:11:46 PM

Vikas Singh Chauhan Is there anything else I may help you with ?

7:23:48 PM

Nathan Deschaine I am all set. Thanks

7:24:09 PM

Vikas Singh Chauhan Thank you for choosing ACE cloud Hosting, have a good one

7:24:32 PM

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

7:24:37 PM

Nathan Deschaine you too

7:24:39 PM

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

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

7:24:42 PM

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

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

*Vikas Singh Chauhan has ended this chat session*

7:24:54 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Sep, 10:25:12 PM

**#81796 Spencer Forsberg**

**Email:** spencer@hfcpallc.com 15206781937

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 54 Secs

Spencer Forsberg	Hello, I am your Acebuddy	22 Sep, 10:25:12 PM
Acebuddy	Hello Spencer Forsberg, I'm your Ace Buddy. I'll be happy to assist you!	10:25:13 PM
	Whom Would You Like to Connect With?	10:25:13 PM
Spencer Forsberg	Technical Support (QB & App Hosting)	10:25:22 PM
Acebuddy	Welcome to Ace Support.	10:25:22 PM
	Please chose an option :	10:25:22 PM
Spencer Forsberg	I'd like to report an Issue	10:25:32 PM
Acebuddy	Please select an option!	10:25:32 PM
Spencer Forsberg	Other Issue	10:25:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:25:36 PM
Spencer Forsberg	Uniprint not working	10:25:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:25:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:25:45 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:26:32 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	10:26:36 PM
	Hello Spencer	10:26:42 PM
Spencer Forsberg	hello	10:27:47 PM
Sujeet Kumar Suman	How are you doing?	10:27:58 PM
Spencer Forsberg	great, thank you. I am having trouble with uniprint. It does not seem to be receiving my requests to print.	10:29:19 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:29:26 PM
Spencer Forsberg	hfcpa.myrealdata.net	10:30:46 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	10:31:16 PM
	Thank you for your patience.	10:35:39 PM
	Are you the only one experiencing this issue, or are others affected as well?	10:35:56 PM
Spencer Forsberg		

	I believe it is just me	10:36:12 PM
Sujeet Kumar Suman	Are you encountering any errors when trying to access it?	10:36:39 PM
Spencer Forsberg	i am not able to even open the app. i am trying to print from Ultra Tax and uniprint is selected as printer and nothing ever appears.	10:37:30 PM
Sujeet Kumar Suman	No worries, we have made some changes from the backend. Please log out of the server and log back in to ensure the changes are applied.	10:38:20 PM
	Are we still connected here?	10:41:49 PM
	Are we still connected here?	10:43:43 PM
	Are we still connected here?	10:45:56 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.	10:46:03 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	10:46:07 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details	16 Sep, 10:39:07 AM
<b>#81575 shari</b>	
<b>Email:</b> shari@jkservicesinc.com	18054079440
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Rohan	
<b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>	
<b>Operating System:</b> Mac OS	
<b>Browser:</b> Mozilla Firefox	
<b>Device:</b> Desktop	
<b>Average Response Time:</b> 5 Secs	
<b>City:</b> CABO SAN LUCAS	
<b>State:</b> Baja California Sur	
<b>Country:</b> MEXICO	

Chat Transcript	Chat Duration : 24 Mins 28 Secs
shari	16 Sep, 10:39:08 AM

Hello, I am your Acebuddy

Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	10:39:10 AM
	Whom Would You Like to Connect With?	10:39:10 AM
shari	Technical Support (QB & App Hosting)	10:39:35 AM
Acebuddy	Welcome to Ace Support.	10:39:35 AM
	Please chose an option :	10:39:35 AM
shari	I'd like to report an Issue	10:39:39 AM
Acebuddy	Please select an option!	10:39:39 AM
shari	QuickBooks Issue	10:39:43 AM
Acebuddy	What type of QuickBooks Issue are you facing?	10:39:43 AM
shari	Other QB related issue	10:39:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:39:49 AM
shari	Same as last week. When I access the merchant service deposits, the app crashes. When I try to log back in I get an error that the admin user is still logged in	10:40:44 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:40:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:40:45 AM
	<i>Rohan accepted the chat transfer request.</i>	10:40:53 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	10:40:56 AM
	Hello Shari, How are you doing today ?	10:41:18 AM
shari	hi ok... same issue as before on the same file	10:41:45 AM
Rohan	I will surely help you with this issue.	10:41:47 AM
	Alright Shari, I will surely look into this issue	10:42:10 AM
	May I take the remote access of your server?	10:42:16 AM
shari	yes	10:42:21 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	10:42:32 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.	10:43:33 AM
	We are proceeding with closing this chat since we have already discussed this issue over the call, and we will proceed accordingly based on that discussion.	11:03:06 AM
	<i>Rohan has ended this chat session</i>	11:03:37 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Sep, 1:25:26 PM

### #81227 krisika

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

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

**Operator:** Shubham Kataria

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 53 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 1 Hour 13 Mins

krisika Hello, I am your Acebuddy 6 Sep, 1:25:28 PM

Acebuddy Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you! 1:25:29 PM

Whom Would You Like to Connect With? 1:25:29 PM

krisika Technical Support (QB & App Hosting) 1:25:40 PM

Acebuddy Welcome to Ace Support. 1:25:40 PM

Please chose an option : 1:25:40 PM

krisika I'd like to report an Issue 1:26:03 PM

Acebuddy Please select an option! 1:26:03 PM

krisika Other Issue 1:26:06 PM

Acebuddy Please specify the issue you are facing before I connect you to an available support representative! 1:26:06 PM

krisika Hi 1:26:41 PM

Acebuddy Please wait while we connect you to a Support Representative 1:26:42 PM

*Acebuddy (bot) forwarded the chat request* 1:26:42 PM

*Shubham Kataria accepted the chat transfer request.* 1:26:53 PM

Shubham Kataria Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. 1:26:59 PM

krisika	Server working very slow in all user	1:27:21 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:27:41 PM
krisika	Priorware.myrealdata.net	1:28:31 PM
	Hkidata01	1:28:35 PM
Shubham Kataria	Thank you for the information.	1:28:50 PM
	As this is a recurring issue on your account, and a ticket is already in progress with our escalation team, they have confirmed that upgrading your Server OS is required to resolve the issue permanently. Kindly request Nilay to respond to the email regarding a suitable time to schedule the server upgrade.	1:30:39 PM
	In the meantime, may I proceed with rebooting the server so you can continue using QuickBooks? Once Nilay responds to the email, we will coordinate and schedule the OS upgrade accordingly.	1:31:45 PM
krisika	Yes	1:32:21 PM
Shubham Kataria	Thank you, please allow me a minute to perform the reboot	1:32:39 PM
krisika	Ok	1:33:45 PM
Shubham Kataria	The server is up now, you may use QB.	1:34:46 PM
	Kindly confirm if its working fine now.	1:36:59 PM
krisika	Server working very slow	1:37:42 PM
Shubham Kataria	Kindly confirm whether you're the only one experiencing server slowness after the reboot, or if other users are facing the same issue as well.	1:38:36 PM
krisika	All user facing the issue	1:40:09 PM
Shubham Kataria	Alright, Please confirm if all users are connected to the same internet network or accessing the server from the same location?	1:41:06 PM
krisika	Yes	1:41:44 PM
Shubham Kataria	May I take the remote access of your local computer?	1:41:51 PM
krisika	Yes	1:41:57 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	1:42:03 PM
	<a href="https://assist.acecloudhosting.com/join/7012360384">https://assist.acecloudhosting.com/join/7012360384</a>	1:42:21 PM
	Kindly paste this link in the browser of local computer and join the session.	1:42:26 PM
	Are we still connected here?	1:44:47 PM
krisika	Yes	1:44:52 PM
Shubham Kataria	Please join the session	1:45:22 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:46:14 PM
krisika	Yes	1:49:33 PM

	server in all process working very slow	1:52:49 PM
Shubham Kataria	It looks like you've currently joined the remote session from inside the server. However, we need access to your local computer. Kindly use the remote session link that was shared above in this chat and join from your local machine.	1:54:10 PM
krisika	Ok	1:55:36 PM
Shubham Kataria	Thank you	1:55:45 PM
	<a href="https://assist.acecloudhosting.com/join/4432895990">https://assist.acecloudhosting.com/join/4432895990</a>	1:58:21 PM
	Please join this new link from your local computer.	1:58:37 PM
	<i>1:58:40 PM krisika is sharing a file with you <a href="#">17571473015523558657730517851889.jpg</a> - ( Size:2.95 MB )</i>	1:58:40 PM
	Please join this new link	1:59:46 PM
krisika	Ok	1:59:57 PM
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:01:59 PM
	Thank you for your patience.	2:37:19 PM
	We are still working on the remote session.	2:37:32 PM
	As you're disconnecting from the chat session, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:38:26 PM
	<i>Shubham Kataria has ended this chat session</i>	2:38:29 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Sep, 11:28:50 PM

**#81337 Jennifer Schelhaas**

**Email:** jennifer@atysolutions.com

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 15 Secs

**City:** SIOUX FALLS

**State:** South Dakota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 29 Mins 53 Secs

Jennifer Schelhaas	Hello, I am your Acebuddy	9 Sep, 11:28:51 PM
Acebuddy	Hello Jennifer, I'm your Ace Buddy. I'll be happy to assist you!	11:28:52 PM
	Whom Would You Like to Connect With?	11:28:52 PM
Jennifer Schelhaas	Technical Support (QB & App Hosting)	11:28:56 PM
Acebuddy	Welcome to Ace Support.	11:28:56 PM
	Please chose an option :	11:28:56 PM
Jennifer Schelhaas	I'd like to report an Issue	11:29:20 PM
Acebuddy	Please select an option!	11:29:20 PM
Jennifer Schelhaas	Other Issue	11:29:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:29:26 PM
Jennifer Schelhaas	Server ATY.myreldata.net will not open	11:30:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:30:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:30:06 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:30:18 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:30:26 PM
	Hello Jennifer , how are you doing	11:30:38 PM
Jennifer Schelhaas	Good how are you	11:30:43 PM
Sanyam Madan	I am good as well	11:30:52 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:31:04 PM
Jennifer Schelhaas	Server is ATY.myreldata.net Username ATY	11:31:29 PM
	But all the usernames under that server are not working	11:31:40 PM
	Says Can't find the computer	11:31:52 PM
Sanyam Madan	Jennifer, ,Please allow me 3-4 minutes, we have to check the backend of the server	11:33:17 PM
Jennifer Schelhaas	sounds good	11:33:33 PM
Sanyam Madan	Please stay connected	11:34:30 PM

Thank you for your patience, Jennifer. I apologize for the delay, this is taking longer than usual. Kindly stay connected while we continue to work on it.

11:41:40 PM

Jennifer Schelhaas	will do	11:41:49 PM
Sanyam Madan	We're almost there ,the server should be up and running within the next 5 minutes.	11:52:17 PM
	Kindly stay connected with us	11:52:27 PM
	Jennifer , server should be up and running now	11:57:32 PM
	Kindly confirm at your end and let us know	11:57:43 PM
Jennifer Schelhaas	It is working now thank you	11:58:22 PM
Sanyam Madan	The issue was caused by a minor configuration error on the server, which we've now corrected.	11:58:24 PM
	Is there anything else I may help you with ?	11:58:27 PM
Jennifer Schelhaas	That is all thanks	11:58:39 PM
	<i>jennifer has ended this chat session</i>	11:58:44 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Sep, 9:44:44 PM

#### #81478 lisa

**Email:** lisa@cortextax.com ☎ 4802258447

**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:** 1 Min 29 Secs

**City:** SAMMAMISH

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 17 Mins 17 Secs

lisa	Hello, I am your Acebuddy	12 Sep, 9:44:46 PM
Acebuddy	Hello Lisa Stefani, I'm your Ace Buddy. I'll be happy to assist you!	9:44:46 PM
	Whom Would You Like to Connect With?	9:44:46 PM
lisa	Technical Support (QB & App Hosting)	9:44:52 PM
Acebuddy	Welcome to Ace Support.	9:44:52 PM
	Please chose an option :	9:44:52 PM
lisa	I'd like to report an Issue	9:44:58 PM
Acebuddy	Please select an option!	9:44:58 PM
lisa	Other Issue	9:45:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:45:01 PM
lisa	outlook	9:45:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:45:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:45:08 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:46:26 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:46:29 PM
	Hello Lisa	9:46:32 PM
	How are you?	9:46:37 PM
lisa	ok thanks	9:46:58 PM
Shashwat Verma	Could you please share any prompt you are facing with?	9:47:32 PM
	Or any screenshot?	9:47:40 PM
lisa	I changed my password for my google email and outlook is refusing to accept the new password	9:48:12 PM
Shashwat Verma	I will surely help you with this issue.	9:48:49 PM
	May I take the remote access of your server?	9:49:07 PM
lisa	yes	9:49:15 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:49:46 PM
lisa	ok	9:50:02 PM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:51:44 PM
	Let me check	9:52:56 PM
lisa	ok	9:52:59 PM
	that is my outlook email	9:57:38 PM
Shashwat Verma		9:57:44 PM

	Okay	
lisa	do i have to make a new one?	9:58:00 PM
	looks like it worked	10:00:00 PM
	thank you	10:00:08 PM
Shashwat Verma	Great	10:01:36 PM
	Is there anything else I may help you with ?	10:01:40 PM
lisa	no thank you	10:01:52 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	10:01:57 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:02:00 PM
	<i>Shashwat Verma has ended this chat session</i>	10:02:03 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Sep, 5:15:00 AM

#### #81613 Gregory Fidlon

**Email:** greg@fidlonlegal.com 17708762847

**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:** 21 Secs

**City:** ALPHARETTA

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 32 Mins 41 Secs

Gregory Fidlon	Hello, I am your Acebuddy	17 Sep, 5:15:01 AM
Acebuddy	Hello Greg, I'm your Ace Buddy. I'll be happy to assist you!	5:15:02 AM

	Whom Would You Like to Connect With?	5:15:02 AM
Gregory Fidlon	Technical Support (QB & App Hosting)	5:15:12 AM
Acebuddy	Welcome to Ace Support.	5:15:12 AM
	Please chose an option :	5:15:12 AM
Gregory Fidlon	I'd like to report an Issue	5:15:18 AM
Acebuddy	Please select an option!	5:15:18 AM
Gregory Fidlon	QuickBooks Issue	5:15:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:15:25 AM
Gregory Fidlon	QuickBooks Login Issue	5:15:31 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	5:15:31 AM
	Was that helpful?	5:15:31 AM
Gregory Fidlon	No	5:15:38 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:15:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:15:38 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:15:46 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:15:52 AM
Gregory Fidlon	I cannot log on to the Remote Desktop Application. I am getting a Windows Security popup that asks for my server password and when I enter it correctly, it says the login attempt failed.	5:17:00 AM
	I would also like to setup Ace Connect, which I have been unable to do successfully	5:17:22 AM
Anjainay Singh	I understand your concern, and assure you the proper resolution for this issue.	5:18:21 AM
	I will surely assist you in setting up the Ace connect at your end.	5:18:49 AM
	May I take the remote access of your local computer?	5:19:14 AM
Gregory Fidlon	Sure	5:19:39 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	5:19:45 AM
Gregory Fidlon	OK	5:19:56 AM
Anjainay Singh	<a href="https://assist.acecloudbhosting.com/join/5852052806">https://assist.acecloudbhosting.com/join/5852052806</a>	5:19:59 AM
	Please copy this URL at your local machine browser and download the remote.exe file.	5:20:23 AM
	Click on downloaded file and click on accept and continue so that I can access your local machine.	5:21:06 AM
Gregory Fidlon	OK I am working on it	5:21:08 AM
Anjainay Singh	Sure.	5:21:14 AM
	Could you please also confirm since when you are not able to login into the server?	5:21:46 AM
	We are connected.	5:21:55 AM

Gregory Fidlon	Just a few minutes ago	5:22:05 AM
Anjainay Singh	Sure.	5:22:33 AM
	Please stay connected.	5:28:30 AM
	Please stay connected.	5:36:21 AM
	Please stay connected.	5:45:53 AM
	Hello Greg.	5:46:40 AM
Gregory Fidlon	I'm here	5:47:05 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	5:47:24 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	5:47:40 AM
<i>Anjainay Singh has ended this chat session</i>		5:47:43 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Sep, 6:06:00 PM

**#81625 James D'Ippolito**

**Email:** james@hbastax.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:** LEWIS CENTER

**State:** Ohio

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 2 Mins 44 Secs

James D'Ippolito

Hello, I am your Acebuddy

17 Sep, 6:06:03 PM

Acebuddy

	Hello James D'ippolito, I'm your Ace Buddy. I'll be happy to assist you!	6:06:04 PM
	Whom Would You Like to Connect With?	6:06:04 PM
James D'Ippolito	Technical Support (QB & App Hosting)	6:06:12 PM
Acebuddy	Welcome to Ace Support.	6:06:12 PM
	Please chose an option :	6:06:12 PM
James D'Ippolito	I'd like to raise a Request	6:06:25 PM
Acebuddy	Please select your request type.	6:06:25 PM
James D'Ippolito	Password Reset	6:06:29 PM
Acebuddy	Please select an option below	6:06:29 PM
James D'Ippolito	Already Enrolled to Selfcare Portal	6:06:40 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	6:06:40 PM
	Do you need any further assistance on the topic?	6:06:40 PM
James D'Ippolito	No	6:08:46 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	6:08:47 PM
	<i>Acebuddy has ended this chat session</i>	6:08:47 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Sep, 7:28:43 PM

**#81943 ELAINE BRAGA REGO**

**Email:** tax@timeprotax.com +15613444422

**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:** BOCA RATON

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 33 Mins 18 Secs

ELAINE BRAGA REGO	Hello, I am your Acebuddy	25 Sep, 7:28:43 PM
Acebuddy	Hello Elaine Braga, I'm your Ace Buddy. I'll be happy to assist you!	7:28:45 PM
	Whom Would You Like to Connect With?	7:28:45 PM
ELAINE BRAGA REGO	Technical Support (QB & App Hosting)	7:29:08 PM
Acebuddy	Welcome to Ace Support.	7:29:08 PM
	Please chose an option :	7:29:08 PM
ELAINE BRAGA REGO	I'd like to raise a Request	7:29:14 PM
Acebuddy	Please select your request type.	7:29:14 PM
ELAINE BRAGA REGO	Other Request	7:29:23 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.	7:29:23 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:29:23 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:02:01 PM
	<i>Ended due to chat idle timeout</i>	8:02:01 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Sep, 5:28:48 PM

#81679 sarah

Email: sarah@aghstore.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: PINYAHAN

**State:** National Capital Region

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 4 Mins 40 Secs

sarah	Hello, I am your Acebuddy	18 Sep, 5:28:51 PM
Acebuddy	Hello Sarah, I'm your Ace Buddy. I'll be happy to assist you!	5:28:53 PM
	Whom Would You Like to Connect With?	5:28:53 PM
sarah	Technical Support (QB & App Hosting)	5:29:03 PM
Acebuddy	Welcome to Ace Support.	5:29:03 PM
	Please chose an option :	5:29:03 PM
sarah	I'd like to report an Issue	5:29:09 PM
Acebuddy	Please select an option!	5:29:09 PM
sarah	QuickBooks Issue	5:29:21 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:29:21 PM
sarah	QuickBooks Update	5:33:16 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.	5:33:16 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.	5:33:16 PM
	Do you need any further assistance on the topic?	5:33:16 PM
sarah	No	5:33:31 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	5:33:31 PM
	<i>Acebuddy has ended this chat session</i>	5:33:32 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#81425 steven.nguyen**

**Email:** steven.nguyen@covenanteyes.com ☎ 5717650652

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** ARLINGTON

**State:** Virginia

**Country:** UNITED STATES

Chat Duration : 10 Mins 19 Secs

## Chat Transcript

steven.nguyen	Hello, I am your Acebuddy	11 Sep, 8:39:06 PM
Acebuddy	Hello Steven.nguyen, I'm your Ace Buddy. I'll be happy to assist you!	8:39:07 PM
	Whom Would You Like to Connect With?	8:39:07 PM
steven.nguyen	Technical Support (QB & App Hosting)	8:39:10 PM
Acebuddy	Welcome to Ace Support.	8:39:10 PM
	Please chose an option :	8:39:10 PM
steven.nguyen	I'd like to report an Issue	8:39:22 PM
Acebuddy	Please select an option!	8:39:22 PM
steven.nguyen	Other Issue	8:39:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:39:30 PM
steven.nguyen	I want to automate the process of generating Cash Flow accounting reports from QuickBooks. Is there an easy way to have this done and what are the requirements? We would really appreciate some examples if you have any	8:40:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:40:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:40:11 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:41:26 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	8:41:32 PM
	Hello Steven	8:41:50 PM
steven.nguyen	Hello	8:43:08 PM
Sujeet Kumar Suman	How are you doing?	8:43:17 PM

steven.nguyen	I'm doing well what about yourself?	8:43:55 PM
Sujeet Kumar Suman	I'm doing well, thank you for asking.	8:45:06 PM
	Sure, I can help with that. Let me look into it for you.	8:45:16 PM
	We're sorry, but we are unable to support QuickBooks internal functions. We recommend contacting the Intuit support team, as they can assist you and suggest any third-party tools to help automate cash flow accounting.	8:47:23 PM
	Is there anything else I may help you with ?	8:49:17 PM
steven.nguyen	Nothing else, thank you	8:49:23 PM
	<i>steven.nguyen has ended this chat session</i>	8:49:26 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Sep, 2:09:42 AM

**#81351 ron.burmeister**

**Email:** ron.burmeister@equitygrowthllc.com ☎ 5635086614

**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:** ELDRIDGE

**State:** Iowa

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 2 Mins 23 Secs

ron.burmeister	Hello, I am your Acebuddy	10 Sep, 2:09:43 AM
Acebuddy	Hello Ron.burmeister, I'm your Ace Buddy. I'll be happy to assist you!	2:09:43 AM
	Whom Would You Like to Connect With?	2:09:43 AM
ron.burmeister	Technical Support (QB & App Hosting)	2:09:52 AM

Acebuddy	Welcome to Ace Support.	2:09:52 AM
	Please chose an option :	2:09:52 AM
ron.burmeister	I'd like to report an Issue	2:10:01 AM
Acebuddy	Please select an option!	2:10:01 AM
ron.burmeister	QuickBooks Issue	2:10:06 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:10:06 AM
ron.burmeister	QuickBooks Update	2:10:14 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	2:10:14 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	2:10:14 AM
	Do you need any further assistance on the topic?	2:10:14 AM
ron.burmeister	No	2:12:06 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	2:12:06 AM
	<i>Acebuddy has ended this chat session</i>	2:12:06 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Sep, 11:16:26 PM

#81481 Laura Baker

Email: admin@wiseproductsinc.com ☎ 9032277882

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 36 Secs

City: HONEY GROVE

State: Texas

**Chat Transcript**

Chat Duration : 14 Mins 27 Secs

Laura Baker	Hello, I am your Acebuddy	12 Sep, 11:16:28 PM
Acebuddy	Hello Laura Baker, I'm your Ace Buddy. I'll be happy to assist you!	11:16:29 PM
	Whom Would You Like to Connect With?	11:16:29 PM
Laura Baker	Technical Support (QB & App Hosting)	11:16:36 PM
Acebuddy	Welcome to Ace Support.	11:16:36 PM
	Please chose an option :	11:16:36 PM
Laura Baker	I'd like to raise a Request	11:16:43 PM
Acebuddy	Please select your request type.	11:16:43 PM
Laura Baker	Other Request	11:16:54 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:16:54 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:16:54 PM
Laura Baker	Restart	11:17:04 PM
Acebuddy	Hello Laura Baker, I'm your Ace Buddy. I'll be happy to assist you!	11:17:04 PM
	Whom Would You Like to Connect With?	11:17:04 PM
Laura Baker	Technical Support (QB & App Hosting)	11:17:07 PM
Acebuddy	Welcome to Ace Support.	11:17:07 PM
	Please chose an option :	11:17:07 PM
Laura Baker	I'd like to report an Issue	11:17:13 PM
Acebuddy	Please select an option!	11:17:13 PM
Laura Baker	QuickBooks Issue	11:17:16 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:17:16 PM
Laura Baker	QuickBooks Update	11:17:20 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	11:17:20 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	11:17:20 PM
	Do you need any further assistance on the topic?	11:17:20 PM

Laura Baker	Yes	11:17:30 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:17:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:17:30 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:17:40 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:17:46 PM
Laura Baker	I need help updating to the new quickbooks	11:17:51 PM
Abhay Kumar Saraswat	Sure.	11:18:12 PM
	I will be surely assisting you with this.	11:18:17 PM
	Is this for account: <b>Wise Products Inc?</b> (Edited)	11:18:24 PM
Laura Baker	yes	11:18:30 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:18:39 PM
	Let me check at backend regarding the QB updates.	11:19:02 PM
	Kindly allow me two minutes to check the same.	11:19:06 PM
Laura Baker	ok	11:19:11 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:23:28 PM
	As I checked, there are pending updates on <b>QuickBooks</b> that will take approximately <b>20-25 minutes</b> to complete. I recommend that you go <b>offline</b> from the server during this time.	11:23:45 PM
	Once the update is finished, I'll send you an email to confirm. Would that work for you?	11:23:50 PM
Laura Baker	so log off quickbooks and the hosting ?	11:24:16 PM
Abhay Kumar Saraswat	Yes.	11:24:39 PM
	Because we need to restart the server after updating the QB.	11:25:05 PM
Laura Baker	ok I am off	11:25:08 PM
Abhay Kumar Saraswat	Great.	11:25:18 PM
	Can I start updating QuickBooks?	11:25:29 PM
Laura Baker	yes	11:25:37 PM
Abhay Kumar Saraswat	Thank you for the confirmation.	11:25:58 PM
	Apart from the <b>QuickBooks</b> updates, are you experiencing any other problems?	11:26:05 PM
Laura Baker	no	11:26:15 PM
Abhay Kumar Saraswat	Okay.	11:26:21 PM

Could you please confirm your **email address** so I can inform you once the **QuickBooks** update is complete?

11:27:18 PM

Laura Baker	admin@wiseproductsinc.com	11:28:00 PM
Abhay Kumar Saraswat	Thanks for the confirmation.	11:28:15 PM
	Laura, Is there anything else I may help you with?	11:28:24 PM
Laura Baker	no so once I get the email there is nothing else I need to do? Just log in?	11:29:38 PM
Abhay Kumar Saraswat	Yes and you can resume your work.	11:30:00 PM
Laura Baker	thanks	11:30:20 PM
	that's all I need	11:30:24 PM
Abhay Kumar Saraswat	My pleasure to assist you.	11:30:32 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:30:36 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:30:48 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:30:52 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:30:55 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 8:33:37 AM

#81966 Arturo Neto

Email: [aneto@lightbridgeacademy.com](mailto:aneto@lightbridgeacademy.com)

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** CYPRESS

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 15 Mins 37 Secs

### Chat Transcript

Arturo Neto	Hello, I am your Acebuddy	26 Sep, 8:33:38 AM
Acebuddy	Hello Arturo Neto, I'm your Ace Buddy. I'll be happy to assist you!	8:33:39 AM
	Whom Would You Like to Connect With?	8:33:39 AM
Arturo Neto	Technical Support (QB & App Hosting)	8:33:46 AM
Acebuddy	Welcome to Ace Support.	8:33:46 AM
	Please chose an option :	8:33:46 AM
Arturo Neto	I'd like to report an Issue	8:33:55 AM
Acebuddy	Please select an option!	8:33:55 AM
Arturo Neto	Other Issue	8:34:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:34:00 AM
Arturo Neto	accessing remote desktop	8:34:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:34:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:34:10 AM
	<i>Rohan accepted the chat transfer request.</i>	8:34:20 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	8:34:28 AM
	Hello Arturo, How are you doing today ?	8:34:50 AM
Arturo Neto	frustrated. I need to get into the remote desktop since yesterday	8:35:07 AM
Rohan	I will surely help you with this issue.	8:35:07 AM
	I do apologize for the inconvenience caused to you. Please allow me a few minutes to check the same.	8:36:34 AM
	I'm still going through your Previous ticket, please allow me few more minutes	8:41:25 AM
	Thank you for your patience.	8:45:23 AM
	Arutro, Could you please confirm your Username once ?	8:45:41 AM

Are we still connected here? 8:49:05 AM

Are we still connected here? 8:49:08 AM

Are we still connected here? 8:49:11 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 8:49:13 AM

*Rohan has ended this chat session* 8:49:15 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 3 Sep, 1:07:05 AM

**#81096 Stephen Maas**

**Email:** semaas@excorde.com ☎ 6516442999

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

Chat Transcript Chat Duration : 20 Mins 38 Secs

Stephen Maas	Hello, I am your Acebuddy	3 Sep, 1:07:06 AM
Acebuddy	Hello Stephen Maas, I'm your Ace Buddy. I'll be happy to assist you!	1:07:07 AM
	Whom Would You Like to Connect With?	1:07:07 AM
Stephen Maas	Technical Support (QB & App Hosting)	1:07:12 AM
Acebuddy	Welcome to Ace Support.	1:07:12 AM
	Please chose an option :	1:07:12 AM

Stephen Maas	I'd like to report an Issue	1:07:16 AM
Acebuddy	Please select an option!	1:07:16 AM
Stephen Maas	QuickBooks Issue	1:07:21 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:07:21 AM
Stephen Maas	QuickBooks Login Issue	1:07:27 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	1:07:27 AM
	Was that helpful?	1:07:27 AM
Stephen Maas	No	1:07:33 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:07:33 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:07:33 AM
Stephen Maas	H505 error	1:07:40 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:07:53 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:07:57 AM
Stephen Maas	Hay Manish	1:08:18 AM
Manish Singh	I will surely help you with this issue.	1:08:20 AM
Stephen Maas	Getting an H505 error	1:08:22 AM
	Qblive06N.myrealdatal.net	1:08:46 AM
Manish Singh	I will surely help you with this issue.	1:09:12 AM
	Kindly allow me two minutes to check the same.	1:09:17 AM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	1:10:58 AM
Stephen Maas	multiple accounts. Have experienced this before, but not recently	1:11:19 AM
Manish Singh	Regarding the error we have restarted the services of QuickBooks kindly try to access once.	1:12:33 AM
	Is everything working fine?	1:14:28 AM
Stephen Maas	Still getting same error H505	1:15:00 AM
Manish Singh	May I take the remote access of your server?	1:15:05 AM
Stephen Maas	Sure	1:15:16 AM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	1:15:24 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.	1:15:50 AM
	Try to access server after 2 minutes we have rebooted the server.	1:22:45 AM
Stephen Maas		1:26:03 AM

	We are good now. Thank you!	
Manish Singh	Is there anything else I may help you with ?	1:27:26 AM
Stephen Maas	that is all. Thank you!	1:27:31 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:27:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:27:41 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!	1:27:44 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> )	

*Manish Singh has ended this chat session*

1:27:45 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Sep, 2:14:31 PM

**#81824 krisika**

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

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

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

**City:** ANAND

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 35 Mins 35 Secs

krisika	Hello, I am your Acebuddy	23 Sep, 2:14:32 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	2:14:34 PM
	Whom Would You Like to Connect With?	2:14:34 PM
krisika	Technical Support (QB & App Hosting)	2:14:36 PM
Acebuddy	Welcome to Ace Support.	2:14:36 PM
	Please chose an option :	2:14:36 PM
krisika	I'd like to report an Issue	2:14:44 PM
Acebuddy	Please select an option!	2:14:44 PM
krisika	Other Issue	2:14:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:14:49 PM
krisika	Hi	2:15:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:15:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:15:03 PM
	<i>Rohan accepted the chat transfer request.</i>	2:15:23 PM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	2:15:27 PM
krisika	Quickbook not open in all users	2:15:49 PM
Rohan	Hello Kriska, How are you doing today ?	2:15:51 PM
	We will surely help you with this issue.	2:16:10 PM
	Kindly allow me 3-4 minutes to check the same.	2:16:23 PM
krisika	Okay	2:16:52 PM
	<i>2:17:46 PM krisika is sharing a file with you <a href="#">17586172337811845843114339081696.jpg</a> - ( Size:3.25 MB )</i>	2:17:46 PM
	<i>This error</i>	
	<i>Rohan is transferring the chat to Vikas Singh Chauhan.</i>	2:17:48 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	2:17:59 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	2:18:24 PM
krisika	Quickbook not open in all pc	2:18:45 PM
Vikas Singh Chauhan	Okay, could you explain, what do you mean by all PC ?	2:19:20 PM
krisika	Quickbook not open in all user	2:19:50 PM
Vikas Singh Chauhan	Okay	2:20:11 PM

	<p>2:20:35 PM krisika is sharing a file with you <a href="#">17586174085864291606961536604544.jpg</a> - ( Size:4.56 MB )</p>	2:20:35 PM
	<p>This error</p>	
	<p>Please wait , let me make changes from backend. Do not open Quickbook. I will let you know.</p>	2:20:53 PM
krisika	<p>Only quickbook not open ?</p>	2:21:27 PM
Vikas Singh Chauhan	<p>Okay, I am working on it. Please wait.</p>	2:21:57 PM
	<p>It is for <b>Priorware</b> ?</p>	2:22:04 PM
	<p>Right ?</p>	2:22:07 PM
krisika	<p>Yes</p>	2:22:18 PM
Vikas Singh Chauhan	<p>Okay, please wait for 3-4 minutes, I am working on Quickbook. I will let you know when to open.</p>	2:23:02 PM
krisika	<p>Ok</p>	2:23:37 PM
Vikas Singh Chauhan	<p>Please try to open now.</p>	2:23:39 PM
krisika	<p>Quickbook try but not open</p>	2:24:38 PM
Vikas Singh Chauhan	<p>Okay, allow me 2 minutes please.</p>	2:25:01 PM
krisika	<p>Ok</p>	2:25:27 PM
Vikas Singh Chauhan	<p>We have to reboot the server as few services are stuck. Shall we proceed with reboot ?</p>	2:29:53 PM
krisika	<p>Wait</p>	2:31:42 PM
	<p>Waite 4-5 minite</p>	2:33:13 PM
Vikas Singh Chauhan	<p>Okay, let me know once you are good for a server reboot.</p>	2:35:57 PM
	<p>Are we still connected here?</p>	2:38:54 PM
krisika	<p>Yes</p>	2:39:00 PM
Vikas Singh Chauhan	<p>Okay</p>	2:39:12 PM
krisika	<p>Yes</p>	2:40:27 PM
Vikas Singh Chauhan	<p>Okay, rebooting the server now.</p>	2:41:46 PM
krisika	<p>Only quickbook reboot ?</p>	2:42:39 PM
Vikas Singh Chauhan	<p>Quickbook services were stuck on the server, so a reboot on server was required.</p>	2:44:16 PM
krisika	<p>Okay</p>	2:45:04 PM
Vikas Singh Chauhan	<p>Server is up and running now, please try to open Quickbook now and check.</p>	2:46:23 PM
krisika	<p>Ok</p>	2:46:46 PM
	<p>Quickbook working fine now</p>	2:48:42 PM
	<p>In all users</p>	2:48:48 PM
Vikas Singh Chauhan	<p>Great !!</p>	2:48:56 PM

	Is there anything else I may help you with ?	2:49:02 PM
krisika	Thank you	2:49:16 PM
	No	2:49:23 PM
	Thank you	2:49:27 PM
Vikas Singh Chauhan	No worries.	2:49:33 PM
	Thank you for contacting Ace Cloud Hosting. Have a good one.	2:49:48 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:49:59 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!	2:50:04 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Vikas Singh Chauhan has ended this chat session</i>	2:50:08 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Sep, 8:42:17 PM

**#82083 Caleb Lund**

**Email:** aspen.calebl@gmail.com

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 29 Mins 50 Secs

Caleb Lund	Hello, I am your Acebuddy	30 Sep, 8:42:17 PM
Acebuddy	Hello Caleb Lund, I'm your Ace Buddy. I'll be happy to assist you!	8:42:18 PM
	Whom Would You Like to Connect With?	8:42:18 PM
	Welcome to Ace Support.	8:42:29 PM
	Please chose an option :	8:42:29 PM
Caleb Lund	Technical Support (QB & App Hosting)	8:42:29 PM
	I'd like to report an Issue	8:42:41 PM
Acebuddy	Please select an option!	8:42:41 PM
Caleb Lund	Other Issue	8:42:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:42:46 PM
Caleb Lund	Ticket Number: 775883 Printer in print portal not connected properly	8:43:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:43:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:43:28 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:44:42 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:45:01 PM
	Kindly allow me two minutes to check the same.	8:45:54 PM
	May I take the remote access of your local computer?	8:47:01 PM
Caleb Lund	yes its on my bosses computer so I will need to switch computers	8:47:28 PM
	can you call me 5752572101	8:47:51 PM
Vikas Singh Chauhan	Sure, let me arrange a call for you in few minutes.	8:48:23 PM
Caleb Lund	thanks	8:48:31 PM
Vikas Singh Chauhan	You should receive a call shortly.	8:50:32 PM
	Is there anything else I may help you with ?	8:50:38 PM
	Are we still connected here?	8:53:05 PM
	Are we still connected here?	9:11:36 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:12:03 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Sep, 8:50:43 PM

### #81589 erin.dugan

**Email:** erin.dugan@orstx.org ☎ 8172414141

**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:** 1 Min 13 Secs

**City:** CLEBURNE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 56 Secs

erin.dugan	Hello, I am your Acebuddy	16 Sep, 8:50:44 PM
Acebuddy	Hello Erin.dugan, I'm your Ace Buddy. I'll be happy to assist you!	8:50:45 PM
	Whom Would You Like to Connect With?	8:50:45 PM
erin.dugan	Technical Support (QB & App Hosting)	8:50:49 PM
Acebuddy	Welcome to Ace Support.	8:50:49 PM
	Please chose an option :	8:50:49 PM
erin.dugan	I'd like to report an Issue	8:50:55 PM
Acebuddy	Please select an option!	8:50:55 PM
erin.dugan	QuickBooks Issue	8:50:58 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:50:59 PM
erin.dugan	QuickBooks Login Issue	8:51:06 PM

Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:51:06 PM
	Was that helpful?	8:51:06 PM
erin.dugan	No	8:51:13 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:51:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:51:13 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	8:51:44 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:52:05 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:52:08 PM
	I will surely help you with this issue.	8:52:48 PM
erin.dugan	Hello	8:52:49 PM
	I contacted Ace Support earlier because my QB was frozen and it unfroze and closed down QB for me.	8:53:06 PM
	But now, when I try to log in, it tells me that another QB is open	8:55:09 PM
	Well, now it is slowly, VERY slowly, trying to load. I logged into the admin account, even though that is not my normal login I use. But It has been open for 7 minutes and still not completely loaded.	8:56:08 PM
	I just keep having a blue circle	8:56:20 PM
Manish Singh	Kindly allow me 2 minutes to check the same. (Edited)	8:56:40 PM
erin.dugan	I just got a message that the server will reboot in 5 minutes	8:57:25 PM
	Do I need to log out? I don't know that I currently can....everything is locked up	8:57:40 PM
Manish Singh	Kindly let me check once.	8:58:46 PM
	We need to reboot the server once.	9:02:27 PM
erin.dugan	Ok, thank you	9:04:23 PM
	I have logged out of the server	9:04:26 PM
Manish Singh	Kindly try to login now	9:06:17 PM
	Is QuickBooks working now?	9:07:07 PM
	Are we still connected here?	9:09:02 PM
erin.dugan	Yes, I finally got in!	9:09:17 PM
	Thank you sooo muh!	9:09:20 PM
Manish Singh	Is there anything else I may help you with ?	9:09:23 PM
erin.dugan	much	9:09:25 PM
	That's it	9:09:27 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:09:31 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:09:36 PM

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

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

9:09:40 PM

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

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

*Manish Singh has ended this chat session*

9:09:41 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

5 Sep, 12:14:28 AM

**#81176 Steven Lona**

**Email:** steven\_lona@myrealdata.net

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** BALDWIN PARK

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 5 Mins 14 Secs

Steven Lona	Hello, I am your Acebuddy	5 Sep, 12:14:29 AM
Acebuddy	Hello Steven Lona, I'm your Ace Buddy. I'll be happy to assist you!	12:14:30 AM
	Whom Would You Like to Connect With?	12:14:30 AM
Steven Lona		

	Technical Support (QB & App Hosting)	12:14:38 AM
Acebuddy	Welcome to Ace Support.	12:14:38 AM
	Please chose an option :	12:14:38 AM
Steven Lona	I'd like to report an Issue	12:14:52 AM
Acebuddy	Please select an option!	12:14:52 AM
Steven Lona	Other Issue	12:15:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:15:00 AM
Steven Lona	I am having issues updating the 2024 Lacerte software.	12:15:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:15:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:15:38 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:15:43 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:15:47 AM
Steven Lona	Hi Manish	12:16:03 AM
Manish Singh	I will surely help you with this issue.	12:16:08 AM
	Kindly allow me two minutes to check the same.	12:16:12 AM
Steven Lona	Of course	12:16:28 AM
Manish Singh	May I know your server name?	12:17:03 AM
Steven Lona	Steven_Lona@myreldata.net CID74755:NPFTaxCA.myreldata.net	12:17:25 AM
Manish Singh	Kindly allow me some minutes to check the same.	12:17:48 AM
Steven Lona	Of course	12:17:55 AM
Manish Singh	Kindly logout all users from the serve once the Lacerte 2024 is updated we will notify over the email.	12:18:58 AM
	Is there anything else I may help you with ?	12:19:16 AM
Steven Lona	Not today, thank you	12:19:24 AM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	12:19:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:19:37 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!	12:19:40 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> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

Manish Singh has ended this chat session

12:19:43 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Sep, 11:32:44 PM

#81282 mitch.abernethy

Email: mitch.abernethy@westerncpe.com ☎ 6612477880

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: ENNIS

State: Montana

Country: UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 33 Secs

mitch.abernethy	Hello, I am your Acebuddy	8 Sep, 11:32:46 PM
Acebuddy	Hello Mitch Abernethy, I'm your Ace Buddy. I'll be happy to assist you!	11:32:46 PM
	Whom Would You Like to Connect With?	11:32:46 PM
mitch.abernethy	Technical Support (QB & App Hosting)	11:32:50 PM
Acebuddy	Welcome to Ace Support.	11:32:51 PM
	Please chose an option :	11:32:51 PM
mitch.abernethy	I'd like to report an Issue	11:32:57 PM
Acebuddy	Please select an option!	11:32:57 PM
mitch.abernethy	QuickBooks Issue	11:33:01 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:33:01 PM
mitch.abernethy	QuickBooks is Frozen	11:33:05 PM

Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:33:05 PM
	Was that helpful?	11:33:05 PM
mitch.abernethy	Yes	11:34:19 PM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	11:34:19 PM
	<i>Acebuddy has ended this chat session</i>	11:34:19 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

5 Sep, 12:49:50 AM

**#81178 ricky pais**

**Email:** ricky@brannanhessel.cpa

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 40 Mins 16 Secs

ricky pais	Hello, I am your Acebuddy	5 Sep, 12:49:51 AM
Acebuddy	Hello Ricky, I'm your Ace Buddy. I'll be happy to assist you!	12:49:52 AM
	Whom Would You Like to Connect With?	12:49:52 AM
ricky pais	Technical Support (QB & App Hosting)	12:49:56 AM
Acebuddy	Welcome to Ace Support.	12:49:56 AM
	Please chose an option :	12:49:56 AM
ricky pais	I'd like to report an Issue	12:50:02 AM
Acebuddy		

	Please select an option!	12:50:03 AM
ricky pais	QuickBooks Issue	12:50:07 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:50:07 AM
ricky pais	Other QB related issue	12:52:48 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:52:48 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.	1:30:07 AM
	<i>Ended due to chat idle timeout</i>	1:30:07 AM
		

## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 5 Sep, 5:12:46 AM

**#81190 Cindy Holloway**

**Email:** qualityquicktaxoffice@gmail.com ☎ 13346460662

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** DULUTH

**State:** Alabama

**Country:** UNITED STATES

Chat Transcript Chat Duration : 16 Mins 49 Secs

Cindy Holloway	Hello, I am your Acebuddy	5 Sep, 5:12:47 AM
Acebuddy	Hello Cindy Holloway, I'm your Ace Buddy. I'll be happy to assist you!	5:12:48 AM
	Whom Would You Like to Connect With?	5:12:48 AM
Cindy Holloway	Technical Support (QB & App Hosting)	5:13:02 AM

Acebuddy	Welcome to Ace Support.	5:13:02 AM
	Please chose an option :	5:13:02 AM
Cindy Holloway	I'd like to report an Issue	5:13:10 AM
Acebuddy	Please select an option!	5:13:10 AM
C Cindy Holloway	Password Reset	5:13:14 AM
Acebuddy	Please select an option below	5:13:14 AM
C Cindy Holloway	Already Enrolled to Selfcare Portal	5:13:22 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	5:13:22 AM
	Do you need any further assistance on the topic?	5:13:22 AM
C Cindy Holloway	Yes	5:15:50 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:15:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:15:50 AM
	<i>Gaurav kumar declined the transfer request.</i>	5:15:53 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:16:01 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:16:06 AM
C Cindy Holloway	I tried using the Selfcare article but the email on my account to reset my password is incorrect. I can not loginto my account.	5:16:43 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	5:16:48 AM
	I deeply apologize for the inconvenience caused to you.	5:17:08 AM
	Is this for account: <b>Quality Quick Tax LLC</b> ?	5:17:18 AM
C Cindy Holloway	yes	5:17:54 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	5:18:04 AM
	Could you please confirm me your registered email with us?	5:18:27 AM
C Cindy Holloway	qualityquicktaxoffice@gmail.com	5:18:44 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	5:19:06 AM
	As I checked, your are not enrolled on <b>SelfCare</b> Portal.	5:20:10 AM
	But you have an admin rights on <b>MyPortal</b> tool.	5:20:23 AM
C Cindy Holloway	Well I was previously. Can you help me reset my password? I need to email a document to an attorney.	5:20:59 AM
Abhay Kumar Saraswat	Sure, I'll assist you to reset your password.	5:21:22 AM
C Cindy Holloway	Ok thank you	5:21:34 AM
Abhay Kumar		

Saraswat	Have you ever logged into the <b>MyPortal</b> tool?	5:21:37 AM
Cindy Holloway	Yes I'm sure I have,	5:22:01 AM
Abhay Kumar Saraswat	<a href="https://myportal.acecloudhosting.com/login">https://myportal.acecloudhosting.com/login</a>	5:22:13 AM
	This is the link to login on <b>MyPortal</b> tool.	
Cindy Holloway	Yes I have. I have a document here in front of me showing me all of the information to log in.	5:22:36 AM
Abhay Kumar Saraswat	Then, may I take the remote access of your local computer?	5:22:45 AM
Cindy Holloway	Yes that will be fine	5:22:59 AM
Abhay Kumar Saraswat	Great.	5:23:05 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:23:13 AM
	<a href="https://assist.acecloudhosting.com/join/7852960975">https://assist.acecloudhosting.com/join/7852960975</a>	5:23:29 AM
	Kindly paste this link in the browser of local computer and join the session.	5:23:33 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:25:06 AM
	Are we still connected here?	5:26:58 AM
	Are we still connected here?	5:27:29 AM
	Are we still connected here?	5:28:03 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:29:35 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	5:29:37 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 2:12:23 AM

#81186 Alexandre Morch

Email: alexandre.morch@aa-grp.com ☎ 203 428 5256

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:** 36 Secs

**City:** DELHI

**State:** New York

**Country:** UNITED STATES

Chat Duration : 22 Mins 16 Secs

### Chat Transcript

Alexandre Morch	Hello, I am your Acebuddy	5 Sep, 2:12:24 AM
Acebuddy	Hello Alexandre Morch, I'm your Ace Buddy. I'll be happy to assist you!	2:12:24 AM
	Whom Would You Like to Connect With?	2:12:24 AM
Alexandre Morch	Technical Support (QB & App Hosting)	2:12:27 AM
Acebuddy	Welcome to Ace Support.	2:12:27 AM
	Please chose an option :	2:12:27 AM
Alexandre Morch	I'd like to report an Issue	2:12:33 AM
Acebuddy	Please select an option!	2:12:33 AM
Alexandre Morch	QuickBooks Issue	2:12:37 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:12:37 AM
Alexandre Morch	Other QB related issue	2:12:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:12:42 AM
Alexandre Morch	why is my QB version a "non profit" version?! Since when?	2:13:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:13:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:13:09 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:14:06 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:14:14 AM
Alexandre Morch	Server Name: QBLivePre2.myreldata.net Username: myreldata\AlexandreMo.pre2	2:14:21 AM
Anjainay Singh	Thankyou Alexandre for providing me the information.	2:15:12 AM
	Could you please confirm your issue so that I can provide you the right resolution.	2:16:46 AM
Alexandre Morch	Yes, see above	2:17:08 AM
	"why is my QB version a "non profit" version?! Since when?"	2:17:16 AM
Anjainay Singh	I got it , please provide me two minutes so that I can check it at my end.	2:17:43 AM
	May I take the remote access of your server?	2:19:19 AM

Alexandre Morch	yes	2:19:55 AM
Anjainay Singh	We are connected.	2:20:21 AM
Alexandre Morch	yes	2:20:31 AM
Anjainay Singh	I apologize for the inconvenience caused ,I will remove the icon for Non Profit Edition and will place QuickBooks General Edition for 2023.	2:21:57 AM
Alexandre Morch	ok thx, but how did this happen and since when? I was never a non profit	2:22:31 AM
Anjainay Singh	Please allow me two minutes so that I can check it in my history .	2:23:00 AM
	Thankyou for being patient with me Alexandre.	2:26:29 AM
	I checked and found that in last days of April when you submitted request to upgrade the agent working on it wrongly selected the non profit instead of General editon.	2:28:34 AM
Alexandre Morch	ok	2:28:46 AM
Anjainay Singh	I am going to take the ownership and will replace it with correct version.	2:28:57 AM
	I am doing it.	2:30:09 AM
Alexandre Morch	thx	2:30:29 AM
Anjainay Singh	I have placed the correct icon Alexandre.	2:31:47 AM
	Please logout from QuickBooks and login with correct icon.	2:33:02 AM
	Alexandre Morch, Is there anything else I may help you with?	2:33:22 AM
Alexandre Morch	no thx, all set then	2:33:57 AM
Anjainay 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.	2:34:04 AM
	Please share your positive feedback.	2:34:26 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:34:35 AM
	<i>Anjainay Singh has ended this chat session</i>	2:34:41 AM



## Chat Transcript

Hello, I am your Acebuddy

**#81699 Brad Merritt**

**Email:** tarnoldt@kitchensbywoodys.com  13047362007

**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:** BARBOURSVILLE

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 9 Secs

Brad Merritt	Hello, I am your Acebuddy	18 Sep, 11:41:33 PM
Acebuddy	Hello Brad Merritt, I'm your Ace Buddy. I'll be happy to assist you!	11:41:34 PM
	Whom Would You Like to Connect With?	11:41:34 PM
Brad Merritt	Technical Support (QB & App Hosting)	11:41:45 PM
Acebuddy	Welcome to Ace Support.	11:41:45 PM
	Please chose an option :	11:41:45 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.	19 Sep, 12:12:43 AM
<i>Ended due to chat idle timeout</i>		12:12:43 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Sep, 8:48:09 PM

**#82084 Juan Hurtado**

**Email:** juan.schoepfsappassoc@gmail.com  13053108043

**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:** 30 Secs

**City:** OCALA

**State:** Florida

**Country:** UNITED STATES

Chat Duration : 17 Mins 59 Secs

### Chat Transcript

Juan Hurtado	Hello, I am your Acebuddy	30 Sep, 8:48:10 PM
Acebuddy	Hello Juan Hurtado, I'm your Ace Buddy. I'll be happy to assist you!	8:48:11 PM
	Whom Would You Like to Connect With?	8:48:11 PM
Juan Hurtado	Technical Support (QB & App Hosting)	8:48:16 PM
Acebuddy	Welcome to Ace Support.	8:48:16 PM
	Please chose an option :	8:48:16 PM
Juan Hurtado	I'd like to report an Issue	8:48:22 PM
Acebuddy	Please select an option!	8:48:22 PM
Juan Hurtado	Other Issue	8:48:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:48:26 PM
Juan Hurtado	One of my users is unable to open/view pdfs on Ace Server SSALLC. Matthew Soto is the user who is having issues with that.	8:49:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:49:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:49:34 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:50:18 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:50:23 PM
	I will surely help you with this issue.	8:51:14 PM
	Is this the first-time user is experiencing this issue? Also, are any other users affected, or is it limited to your account only?	8:51:45 PM
Juan Hurtado	Only him and he is a fairly new user	8:52:10 PM
Manish Singh	Alright, May I know he is getting any error or he is not able to view or open PDF?	8:54:00 PM
Juan Hurtado	It says he does not have permission, but I set him up just like all the other users	8:55:12 PM
	He cannot open or view PDFs	8:55:24 PM
Manish Singh	May I take the remote access of Matthew's server?	8:55:45 PM

Juan Hurtado	Yes	8:56:16 PM
	He is going to turn it on now	8:56:30 PM
Manish Singh	As I can see he is not active on the server right now.	8:56:33 PM
	Alright	8:56:45 PM
Juan Hurtado	He's on now	8:57:04 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	8:57:14 PM
Juan Hurtado	Okay, Done.	8:57:38 PM
Manish Singh	Kindly accept the remote session.	8:58:42 PM
Juan Hurtado	He just did	8:59:02 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:59:03 PM
	Is there anything else I may help you with ?	9:05:31 PM
Juan Hurtado	No, you've helped us out. Thank You!	9:05:53 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:05:57 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:06:03 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!	9:06:07 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
<i>Manish Singh has ended this chat session</i>		9:06:10 PM



