

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 8:15:40 PM

#82129 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: Mac OS

Browser: Apple Safari

Device: Desktop

City: POMPANO BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 16 Secs

ELAINE BRAGA REGO	Hello, I am your Acebuddy	1 Oct, 8:15:40 PM
Acebuddy	Hello Elaine Braga Balym, I'm your Ace Buddy. I'll be happy to assist you!	8:15:41 PM
	Whom Would You Like to Connect With?	8:15:41 PM
ELAINE BRAGA REGO	Technical Support (QB & App Hosting)	8:15:52 PM
Acebuddy	Welcome to Ace Support.	8:15:52 PM
	Please chose an option :	8:15:52 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:55:57 PM
	<i>Ended due to chat idle timeout</i>	8:55:57 PM



Chat Transcript

Hello, I am your Acebuddy

11 Oct, 12:04:39 AM

Visitor Details

#82472 Jen Quinn

Email: jenq@aeropress.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: BOISE

State: Idaho

Country: UNITED STATES

Chat Duration : 12 Mins 55 Secs

Chat Transcript

Jen Quinn	Hello, I am your Acebuddy	11 Oct, 12:04:39 AM
Acebuddy	Hello Jen Quinn, I'm your Ace Buddy. I'll be happy to assist you!	12:04:40 AM
	Whom Would You Like to Connect With?	12:04:40 AM
Jen Quinn	Technical Support (QB & App Hosting)	12:04:45 AM
Acebuddy	Welcome to Ace Support.	12:04:45 AM
	Please chose an option :	12:04:45 AM
Jen Quinn	I'd like to report an Issue	12:04:51 AM
Acebuddy	Please select an option!	12:04:51 AM
Jen Quinn	QuickBooks Issue	12:04:54 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:04:54 AM
Jen Quinn	QuickBooks is Frozen	12:04:58 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:04:58 AM
	Was that helpful?	12:04:58 AM
Jen Quinn	No	12:05:44 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:05:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:05:44 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	12:06:42 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	12:06:53 AM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:07:02 AM
Jen Quinn	AeroPress and Jen Quinn	12:07:34 AM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	12:09:19 AM
	Thanks for the patience, Please let me know how many users are facing this issue and is there any error message on the screen?	12:11:10 AM
Jen Quinn	No error message. My QBE is frozen and stuck	12:11:36 AM
	<i>12:11:51 AM Jen Quinn is sharing a file with you image (9).png - (Size:33.63 KB)</i>	12:11:51 AM
Shubham Maurya	Alright, please hold on let me force close the app from backend.	12:13:19 AM
	Try to use it now and let me know if it's working for you.	12:13:59 AM
	Also please pin "*QBReset*" from desktop to taskbar to force close QB from your end in such cases. (Edited)	12:15:36 AM
Jen Quinn	It is working now and sounds good I just did.	12:16:36 AM
	Thank you for the help	12:16:41 AM
Shubham Maurya	You are most welcome Jen !	12:16:55 AM
	Is there anything else I may help you with ?	12:16:59 AM
Jen Quinn	nope	12:17:17 AM
Shubham Maurya	Have a good one !	12:17:26 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!	12:17:29 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:17:33 AM
	<i>Shubham Maurya has ended this chat session</i>	12:17:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Oct, 12:45:55 AM

#82474 Jake Kauffman

Email: admin@cdt.org 2023682281

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: 1 Min 12 Secs

City: UPPER MARLBORO

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 51 Secs

Jake Kauffman	Hello, I am your Acebuddy	11 Oct, 12:45:55 AM
Acebuddy	Hello Jake Kauffman, I'm your Ace Buddy. I'll be happy to assist you!	12:45:56 AM
	Whom Would You Like to Connect With?	12:45:56 AM
Jake Kauffman	Technical Support (QB & App Hosting)	12:46:24 AM
Acebuddy	Welcome to Ace Support.	12:46:24 AM
	Please chose an option :	12:46:24 AM
Jake Kauffman	I'd like to report an Issue	12:46:28 AM
Acebuddy	Please select an option!	12:46:28 AM
Jake Kauffman	Other Issue	12:46:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:46:38 AM
Jake Kauffman	The remote machine is very laggy and quickbooks is crashing after every 5 to 10 minutes of use	12:47:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:47:33 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:47:33 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:48:10 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	12:48:14 AM

	Hello Jake	12:48:18 AM
Jake Kauffman	Hi there Sujeeet!	12:48:28 AM
Sujeet Kumar Suman	How are you doing?	12:48:39 AM
Jake Kauffman	I'm doing alright -- thankful it's Friday! How about yourself?	12:49:01 AM
Sujeet Kumar Suman	I'm also doing well, thank you!	12:49:25 AM
	Are you the only one experiencing this issue, or are others affected as well?	12:49:53 AM
Jake Kauffman	All users appear to be affected	12:50:05 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	12:50:13 AM
Jake Kauffman	No worries! Just interested in getting it fixed. Thanks	12:50:55 AM
Sujeet Kumar Suman	I will surely help you with this issue.	12:51:15 AM
Jake Kauffman	Great!	12:51:20 AM
Sujeet Kumar Suman	Are you working at the same location?	12:51:58 AM
Jake Kauffman	We are not. Also we're all on separate ISPs. I've had the other users reset thier routers and fully restart thier local systems already.	12:53:24 AM
Sujeet Kumar Suman	That's great! You have already done the best troubleshooting from your side. Let me check from our end; please allow me a moment.	12:54:32 AM
Jake Kauffman	Perfect. Thank you!	12:54:43 AM
Sujeet Kumar Suman	Thank you for your patience.	1:03:38 AM
	We are still checking in backend please stay connected on chat.	1:04:05 AM
Jake Kauffman	Of course! Thanks for taking a look!	1:04:05 AM
Sujeet Kumar Suman	We have made the necessary changes on the server and verified that users are currently logged in. We also rebooted the server from the backend. Kindly log in to the server and let us know if you are still experiencing the same issue.	1:06:57 AM
Jake Kauffman	It appears to be working better for me! I've told the other users to try it out as well!	1:11:45 AM
Sujeet Kumar Suman	No worries, we will keep the ticket open for 3 working days to monitor the server from our end.	1:12:21 AM
Jake Kauffman	Great. Thank you!	1:12:30 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:12:42 AM
	Is there anything else I may help you with ?	1:12:46 AM
Jake Kauffman	Nope! I think that's it!	1:13:14 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:13:26 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.	1:13:31 AM
Jake Kauffman	Will do!	1:13:38 AM
Sujeet Kumar Suman	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:13:39 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!

1:13:43 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/>)

Jake Kauffman You too! 1:13:44 AM

Sujeet Kumar Suman has ended this chat session 1:13:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 29 Oct, 2:07:11 AM

#83043 Neil Goldberg

Email: nmg386@aol.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript Chat Duration : 20 Mins 19 Secs

Neil Goldberg Hello, I am your Acebuddy 29 Oct, 2:07:12 AM

Acebuddy Hello Neil Goldberg, I'm your Ace Buddy. I'll be happy to assist you! 2:07:12 AM

	Whom Would You Like to Connect With?	2:07:12 AM
Neil Goldberg	Technical Support (QB & App Hosting)	2:07:17 AM
Acebuddy	Welcome to Ace Support.	2:07:17 AM
	Please chose an option :	2:07:17 AM
Neil Goldberg	I'd like to report an Issue	2:07:25 AM
Acebuddy	Please select an option!	2:07:25 AM
Neil Goldberg	Other Issue	2:07:29 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:07:29 AM
Neil Goldberg	RDP connection setup. I lost my old configuration when my computer crashed	2:07:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:07:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:07:50 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:08:33 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:08:36 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:08:38 AM
Neil Goldberg	EFPetsupplies.myrealdata.net	2:09:04 AM
	EddieG	2:09:16 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:09:40 AM
Neil Goldberg	I am just setting up RDP. Not sure what I'm doing wrong	2:09:43 AM
Yash Kalra	Neil, when was the last time you were able to access the server?	2:13:13 AM
Neil Goldberg	Last week. But my computer crashed and I'm doing a fresh install	2:13:38 AM
Yash Kalra	Sir as per our records user EddieG was disabled to long time back and only active user is KimberlyC	2:16:17 AM
	We are only charging for one user on this account.	2:16:47 AM
Neil Goldberg	Ok, yes KimberlyC was the one being used.	2:16:58 AM
Yash Kalra	Sir, just want to confirm do you remember the password for user KimberlyC.	2:17:58 AM
Neil Goldberg	Yes. It's not a password problem. I just need to setup RDP	2:18:16 AM
Yash Kalra	May I take the remote access of your local computer in order to assist you with the RDP set up?	2:18:37 AM
Neil Goldberg	Sure	2:18:43 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	2:18:52 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3832802331	2:18:56 AM
	Is there anything else I may help you with ?	2:23:16 AM
	Are we still connected here?	2:23:40 AM

Are we still connected here? 2:25:22 AM

Are we still connected here? 2:27:26 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. 2:27:29 AM

Yash Kalra has ended this chat session 2:27:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 9 Oct, 6:21:18 PM

#82399 szolad

Email: szolad@cdt.org

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: BLOOMFIELD HILLS

State: District Of Columbia

Country: UNITED STATES

Chat Transcript Chat Duration : 22 Mins 13 Secs

szolad	Hello, I am your Acebuddy	9 Oct, 6:21:19 PM
Acebuddy	Hello Sarah Zood, I'm your Ace Buddy. I'll be happy to assist you!	6:21:20 PM
	Whom Would You Like to Connect With?	6:21:20 PM
szolad	Technical Support (QB & App Hosting)	6:21:23 PM
Acebuddy	Welcome to Ace Support.	6:21:23 PM
	Please chose an option :	6:21:23 PM
szolad	I'd like to report an Issue	6:21:32 PM

Acebuddy	Please select an option!	6:21:32 PM
szolad	Other Issue	6:21:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:21:38 PM
szolad	unable to reach server - error code 0x5000004	6:22:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:22:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:22:04 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:22:31 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:22:35 PM
	I will surely help you with this issue.	6:22:41 PM
szolad	Thank you. We just migrated to a new server so that we would have better access and it has been the opposite since our move	6:23:16 PM
	Thank you Manish.	6:23:26 PM
Manish Singh	May I take the remote access of your local computer?	6:24:13 PM
	Are any other users affected, or is it limited to your account only?	6:24:31 PM
szolad	yes, and can you help me set up my webemail within QB while you are helping?	6:24:48 PM
	I have tried to log in as multiple people this morning and none of them are working	6:25:42 PM
Manish Singh	https://assist.acecloudhosting.com/join/2772171727	6:25:53 PM
	Kindly paste this link in the browser of local computer and join the session.	6:26:53 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:26:56 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.	6:30:27 PM
	Is there anything else I may help you with ?	6:42:06 PM
szolad	Is this the chat you'd like me to close?	6:42:51 PM
	Or the Zoho chat?	6:43:00 PM
Manish Singh	Yes, if nothing is pending	6:43:00 PM
szolad	Thanks Manish. I appreciate your help.	6:43:19 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:43:22 PM
szolad	Bye	6:43:22 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:43:27 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!

6:43:30 PM

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

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

Manish Singh has ended this chat session

6:43:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 6:54:02 PM

#82829 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 27 Secs

City: NAGBALON

State: Bulacan

Country: PHILIPPINES

Chat Transcript

Chat Duration : 29 Mins 38 Secs

Maricel	Hello, I am your Acebuddy	22 Oct, 6:54:02 PM
Acebuddy	Hello Maricel Nacion, I'm your Ace Buddy. I'll be happy to assist you!	6:54:03 PM
	Whom Would You Like to Connect With?	6:54:03 PM
Maricel	Technical Support (QB & App Hosting)	6:55:29 PM
Acebuddy	Welcome to Ace Support.	6:55:29 PM
	Please chose an option :	6:55:29 PM
Maricel		

	I'd like to raise a Request	6:55:50 PM
Acebuddy	Please select your request type.	6:55:50 PM
Maricel	Server Resource Addition	6:56:17 PM
Acebuddy	Please select the resource type you'd like to add	6:56:17 PM
Maricel	Restart	6:56:25 PM
Acebuddy	Hello Maricel Nacion, I'm your Ace Buddy. I'll be happy to assist you!	6:56:25 PM
	Whom Would You Like to Connect With?	6:56:25 PM
Maricel	Technical Support (QB & App Hosting)	6:56:30 PM
Acebuddy	Welcome to Ace Support.	6:56:30 PM
	Please chose an option :	6:56:30 PM
Maricel	I'd like to report an Issue	6:56:36 PM
Acebuddy	Please select an option!	6:56:36 PM
Maricel	Other Issue	6:56:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:56:44 PM
Maricel	I cannot log in to RDP due to change of IP address	6:57:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:57:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:57:05 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:57:24 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:57:28 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:58:00 PM
Maricel	Server name MyRealData Maricel and the Username is Maricel	7:00:28 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	7:02:07 PM
	Business name is :Taxwise Username: TW_Maricel@myrealdatal.net CID73314	7:04:49 PM
	please confirm above details are correct?	
Maricel	correct	7:05:27 PM
Shubham Maurya	Thanks for confirming, please can you share new IP address which you are using right now so that we can proceed with the request to whitelist that IP.	7:07:28 PM
Maricel	Here 124.104.163.241	7:08:08 PM
Shubham Maurya	We also recommend using a static IP to prevent this issue from happening again in the future.	7:08:34 PM
	Thanks for the Information, let me raise a request for this.	7:08:59 PM

Maricel	Thank you	7:09:16 PM
Shubham Maurya	Thanks for the patience Maricel, we have forwarded your request to the concern team. The implementation may take some time and once done we will inform you over the mail with the ticket ID that you will receive after this chat.	7:19:19 PM
	Is there anything else I may help you with ?	7:19:23 PM
Maricel	How long it usually takes?	7:20:09 PM
Shubham Maurya	We communicate through mail with the concern team so usually it takes 4-6 hours to work on this, but I will do follow up with the team to make it happen in next 1-2 hours.	7:22:45 PM
Maricel	Okay, thank you	7:23:07 PM
Shubham Maurya	Most welcome and thanks for your understanding with us !	7:23:28 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:23:31 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:23:34 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:23:38 PM
	<i>Shubham Maurya has ended this chat session</i>	7:23:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 12:30:56 AM

#82098 Jessica Meidima

Email: jessdasko@yahoo.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: IDAHO FALLS

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 13 Secs

Jessica Meidima	Hello, I am your Acebuddy	1 Oct, 12:30:57 AM
Acebuddy	Hello Jessica Meidima, I'm your Ace Buddy. I'll be happy to assist you!	12:30:57 AM
	Whom Would You Like to Connect With?	12:30:57 AM
Jessica Meidima	Technical Support (QB & App Hosting)	12:31:05 AM
Acebuddy	Welcome to Ace Support.	12:31:05 AM
	Please chose an option :	12:31:05 AM
Jessica Meidima	I'd like to report an Issue	12:31:16 AM
Acebuddy	Please select an option!	12:31:16 AM
Jessica Meidima	Other Issue	12:31:21 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:31:21 AM
Jessica Meidima	I already have access on my laptop, and a few days ago was able to use this on my desktop, however today when I went to log in, I received an error message that stated: Remote Desktop can't find the computer "InsightEng.myrealdatal.net".	12:34:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:34:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:34:51 AM
	<i>Arun Sharma declined the transfer request.</i>	12:34:55 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:35:32 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:35:35 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:35:38 AM
Jessica Meidima	InsightEng.myrealdatal.net, is that what you are looking for?	12:36:48 AM
	<i>Yash Kalra is transferring the chat to Manish Singh.</i>	12:39:03 AM
	username Jessica	12:39:14 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:39:16 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:39:21 AM
	I will surely help you with this issue.	12:39:47 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?	12:39:52 AM
Jessica Meidima	This is the first time. As far as I know there are no other issues with other users	12:40:24 AM
Manish Singh	Kindly allow me two minutes to check the same.	12:40:41 AM
Jessica Meidima	I normally work on a laptop but have recently added a desktop.	12:40:52 AM
Manish Singh	May I take the remote access of your local computer?	12:42:57 AM
	Are we still connected here?	12:45:28 AM
	Are we still connected here?	12:48:29 AM
	Are we still connected here?	12:50:48 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:51:07 AM
	<i>Manish Singh has ended this chat session</i>	12:51:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 9:18:33 PM

#82589 Mae

Email: pricecontracting@gmail.com

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: 1 Min 7 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 6 Secs

Mae Hello, I am your Acebuddy

14 Oct, 9:18:33 PM

Acebuddy	Hello Mae, I'm your Ace Buddy. I'll be happy to assist you!	9:18:34 PM
	Whom Would You Like to Connect With?	9:18:34 PM
Mae	Technical Support (QB & App Hosting)	9:18:38 PM
Acebuddy	Welcome to Ace Support.	9:18:38 PM
	Please chose an option :	9:18:38 PM
Mae	I'd like to report an Issue	9:18:43 PM
Acebuddy	Please select an option!	9:18:43 PM
Mae	QuickBooks Issue	9:18:48 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:18:48 PM
Mae	QuickBooks Login Issue	9:18:52 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:18:52 PM
	Was that helpful?	9:18:52 PM
Mae	No	9:18:57 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:18:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:18:57 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:19:50 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:19:54 PM
	Hii Mae	9:20:06 PM
Mae	Hello! I believe I was just chatting with you	9:20:09 PM
Manish Singh	Yes	9:20:12 PM
Mae	looks like you'll need to connect to my computer. it's still not logging in	9:20:28 PM
Manish Singh	Yes	9:20:31 PM
	https://assist.aceclouddhosting.com/join/2022328336	9:20:43 PM
	Kindly paste this link in the browser of local computer and join the session.	9:20:46 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:20:50 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:22:13 PM
	Is there anything else I may help you with ?	9:25:56 PM
	As due to wrong Ace connect configuration you were unable to access server corrected that to resolve the issue.	9:26:37 PM
Mae	i thnk we are good to go? what should we do to address the consistent freezes that hhave been	9:26:43 PM

	happening?	
Manish Singh	Regarding the freezing I have restarted the services and checked the server performance seems to be working fine for now.	9:27:33 PM
	Kindly check if you are facing any freezing at your end.	9:27:47 PM
	Are we still connected here?	9:30:14 PM
Mae	we are still connected. i'm still having some issues with QB	9:30:42 PM
	waiting for it to see if it will load	9:30:51 PM
Manish Singh	Yes, please take your end.	9:31:30 PM
Mae	ok - please hold. thank you	9:32:08 PM
	It finally unfroze to tell me a critial update is happening and to log back in after 10 min. so i'm assuming it will all be good after that? this is also an issue we have been encountering lately. quickbooks will be working fine then we get booted out for a critical update. these use to only happen after midnight, but now seem to be happening around 10am mountain time.	9:34:16 PM
Manish Singh	We will reboot the server in 4 minutes as users are having issue while accessing QuickBooks, Mae	9:34:22 PM
	After the reboot, please let us know the QuickBooks performance.	9:34:49 PM
Mae	thank yo	9:35:44 PM
Manish Singh	Kindly try to access now.	9:39:34 PM
	Are we still connected here?	9:41:03 PM
	Are we still connected here?	9:42:22 PM
	Are we still connected here?	9:43:34 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.	9:43:39 PM
	<i>Manish Singh has ended this chat session</i>	9:43:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 10:16:25 PM

#82419 Erin Roy

Email: erin@preferredfg.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: INDIANAPOLIS

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Month 1 Week

Erin Roy	Hello, I am your Acebuddy	9 Oct, 10:16:25 PM
Acebuddy	Hello Erin Roy, I'm your Ace Buddy. I'll be happy to assist you!	10:16:26 PM
	Whom Would You Like to Connect With?	10:16:26 PM
Erin Roy	Technical Support (QB & App Hosting)	10:16:34 PM
Acebuddy	Welcome to Ace Support.	10:16:34 PM
	Please chose an option :	10:16:34 PM
Erin Roy	I'd like to report an Issue	10:16:41 PM
Acebuddy	Please select an option!	10:16:41 PM
Erin Roy	Other Issue	10:16:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:16:45 PM
Erin Roy	Need 2024 Intuit Software Updated	10:17:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:17:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:17:01 PM
Erin Roy	Lacerte	10:17:20 PM
	<i>Chat request was not picked up by the operators</i>	10:24:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#82485 Allen**

Email: allen@infiniteaccountants.com 2125440001

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: 38 Secs

City: DITA

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 29 Mins 42 Secs

Allen	Hello, I am your Acebuddy	11 Oct, 7:25:10 PM
Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you!	7:25:11 PM
	Whom Would You Like to Connect With?	7:25:11 PM
Allen	Technical Support (QB & App Hosting)	7:25:17 PM
Acebuddy	Welcome to Ace Support.	7:25:17 PM
	Please chose an option :	7:25:17 PM
Allen	I'd like to report an Issue	7:25:24 PM
Acebuddy	Please select an option!	7:25:24 PM
Allen	Other Issue	7:25:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:25:32 PM
Allen	can you help me how to fix and download run quickbooks file doctor in quickbooks desktop	7:26:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:26:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:26:50 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:27:21 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:27:27 PM
	May I know what issue you are facing?	7:27:42 PM
Allen	when i try to log in company file, "you need to download latest file doctor" it comes up every time and having a hardtime to open company file. can you help how to download and fix it?	7:29:37 PM
	<i>7:31:30 PMAllen is sharing a file with you image.png - (Size:14.19 KB)</i>	7:31:30 PM
Manish Singh	I have provided you with the access of QuickBooks file doctor on your desktop kindly check and let me	7:31:39 PM

	know if the issue is resolved.	
	Are we still connected here?	7:34:22 PM
	<i>7:34:28 PMAllen is sharing a file with you image.png - (Size:109.48 KB)</i>	7:34:28 PM
	May I take the remote access of your server?	7:35:54 PM
Allen	yes, go ahead	7:36:09 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	7:36:22 PM
Allen	you can access now	7:37:00 PM
Manish Singh	May I know your username is it AllenC? (Edited)	7:37:46 PM
Allen	myrealdatalIASAdmin.NPRE	7:38:01 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:38:23 PM
Allen	Give me some time to fix it myself	7:54:00 PM
Manish Singh	Sure, please check for the restoration and backup process.	7:54:06 PM
	If needed any help kindly let us know	7:54:15 PM
	Is there anything else I may help you with ?	7:54:17 PM
Allen	Got it . Thank You	7:54:36 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:54:41 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:54:48 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:54:51 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	7:54:53 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 4:41:47 PM

#82624 Angelo Bocacao

Email: info@clmqbp.com ☎ 639157602689

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 44 Secs

City: SAN MIGUEL

State: Rizal

Country: PHILIPPINES

Chat Transcript

Chat Duration : 16 Mins 31 Secs

Angelo Bocacao	Hello, I am your Acebuddy	15 Oct, 4:41:47 PM
Acebuddy	Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happy to assist you!	4:41:49 PM
	Whom Would You Like to Connect With?	4:41:49 PM
Angelo Bocacao	Technical Support (QB & App Hosting)	4:41:52 PM
Acebuddy	Welcome to Ace Support.	4:41:52 PM
	Please chose an option :	4:41:52 PM
Angelo Bocacao	I'd like to report an Issue	4:41:57 PM
Acebuddy	Please select an option!	4:41:57 PM
Angelo Bocacao	Other Issue	4:42:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:42:01 PM
Angelo Bocacao	Delete and add users	4:42:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:42:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:42:11 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	4:42:18 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	4:42:24 PM

Angelo Bocacao	Hi	4:42:39 PM
	Hi	4:42:44 PM
	Re: [## 783295 ##] Makati Sky Plaza Inc: User Replace	4:42:54 PM
	Hi Support, As discussed, please see below details of the old and the new users: Old (for replacement, and DELETION): Marilou Durante - loudurante@maspi.com.ph New User: Bianca Arandia - biancaarandia@maspi.com.ph Please have all the profile and data files migrated from Marilou to Bianca We can make the account creation later today around 5:30pm (MANILA TIME). Thank you, Angelo Bocacao	4:43:16 PM
Vikas Singh Chauhan	Thank you for providing the details. Let me check that for you.	4:43:19 PM
Angelo Bocacao	No one is replying on the email	4:43:36 PM
Vikas Singh Chauhan	Let me check the email. Please allow me 2-3 minutes.	4:43:57 PM
Angelo Bocacao	Okay	4:44:06 PM
	Ticket ID: 783295	4:44:27 PM
Vikas Singh Chauhan	Yes, I have checked the ticket ID and it is assigned to one of the support team member and he is working on it.	4:45:51 PM
Angelo Bocacao	when can I get the credentials?	4:46:03 PM
	Why there isn't any acknowledgment email?	4:46:12 PM
Vikas Singh Chauhan	I have informed him and he will complete the process in next 1-2 hours and he will update you via email on the same ticket number.	4:46:37 PM
Angelo Bocacao	Old user to be deleted: Marilou Durante	4:46:54 PM
	new user: Bianca Arandia	4:47:10 PM
Vikas Singh Chauhan	I apologize for the delay.	4:47:18 PM
Angelo Bocacao	All data and profile under Marilou should be transferred to Bianca	4:47:30 PM
	Please advise	4:47:35 PM
Vikas Singh Chauhan	Yes, I see the same details on the ticket. please allow 1-2 hours and your work will be completed for sure.	4:48:34 PM
Angelo Bocacao	Okay thanks. Please send credentials to info@clmqbp.com	4:48:52 PM
	Also there is MFA in the account, activate as well	4:49:08 PM
	And make sure there is excel on the acct	4:49:23 PM
Vikas Singh Chauhan	Okay, we will send the credentials to this email, once task is completed and will activate the MFA for this new user also.	4:49:50 PM
	Sure, we will add the Excel as well to new user account.	4:50:19 PM
	I will update all the details to existing ticket to make sure all task are done in next 1-2 hours.	4:51:00 PM
	Angelo, Is there anything else I may help you with?	4:51:37 PM
	Are we still connected here?	4:53:04 PM

Are we still connected here? 4:56:23 PM

Are we still connected here? 4:57:04 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 4:58:12 PM

Vikas Singh Chauhan has ended this chat session 4:58:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 9:18:47 PM

#82463 info

Email: info@brkimcpa.com ☎ 9729724930

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: 36 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 52 Mins 28 Secs

info	Hello, I am your Acebuddy	10 Oct, 9:18:48 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	9:18:49 PM
	Whom Would You Like to Connect With?	9:18:49 PM
info	Technical Support (QB & App Hosting)	9:18:52 PM
Acebuddy	Welcome to Ace Support.	9:18:52 PM
	Please chose an option :	9:18:52 PM
info	I'd like to report an Issue	9:18:59 PM

Acebuddy	Please select an option!	9:18:59 PM
info	QuickBooks Issue	9:19:03 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:19:04 PM
info	Other QB related issue	9:19:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:19:15 PM
info	QB says "you need to download the latest file doctor	9:19:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:19:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:19:49 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	9:20:05 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	9:20:11 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:20:20 PM
info	Hello	9:20:23 PM
	<i>9:20:27 PM info is sharing a file with you image.png - (Size:32.82 KB)</i>	9:20:27 PM
Shubham Maurya	Let me transfer you to a specialist who can better address your concern.	9:20:53 PM
info	Thanjs	9:21:00 PM
	<i>Shubham Maurya is transferring the chat to Sujeet Kumar Suman.</i>	9:21:03 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:21:05 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	9:21:15 PM
	Hello Grace.	9:21:30 PM
info	Hello, my quickbook is not working	9:21:37 PM
	<i>9:21:40 PM info is sharing a file with you image.png - (Size:23.21 KB)</i>	9:21:40 PM
Sujeet Kumar Suman	Thank you for the screenshot.	9:22:51 PM
	I remember your query. I was troubleshooting regarding the same company file issue with Jung Mi Lee. (Edited)	9:22:56 PM
info	Actually, I'm Jung mi Lee's coworker, so I'm not fully aware of the issue she experienced. So what should I do?	9:24:32 PM
Sujeet Kumar Suman	No worries, I will help Jung Mi Lee.	9:24:54 PM
	May I connect to Jung Mi Lee's local machine to troubleshoot the issue?	9:24:59 PM
info	Jung Mi Lee has left, so I'm not sure if the server is still available. Would you be able to access my server?	9:25:52 PM
Sujeet Kumar Suman	Yes, I am.	9:26:28 PM

	May I take the remote access of your server?	9:27:13 PM
info	Sure thing	9:27:21 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:27:43 PM
info	Got it	9:28:02 PM
Sujeet Kumar Suman	Please confirm which user I should send the remote access to.	9:30:07 PM
info	YuvinJ	9:30:46 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:30:52 PM
	<i>9:30:57 PM info is sharing a file with you image.png - (Size:21.72 KB)</i>	9:30:57 PM
	Thank you for the screenshot.	9:31:22 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.	9:35:43 PM
info	Got it!	9:36:00 PM
	Also the company file was SBROTHERS	9:36:16 PM
Sujeet Kumar Suman	Okay, Let me check.	9:37:01 PM
	May I take the remote access of your local computer?	9:39:16 PM
info	sure	9:39:26 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:39:39 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/4642052396	9:39:48 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:41:18 PM
	Please stay connected; we are working on this from the backend.	9:55:14 PM
	Thank you in advance for your patience.	
	Thank you for your patience. As confirmed during the remote session, we will call you at 11:35 AM CST on your contact number 972-972-4930.	10:04:49 PM
	Is there anything else I may help you with ?	10:05:12 PM
	Are we still connected here?	10:06:53 PM
	Are we still connected here?	10:08:36 PM
	Are we still connected here?	10:11:09 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.	10:11:12 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	10:11:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Oct, 5:55:58 PM

#82482 Sylwia Wilkinson

Email: swilkinson@wilkinsonwolfecpa.com ☎ 18606082028

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: 10 Secs

City: GROTON

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 56 Secs

Sylwia Wilkinson	Hello, I am your Acebuddy	11 Oct, 5:55:59 PM
Acebuddy	Hello Sylwia Wilkinson, I'm your Ace Buddy. I'll be happy to assist you!	5:56:00 PM
	Whom Would You Like to Connect With?	5:56:00 PM
Sylwia Wilkinson	Technical Support (QB & App Hosting)	5:56:08 PM
Acebuddy	Welcome to Ace Support.	5:56:08 PM
	Please chose an option :	5:56:08 PM
Sylwia Wilkinson	I'd like to report an Issue	5:56:40 PM
Acebuddy	Please select an option!	5:56:40 PM
Sylwia Wilkinson	Other Issue	5:56:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:56:56 PM
Sylwia Wilkinson	cannot access server	5:57:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:57:16 PM

Acebuddy (bot) forwarded the chat request

5:57:16 PM

Manish Singh accepted the chat transfer request.

5:59:13 PM

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

5:59:19 PM

Sylvia Wilkinson good morning Manish, looks like the issue is resolved in the last 30 seconds

5:59:35 PM

Manish Singh Hello Sylvia, Hope you are doing good today

5:59:38 PM

I am glad the issue is resolved

5:59:53 PM

Sylvia Wilkinson yes, thank you

6:00:27 PM

Manish Singh Could you please help me with your business name so that i could create a ticket for you, if incase the issue pops up again kindly let us know so that we could assist you.

6:00:39 PM

Sylvia Wilkinson Wilkinson Wolfe & Associates

6:00:57 PM

Manish Singh Thank you.

6:01:19 PM

Is there anything else I may help you with ?

6:01:21 PM

Sylvia Wilkinson that was it, thank you

6:01:31 PM

Manish Singh You're welcome

6:01:41 PM

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

6:01:46 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!

6:01:53 PM

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

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

Manish Singh has ended this chat session

6:01:56 PM



Chat Transcript

Hello, I am your Acebuddy

#83039 Karen Kropp**Email:** karen.bythebooks@gmail.com ☎ 16074374988**Department:** Support(QB & App Hosting)**Operator:** Karan Bhattacharya**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 2 Mins 12 Secs**City:** CARBONDALE**State:** Colorado**Country:** UNITED STATES

Chat Duration : 42 Mins 30 Secs

Chat Transcript

Karen Kropp	Hello, I am your Acebuddy	29 Oct, 1:38:17 AM
Acebuddy	Hello Karen.bythebooks, I'm your Ace Buddy. I'll be happy to assist you!	1:38:18 AM
	Whom Would You Like to Connect With?	1:38:18 AM
Karen Kropp	Technical Support (QB & App Hosting)	1:38:21 AM
Acebuddy	Welcome to Ace Support.	1:38:21 AM
	Please chose an option :	1:38:21 AM
Karen Kropp	I'd like to report an Issue	1:38:29 AM
Acebuddy	Please select an option!	1:38:29 AM
Karen Kropp	Other Issue	1:38:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:38:42 AM
Karen Kropp	I cannot open my remote server	1:38:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:38:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:38:54 AM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	1:39:15 AM
Karen Kropp	I am receiving error code 0x808 and cannot open my remote server	1:39:19 AM
Karan Bhattacharya	Hi Karen,	1:39:45 AM
	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	1:39:51 AM
	is there any screenshot if you can share?	1:40:31 AM
	<i>1:41:10 AM Karen Kropp is sharing a file with you image.png - (Size:55.04 KB)</i>	1:41:10 AM
Karen Kropp	Sorry wrong screen	1:41:21 AM

[Window Title] Remote Desktop Connection [Content] The remote session was disconnected because there are no Remote Desktop License Servers available to provide a license. Please contact the server administrator. [^] Hide details [OK] [Expanded Information] Error code: 0x808 Extended error code: 0x101 Timestamp (UTC): 10/28/25 08:07:45 PM Press Ctrl+C to copy.

1:41:29 AM

Karan Bhattacharya

ok

1:41:58 AM

1:42:23 AM Karen Kropp is sharing a file with you
[Screenshot 2025-10-28 141148.png](#) - (Size:78.16 KB)

1:42:23 AM

allow me few minutes,I am checking some detail at backend

1:43:22 AM

Karen Kropp

ok

1:43:29 AM

Karan Bhattacharya

I am still checking on the same,please be on chat.

1:50:13 AM

Karen Kropp

ok

1:50:19 AM

Karan Bhattacharya

please try now

1:54:24 AM

Karen Kropp

Doesn't work - getting the same message

1:55:05 AM

Karan Bhattacharya

ok,let me check

1:55:13 AM

We are still working on it from backend

2:03:25 AM

Karen Kropp

ok

2:03:39 AM

Is there a problem with the server?

2:18:06 AM

Are you still there?

2:19:21 AM

karen.bythebooks has ended this chat session

2:20:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 1:49:24 AM

#82342 LESLIE STEPHENS

Email: stephenshardwood@highland.net 14236632564

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 9 Secs

City: PINE KNOT

State: Kentucky

Country: UNITED STATES

Chat Duration : 36 Mins 47 Secs

Chat Transcript

LESLIE STEPHENS	Hello, I am your Acebuddy	8 Oct, 1:49:24 AM
Acebuddy	Hello Les, I'm your Ace Buddy. I'll be happy to assist you!	1:49:25 AM
	Whom Would You Like to Connect With?	1:49:25 AM
LESLIE STEPHENS	Technical Support (QB & App Hosting)	1:49:27 AM
Acebuddy	Welcome to Ace Support.	1:49:27 AM
	Please chose an option :	1:49:27 AM
LESLIE STEPHENS	I'd like to report an Issue	1:49:32 AM
Acebuddy	Please select an option!	1:49:32 AM
LESLIE STEPHENS	Other Issue	1:49:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:49:36 AM
LESLIE STEPHENS	Connecting to old profile instead of now	1:49:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:49:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:49:49 AM
LESLIE STEPHENS	ew	1:49:50 AM
	instead of new	1:49:55 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	1:50:02 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	1:50:21 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:50:30 AM
LESLIE STEPHENS	SH_AdminNew	1:50:38 AM
	.NENT1	1:50:47 AM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	1:51:58 AM
LESLIE STEPHENS	Can I give you control of my main computer network?	1:52:10 AM
	I just had a new profile created because the old could not be repaired and it keeps opening up the old.	1:52:36 AM
Shubham Maurya	Sure, will help you to login new profile, let me check if it's updated under your account or not as I can see you do have an ongoing ticket for that new profile #780457	1:54:34 AM
LESLIE STEPHENS	Thank you I have been needing to complete payroll since yesterday morning and I cannot leave today	1:55:19 AM

	until it is finished.	
Shubham Maurya	I completely understand the urgency of this Leslie, let me check at your end.	1:57:40 AM
	May I take the remote access of your local computer?	1:57:42 AM
LESLIE STEPHENS	Yes	1:57:47 AM
Shubham Maurya	https://assist.acecloudhosting.com/join/3982096299	1:58:02 AM
	Kindly paste this link in the browser of local computer and join the session.	1:58:14 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:58:20 AM
	Please open new mail having RDP file attached in it.	2:00:03 AM
	Is there anything else I may help you with ?	2:25:32 AM
LESLIE STEPHENS	Thank you. That is all I needed today.	2:25:36 AM
Shubham Maurya	Thanks for your patience with us while working on this.	2:25:55 AM
	Have a good one !	2:26:00 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:26:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:26:08 AM
	<i>Shubham Maurya has ended this chat session</i>	2:26:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 10:23:20 AM

#82249 xianna zhong

Email: visionpointtax@gmail.com ☎ 19173029317

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 14 Secs

xianna zhong	Hello, I am your Acebuddy	6 Oct, 10:23:21 AM
Acebuddy	Hello Xianna Zhong, I'm your Ace Buddy. I'll be happy to assist you!	10:23:22 AM
	Whom Would You Like to Connect With?	10:23:22 AM
xianna zhong	Technical Support (QB & App Hosting)	10:23:27 AM
Acebuddy	Welcome to Ace Support.	10:23:27 AM
	Please chose an option :	10:23:27 AM
xianna zhong	I'd like to report an Issue	10:23:33 AM
Acebuddy	Please select an option!	10:23:33 AM
xianna zhong	Other Issue	10:23:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:23:38 AM
xianna zhong	cannot open lacerte	10:23:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:23:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:23:47 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:24:02 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:24:08 AM
xianna zhong	Hi Shubham	10:24:19 AM
Shubham Kataria	Hello Xianna	10:24:21 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:24:26 AM
xianna zhong	I requested to update lacerte and taxdome early today and now I cannot open lacerte	10:24:50 AM
xianna zhong		10:25:30 AM
Shubham Kataria	Alright, I will surely help you with this. Kindly confirm your business name	10:25:34 AM
xianna zhong	visionpoint Tax & consulting	10:25:40 AM
Shubham Kataria	And also please confirm if Lacerte is not opening due to pending updates	10:26:01 AM
xianna zhong	It says it has an update version and needs admin to grant	10:27:09 AM
Shubham Kataria	Alright let me check, please allow me a minute	10:27:22 AM
	Thank you for your patience.	10:28:15 AM
	I have initiated the updated for lacerte	10:28:31 AM
xianna zhong	a newer version of the lacerte ta xprogram is now available. The tax program will close and load the	

	updated version to your machine.	10:28:44 AM
Shubham Kataria	And it will be completed in next 10 minutes	10:28:53 AM
xianna zhong	thanks.	10:29:22 AM
	please also update taxdome	10:29:28 AM
Shubham Kataria	Sure	10:29:36 AM
	<i>10:29:47 AM Shubham Kataria is sharing a file with you image.png - (Size:68.47 KB)</i>	10:29:47 AM
	<i>Updates are running</i>	
xianna zhong	thx.	10:29:54 AM
	for taxdome it needs restart	10:30:05 AM
	i will log off	10:30:28 AM
	please update me through email. thanks..	10:30:36 AM
	I sent the request like more than 12 hours ago ..	10:30:50 AM
	<i>10:31:05 AM Shubham Kataria is sharing a file with you image.png - (Size:59.92 KB)</i>	10:31:05 AM
	<i>Yes, its asking for reboot. Once the lacerte update completed, I will install Taxdome update as well</i>	
	It's tax season..	10:31:07 AM
	Thanks..	10:31:13 AM
	I do need your team's full support.	10:31:33 AM
Shubham Kataria	We apologies for the delay but the updates will get completed in next 10 minutes.	10:31:50 AM
	This is noted. We will take care of it.	10:32:08 AM
	Kindly confirm if we may end the chat session. We will notify you via email once the update is complete.	10:33:27 AM
xianna zhong	Thanks.	10:33:41 AM
Shubham Kataria	You're welcome	10:33:58 AM
	Is there anything else I may help you with ?	10:34:08 AM
	Are we still connected here?	10:35:21 AM
	Are we still connected here?	10:36:34 AM
	Are we still connected here?	10:37:06 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.	10:37:33 AM
	<i>Shubham Kataria has ended this chat session</i>	10:37:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 3:12:30 AM

#82816 davis

Email: davis@straighttalkcpas.com ☎ 637325663660

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: GUADALUPE

State: Alajuela

Country: COSTA RICA

Chat Transcript

Chat Duration : 41 Mins 16 Secs

davis	Hello, I am your Acebuddy	22 Oct, 3:12:31 AM
Acebuddy	Hello Davis Duncan, I'm your Ace Buddy. I'll be happy to assist you!	3:12:32 AM
	Whom Would You Like to Connect With?	3:12:32 AM
davis	Technical Support (QB & App Hosting)	3:12:42 AM
Acebuddy	Welcome to Ace Support.	3:12:42 AM
	Please chose an option :	3:12:42 AM
davis	I'd like to raise a Request	3:12:48 AM
Acebuddy	Please select your request type.	3:12:48 AM
davis	Other Request	3:12:59 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.	3:12:59 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:12:59 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:53:47 AM
	<i>Ended due to chat idle timeout</i>	3:53:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 11:34:00 PM

#83080 David Fletcher

Email: davidf@surfaceenergysolutions.com 19053306341

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: 33 Secs

City: TORONTO

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 20 Mins 23 Secs

David Fletcher	Hello, I am your Acebuddy	29 Oct, 11:34:00 PM
Acebuddy	Hello David Fletcher, I'm your Ace Buddy. I'll be happy to assist you!	11:34:01 PM
	Whom Would You Like to Connect With?	11:34:01 PM
David Fletcher	Technical Support (QB & App Hosting)	11:34:09 PM
Acebuddy	Welcome to Ace Support.	11:34:09 PM
	Please chose an option :	11:34:09 PM
David Fletcher	I'd like to report an Issue	11:34:16 PM
Acebuddy	Please select an option!	11:34:16 PM
David Fletcher	Other Issue	11:34:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:34:21 PM
David Fletcher	I am having problems trying to log into transaction pro. Its stuck on the license activation screen	11:37:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:37:19 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:37:19 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:37:46 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:37:50 PM
	Hello David	11:37:55 PM
David Fletcher	my transaction pro is not working	11:38:49 PM
Shashwat Verma	I will surely help you with this issue.	11:39:01 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	11:39:06 PM
David Fletcher	yes this is the first time. We only use it once a week. One of the users Mahalia was trying to use it this morning it is stuck on the activation screen. I am trying it with my login and its doing the same thing	11:41:04 PM
Shashwat Verma	Thanks for the confirmation ! Kindly try now to re-launch the application again, we have made some changes from backend	11:41:12 PM
David Fletcher	I have trying and the window has come up and took a couple minutes to allow me to enter my credentials. I just entered the credentials and it seems to be stuck still	11:44:45 PM
Shashwat Verma	Okay	11:45:10 PM
	David, I have also tried to launch the application at my end too, and it seems like it also get stuck on the my end too, only this particular application.	11:46:42 PM
	Let me repair the app for you	11:46:50 PM
David Fletcher	ok thanks	11:47:28 PM
Shashwat Verma	David to repair the app we need to logoff other users on the server	11:50:19 PM
	<i>11:50:21 PM David Fletcher is sharing a file with you Capture.PNG - (Size:334.22 KB)</i>	11:50:21 PM
David Fletcher	ok thats fine	11:50:33 PM
Shashwat Verma	Okay thanks for the credentails	11:50:40 PM
	We'll try the same from our end, it might take 40mins to do the same	11:51:17 PM
	Is that work for you?	11:51:22 PM
David Fletcher	I will get everyone to log out now	11:52:01 PM
Shashwat Verma	Sure, will let you know on email, once done	11:52:17 PM
	Is there anything else I may help you with ?	11:52:21 PM
David Fletcher	should everyone stay logged out until I get the email?	11:52:50 PM
	Everyone is logged out now	11:53:04 PM
Shashwat Verma	Yes, that will be fine, if possible	11:53:18 PM
	Okay	11:53:25 PM
David Fletcher	ok.	11:53:39 PM

Shashwat Verma	I have started the process , once done, will let you know	11:53:53 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:54:09 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!	11:54:21 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Shashwat Verma has ended this chat session

11:54:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 6 Oct, 11:15:26 PM

#82278 Bebe Bertolet HILLEGASS

Email: bebe@bearinc.com ☎ 15105493300 x 105

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SANTA ROSA

State: California

Country: UNITED STATES

Chat Transcript Chat Duration : 40 Mins 59 Secs

Bebe Bertolet HILLEGASS	Hello, I am your Acebuddy	6 Oct, 11:15:27 PM
Acebuddy	Hello Bebe Bertolet Hillegass, I'm your Ace Buddy. I'll be happy to assist you!	11:15:27 PM

	Whom Would You Like to Connect With?	11:15:27 PM
Bebe Bertolet HILLEGASS	Technical Support (QB & App Hosting)	11:15:33 PM
Acebuddy	Welcome to Ace Support.	11:15:33 PM
	Please chose an option :	11:15:33 PM
Bebe Bertolet HILLEGASS	I'd like to raise a Request	11:15:41 PM
Acebuddy	Please select your request type.	11:15:41 PM
Bebe Bertolet HILLEGASS	Other Request	11:15:51 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.	11:15:51 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:15:51 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:56:26 PM
	<i>Ended due to chat idle timeout</i>	11:56:26 PM



Chat Transcript

keep getting msg "un support windows 10" detected after last update

Visitor Details

22 Oct, 7:22:22 PM

#82831 nguyen

Email: chinh_cn@yahoo.com ☎ 4082096515

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 12 Secs

nguyen	keep getting msg "un support windows 10" detected after last update	22 Oct, 7:22:23 PM
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	7:22:27 PM
nguyen	all my pc are windows 11	7:22:31 PM
	thx	7:22:36 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>	7:22:38 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:23:22 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:23:25 PM
	I will surely help you with this issue.	7:24:56 PM
nguyen	thx	7:25:05 PM
Manish Singh	We would like to inform you that this appears to be a reminder from Intuit related to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system. We assure you that: The version of the operating system installed on our servers is fully compatible with your QuickBooks application and runs without any issues. We regularly apply all the latest security patches and updates released by Microsoft without delay. There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks. Your hosted environment remains fully secure, compliant, and optimized for performance.	7:25:26 PM
	For your reference, below are the Microsoft operating systems officially compatible with QuickBooks Desktop: Windows Server 2022 Windows Server 2019 Windows Server 2016	
	As ACH is running your QuickBooks on these supported versions, no action is required from your end you may type Yes in confirmation.	
nguyen	just curious, this never happen before	7:26:03 PM
Manish Singh	Actually Windows 10 support just had ended and QuickBooks want its all users to move to Windows 11 that is the reason you are getting this message	7:26:54 PM
	You can ignore this	7:26:58 PM
nguyen	ok, thx	7:27:06 PM
	thank you	7:27:12 PM
	that's make more sense	7:27:19 PM
	thank you kindly	7:27:36 PM
	<i>nguyen has ended this chat session</i>	7:27:39 PM



Chat Transcript

Why are my clients getting a message on their server about support for windows 10 ending in their quickbooks environment? Can you confirm whether or not they are on a Windows 11 server?

Visitor Details

15 Oct, 7:51:33 PM

#82633 Shane Touhey

Email: shane@shanelouhey.com ☎ 407-221-2465

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 27 Secs

Shane Touhey	Why are my clients getting a message on their server about support for windows 10 ending in their quickbooks environment? Can you confirm whether or not they are on a Windows 11 server?	15 Oct, 7:51:34 PM
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.	7:51:36 PM
Shane Touhey	Good day	7:51:46 PM
Amit	Hello Shane.	7:52:16 PM
	How may I assist you today.	7:52:32 PM
Shane Touhey	My clients are getting a message on their QuickBooks screen about support for windows 10 ending .	7:53:24 PM
	They are all on Windows 11 machines	7:53:44 PM
	Is the server a Windows 11 server?	7:53:56 PM
Amit	Shane on the hosted platform you are already on the updated one which is 11.	7:54:21 PM
	I will still transfer you to our technical team to give you some more information on this.	7:54:49 PM

Shane Touhey	perfect	7:54:56 PM
	<i>Amit is transferring the chat to Support(QB & App Hosting).</i>	7:55:37 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:56:25 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:56:33 PM
	I will surely help you with this issue.	7:56:42 PM
Shane Touhey	good day	7:56:44 PM
	thank you	7:56:58 PM
Manish Singh	<p>We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system.</p> <p>We assure you that:</p> <p>The version of the operating system installed on our servers is fully compatible with your QuickBooks application.</p> <p>We regularly apply all latest security patches and updates released by Microsoft without any delay.</p> <p>There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.</p> <p>Your hosted environment remains fully secure, compliant, and optimized for performance.</p>	7:58:01 PM
Shane Touhey	I guess since this message is controlled by QB there is no way to not show the message?	7:59:00 PM
Manish Singh	Yes, you can just ignore that	7:59:38 PM
Shane Touhey	hard to ignore if it is on the screen	8:00:01 PM
Manish Singh	<p>When the pop-up appears, click "Close" or "Dismiss".</p> <p>This is temporary; the message may reappear until QuickBooks setting is changed.</p>	8:01:54 PM
Shane Touhey	ok	8:02:13 PM
	thank you for your help	8:02:19 PM
	maybe they will turn it off when Windows 10 support fully ends. Do you know when that is?	8:02:44 PM
Manish Singh	October 14th was the Date, Shane	8:03:21 PM
Shane Touhey	ok I am a bit surprised that it is still showing then	8:03:55 PM
	so like yesterday was the last day for Windows 10 support	8:04:18 PM
Manish Singh	<p>Yes, you do not have to worry regarding that as you accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system.</p>	8:04:33 PM
Shane Touhey	ok great thank you	8:05:03 PM
	have a great day	8:05:14 PM
Manish Singh	When you will get this prompt again kindly click on do not show me again	8:05:38 PM
	That way prompt will not reappear.	8:06:00 PM
Shane Touhey	There is no where to click to close it and select do not show me again	8:06:28 PM
Manish Singh		

	Are you still having that prompt on your screen?	8:07:15 PM
	Or you have closed that	8:07:25 PM
Shane Touhey	it is in the bottom left corner of the quickbooks screen	8:07:42 PM
Manish Singh	May I take the remote access of your server?	8:08:36 PM
Shane Touhey	standby I am currently not logged in	8:09:02 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	8:10:47 PM
	Kindly accept the server remote session.	8:11:34 PM
Shane Touhey	I am doing this chat from off the server	8:12:10 PM
Manish Singh	This message has been deleted	8:12:17 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:12:44 PM
Shane Touhey	ok	8:13:25 PM
Manish Singh	Are we still connected here?	8:16:12 PM
Shane Touhey	YES	8:16:37 PM
	standby	8:16:42 PM
	instead of keeping you I will have to do this later	8:20:14 PM
Manish Singh	Sure, please let us know if having any issue, we would be happy to assist you.	8:20:45 PM
Shane Touhey	thank you	8:20:54 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:20:55 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:21:01 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	8:21:03 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Oct, 12:34:37 AM

#82283 Linnea Bonacci

Email: lbonacci@cfo-rg.com  15026122025

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: CINCINNATI

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 40 Secs

Linnea Bonacci	Hello, I am your Acebuddy	7 Oct, 12:34:37 AM
Acebuddy	Hello Linnea Bonacci, I'm your Ace Buddy. I'll be happy to assist you!	12:34:38 AM
	Whom Would You Like to Connect With?	12:34:38 AM
Linnea Bonacci	Technical Support (QB & App Hosting)	12:34:42 AM
Acebuddy	Welcome to Ace Support.	12:34:42 AM
	Please chose an option :	12:34:42 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.	1:13:17 AM
	<i>Ended due to chat idle timeout</i>	1:13:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#82712 shari****Email:** shari@jksservicesinc.com 18054079440**Department:** Support(QB & App Hosting)**Operator:** Ankit Kumar**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Mozilla Firefox**Device:** Desktop**Average Response Time:** 24 Secs**City:** CABO SAN LUCAS**State:** Baja California Sur**Country:** MEXICO**Chat Transcript**

Chat Duration : 32 Mins 59 Secs

shari	Hello, I am your Acebuddy	17 Oct, 1:26:04 PM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	1:26:05 PM
	Whom Would You Like to Connect With?	1:26:05 PM
shari	Technical Support (QB & App Hosting)	1:26:07 PM
Acebuddy	Welcome to Ace Support.	1:26:07 PM
	Please chose an option :	1:26:07 PM
shari	I'd like to report an Issue	1:26:12 PM
Acebuddy	Please select an option!	1:26:12 PM
shari	QuickBooks Issue	1:26:15 PM
Acebuddy	What type of QuickBooks Issue are you facing?	1:26:15 PM
shari	Other QB related issue	1:26:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:26:20 PM
shari	QB time web connect is no longer working and is frozen on my screen	1:26:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:26:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:26:51 PM
	<i>Ankit Kumar accepted the chat transfer request.</i>	1:27:01 PM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	1:27:09 PM
shari	thanks	1:27:17 PM
Ankit Kumar	Hello Shari, How are you doing today?	1:27:31 PM

	shari	I'm ok - the web app broke and is frozen	1:27:56 PM
		can you access my remote please	1:28:05 PM
	Ankit Kumar	I deeply apologize for the inconvenience caused to you.	1:28:14 PM
		I will be surely assisting you with this. Kindly help me with your server name and user name?	1:28:20 PM
	shari	jks enterprise sbray	1:29:21 PM
	Ankit Kumar	Thank you for the details.	1:29:37 PM
		Kindly allow me 1-2 min so that I can check the details.	1:30:07 PM
		Thank you for waiting. As requested for the remote session, would it be okay if we send the request over the server screen?	1:31:14 PM
	shari	yes	1:31:39 PM
	Ankit Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	1:31:45 PM
	shari	ok	1:31:57 PM
	Ankit Kumar	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.	1:32:10 PM
		As per discussion over the remote session, The issue is resolved now by ending the application using task manager.	1:44:03 PM
		Is there anything else I may help you with ?	1:44:06 PM
	shari	let me check the time app	1:44:20 PM
	Ankit Kumar	Sure, please take your time.	1:44:40 PM
	shari	its still not lagging	1:45:26 PM
		sorry still not finishing	1:46:37 PM
	Ankit Kumar	Shari, Is it okay if I send another request for remote?	1:47:00 PM
	shari	yes	1:47:21 PM
	Ankit Kumar	Thanks for the confirmation !	1:47:28 PM
		We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:48:11 PM
		Shari, I have rebooted the server as requested.	1:55:13 PM
		It might take another 2-3 min for the server to be up and running again; I will let you know once the server is up.	1:56:05 PM
	shari	I am online	1:56:21 PM
		logging in now	1:56:26 PM
	Ankit Kumar	Yes, the server is up and running now. Please check and let me know if it is working as expected.	1:57:36 PM
	shari	yes thank you	1:58:23 PM

Ankit Kumar	Awesome	1:58:39 PM
	Is there anything else I may help you with ?	1:58:43 PM
shari	no thanks	1:58:51 PM
Ankit Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:58:58 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:59:00 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Ankit Kumar has ended this chat session

1:59:03 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 2:41:02 AM

#82897 pstapleton

Email: pstapleton@tippfloor.com ☎ 12019838438

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: RIDGEFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 55 Secs

pstapleton	Hello, I am your Acebuddy	24 Oct, 2:41:03 AM
Acebuddy	Hello Pstapleton, I'm your Ace Buddy. I'll be happy to assist you!	2:41:04 AM
	Whom Would You Like to Connect With?	2:41:04 AM
pstapleton	Technical Support (QB & App Hosting)	2:41:11 AM
Acebuddy	Welcome to Ace Support.	2:41:11 AM
	Please chose an option :	2:41:11 AM
pstapleton	I'd like to report an Issue	2:41:22 AM
Acebuddy	Please select an option!	2:41:22 AM
pstapleton	QuickBooks Issue	2:41:26 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:41:26 AM
pstapleton	QuickBooks is Frozen	2:41:58 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	2:41:58 AM
	Was that helpful?	2:41:58 AM
pstapleton	No	2:42:11 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:42:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:42:11 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:42:58 AM
	<i>Yash Kalra is transferring the chat to Karan Bhattacharya.</i>	2:43:07 AM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	2:43:34 AM
pstapleton	Hi Karen	2:44:04 AM
	Hi Katan	2:44:19 AM
	Karan	2:44:27 AM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	2:45:22 AM
pstapleton	Thanks, I just raised Ticket ID: 790813	2:45:46 AM
Karan Bhattacharya	ok,what's the issue are you facing?	2:46:12 AM
pstapleton	It appears users can't login or are frozen on one of our company files	2:46:41 AM
	so one is working ok and the other is frozed I am told	2:46:58 AM
Karan Bhattacharya	Is it happening with multiple users?	2:47:22 AM
pstapleton	I am being told we can't get into either now	2:47:44 AM
	For multiple users in multiple locations	2:48:05 AM
Karan Bhattacharya	ok,let me check the details at the backened,allow me 6-7 minutes.	2:48:30 AM

pstapleton	ok, I have asked any users who are logged in to save work and logout not sure if there are but just in case, so you have the option to reboot the server if necessary	2:50:36 AM 2:51:12 AM
Karan Bhattacharya	Thank you for your patience.	2:53:41 AM
	I have made some changes	2:53:51 AM
	Please try now	2:53:54 AM
pstapleton	ok, moment Did you find an issue?	2:55:13 AM 2:55:26 AM
Karan Bhattacharya	it seems that due to multiple instances of qb for users it was hampering the access.	2:56:55 AM
	Is it working now?	2:57:10 AM
pstapleton	I am able to login. I am just having another user confirm, one more minute please	2:59:03 AM
Karan Bhattacharya	sure,please take your time.	2:59:17 AM
pstapleton	ok, I am being told it looks good. Thanks for your quick support	3:00:45 AM
Karan Bhattacharya	Glad to hear that issue is not appearing anymore,Is there anything else with which I can assist you?	3:02:06 AM
pstapleton	That's it. You can close the ticket...	3:02:57 AM
Karan Bhattacharya	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:03:41 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Karan Bhattacharya has ended this chat session</i>	3:03:58 AM



Chat Transcript

Hello, I am your Acebuddy

#82272 Moeller**Email:** kelly@farmfinancialsolutions.com  6122908679**Department:** Support(QB & App Hosting)**Operator:** Sanyam Madan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 1 Min 27 Secs**City:** MINNEAPOLIS**State:** Minnesota**Country:** UNITED STATES

Chat Duration : 21 Mins 1 Sec

Chat Transcript

Moeller	Hello, I am your Acebuddy	6 Oct, 10:41:05 PM
Acebuddy	Hello Kelly, I'm your Ace Buddy. I'll be happy to assist you!	10:41:06 PM
	Whom Would You Like to Connect With?	10:41:06 PM
Moeller	Technical Support (QB & App Hosting)	10:41:16 PM
Acebuddy	Welcome to Ace Support.	10:41:16 PM
	Please chose an option :	10:41:16 PM
Moeller	I'd like to report an Issue	10:41:24 PM
Acebuddy	Please select an option!	10:41:24 PM
Moeller	Other Issue	10:41:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:41:27 PM
Moeller	Cannot connect to server	10:41:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:41:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:41:41 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	10:42:00 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	10:42:05 PM
	Hello kelly , how are you doing	10:42:18 PM
Moeller	My dad is having trouble with his server AGAIN!	10:42:21 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:42:38 PM
Moeller	RobertA	10:42:53 PM
Sanyam Madan	Thank you for the information and allow 2 minutes to check the same.	10:43:06 PM
Moeller	I am not on the computer that is not working. This issue has been ongoing for far too long! We need	10:43:54 PM

	this to stop happening.	
Sanyam Madan	I apologize for the trouble you've experienced. I want to assure you that we will be taking the necessary steps to resolve this issue.	10:44:21 PM
	May I take the remote access of his local computer?	10:44:32 PM
Moeller	He has it in willmar	10:44:47 PM
	I am not with him	10:44:54 PM
Sanyam Madan	Can you transfer him the remote session link ?	10:45:27 PM
Moeller	yes	10:45:44 PM
Sanyam Madan	https://assist.acecloudhosting.com/join/7522037216	10:46:02 PM
	Please ask him to paste this link in the browser of local computer and join the session.	10:46:17 PM
	Are we still connected here?	10:48:17 PM
Moeller	Yep, just emailing him the link	10:48:28 PM
	He is really frustrated that we have to ask you to fix it all the time	10:48:52 PM
	I don't ever have an issue, just him.	10:49:04 PM
Sanyam Madan	I deeply apologize for the inconvenience caused.	10:50:50 PM
	We will make sure his issue does not repeat again	10:51:07 PM
Moeller	He says you should have control	10:51:12 PM
Sanyam Madan	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.	10:51:19 PM
Moeller	okay	10:51:33 PM
Sanyam Madan	Hi kelly , issue has been resolved and we will make sure this never happen again😊	11:01:37 PM
	Is there anything else I may help you with ?	11:01:43 PM
Moeller	Nope, that is it! Thanks!	11:01:57 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	11:02:02 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:02:05 PM
	<i>Sanyam Madan has ended this chat session</i>	11:02:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 9:45:11 PM

#82268 marisol

Email: marisol@craftemergency.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 25 Secs

marisol	Hello, I am your Acebuddy	6 Oct, 9:45:11 PM
Acebuddy	Hello Marisol Gomez, I'm your Ace Buddy. I'll be happy to assist you!	9:45:13 PM
	Whom Would You Like to Connect With?	9:45:13 PM
marisol	Technical Support (QB & App Hosting)	9:45:26 PM
Acebuddy	Welcome to Ace Support.	9:45:26 PM
	Please chose an option :	9:45:26 PM
marisol	I'd like to raise a Request	9:45:36 PM
Acebuddy	Please select your request type.	9:45:36 PM
marisol	Other Request	9:45:48 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:45:48 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:45:48 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.	10:23:37 PM
	<i>Ended due to chat idle timeout</i>	10:23:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 4:59:16 PM

#82914 Manny Naya

Email: manny.naya@mncpfarm.com ☎ 4074341320

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: 32 Secs

City: MAITLAND

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 2 Secs

Manny Naya	Hello, I am your Acebuddy	24 Oct, 4:59:17 PM
Acebuddy	Hello Manny Naya, I'm your Ace Buddy. I'll be happy to assist you!	4:59:18 PM
	Whom Would You Like to Connect With?	4:59:18 PM
Manny Naya	Technical Support (QB & App Hosting)	4:59:25 PM
Acebuddy	Welcome to Ace Support.	4:59:25 PM
	Please chose an option :	4:59:25 PM
Manny Naya	I'd like to report an Issue	4:59:35 PM
Acebuddy	Please select an option!	4:59:36 PM
Manny Naya	QuickBooks Issue	4:59:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:59:40 PM
Manny Naya	Other QB related issue	4:59:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:59:46 PM
	<i>5:00:16 PMManny Naya is sharing a file with you image.png - (Size:27.2 KB)</i>	5:00:16 PM
	Please wait while we connect you to a Support Representative	5:00:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:00:17 PM

Manish Singh accepted the chat transfer request.

5:00:22 PM

Manish Singh

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

5:00:27 PM

I will surely help you with this issue.

5:00:40 PM

We would like to inform you that this appears to be a reminder from Intuit related to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system.

We assure you that:

The version of the operating system installed on our servers is fully compatible with your QuickBooks application and runs without any issues.

We regularly apply all the latest security patches and updates released by Microsoft without delay.

There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.

Your hosted environment remains fully secure, compliant, and optimized for performance.

5:01:06 PM

For your reference, below are the Microsoft operating systems officially compatible with QuickBooks Desktop:

Windows Server 2022

Windows Server 2019

Windows Server 2016

As ACH is running your QuickBooks on these supported versions, no action is required from your end you may type Yes in confirmation.

Kindly type 'yes' and continue to QuickBooks

5:01:38 PM

Manny Naya

is it not saying that Windows OS is detected?

5:01:56 PM

detected unsupported windows OS

5:02:16 PM

Manish Singh

Yes, we understand that it's the general warning from QuickBooks to all QuickBooks users as support for Windows 10 has ended. (Edited)

5:02:57 PM

Are we still connected here?

5:05:58 PM

Are we still connected here?

5:08:11 PM

Are we still connected here?

5:10:09 PM

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

5:10:18 PM

Manish Singh has ended this chat session

5:10:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 8:41:12 PM

#82130 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net 15185870100

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: 20 Secs

City: BALLSTON LAKE

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 20 Secs

Jennifer Snyder	Hello, I am your Acebuddy	1 Oct, 8:41:12 PM
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!	8:41:13 PM
	Whom Would You Like to Connect With?	8:41:13 PM
Jennifer Snyder	Technical Support (QB & App Hosting)	8:41:15 PM
Acebuddy	Welcome to Ace Support.	8:41:15 PM
	Please chose an option :	8:41:15 PM
Jennifer Snyder	I'd like to report an Issue	8:41:21 PM
Acebuddy	Please select an option!	8:41:21 PM
Jennifer Snyder	Other Issue	8:41:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:41:26 PM
Jennifer Snyder	Display Issue	8:41:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:41:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:41:35 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:41:44 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:41:49 PM

	Hello Jennifer	8:41:57 PM
Jennifer Snyder	hello	8:42:47 PM
Sujeet Kumar Suman	How are you doing?	8:42:58 PM
Jennifer Snyder	I had the server installed on new computer today and I was wondering how to have it displayed on only one monitor?	8:43:23 PM
Sujeet Kumar Suman	I understand your point. You can adjust these settings within your RDP file by following the steps below: Right-click the RDP file and select Show more options (on Windows 11), then choose Edit . Go to the Display tab (here, you can modify the display settings). Uncheck the box " Use all my monitors for the remote session. " Click the General tab, then click Save .	8:43:50 PM 8:44:36 PM
Jennifer Snyder	can you assist with this?	8:44:37 PM
	where is the RDP file?	8:45:22 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	8:45:41 PM
	This is to assist you with logging into the server on your new laptop, as well as resolving the monitor issue.	8:46:55 PM
Jennifer Snyder	actually, I found it and fixed it	8:47:17 PM
	thank you	8:47:18 PM
Sujeet Kumar Suman	Most welcome.	8:47:26 PM
	Is there anything else I may help you with ?	8:47:31 PM
Jennifer Snyder	no, thank you	8:48:13 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:48:19 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:48:23 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:48:27 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!	8:48:31 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:48:33 PM



Chat Transcript

Hello, I am your Acebuddy

2 Oct, 7:48:33 PM

Visitor Details

#82172 Waynette Baker

Email: wbaker@bcblrs.com 7137831192

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Microsoft Edge

Device: Mobile

City: PASADENA

State: Texas

Country: UNITED STATES

Chat Duration : 34 Mins 18 Secs

Chat Transcript

Waynette Baker	Hello, I am your Acebuddy	2 Oct, 7:48:34 PM
Acebuddy	Hello Waynette Baker, I'm your Ace Buddy. I'll be happy to assist you!	7:48:34 PM
	Whom Would You Like to Connect With?	7:48:34 PM
Waynette Baker	Technical Support (QB & App Hosting)	7:48:42 PM
Acebuddy	Welcome to Ace Support.	7:48:42 PM
	Please chose an option :	7:48:42 PM
Waynette Baker	I'd like to report an Issue	7:48:48 PM
Acebuddy	Please select an option!	7:48:48 PM
Waynette Baker	QuickBooks Issue	7:48:54 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:48:54 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.	8:22:52 PM
	<i>Ended due to chat idle timeout</i>	8:22:52 PM



Chat Transcript

Hello, I am your Acebuddy

30 Oct, 6:55:37 PM

Visitor Details

#83118 Niven Nutt

Email: niven@acitbahamas.com ☎ 2424241193

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: 47 Secs

City: NASSAU

State: New Providence

Country: BAHAMAS

Chat Transcript

Chat Duration : 35 Mins 41 Secs

Niven Nutt	Hello, I am your Acebuddy	30 Oct, 6:55:37 PM
Acebuddy	Hello Niven Nutt, I'm your Ace Buddy. I'll be happy to assist you!	6:55:38 PM
	Whom Would You Like to Connect With?	6:55:38 PM
Niven Nutt	Managed Security	6:55:49 PM
Acebuddy	Please wait while we connect you to an available Representative.	6:55:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:55:49 PM
	<i>Suneetha Barre accepted the chat transfer request.</i>	6:55:58 PM
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?	6:56:20 PM
Niven Nutt	The following user on our account caribbean.myrealdatal.net (CID 69140) was disabled mistakenly. I reenabled the account but when the user tries to log in it says he is not authorized for remote login	6:57:29 PM
Suneetha Barre	Thank you for sharing details with us.	6:57:33 PM
Niven Nutt	i need that user added back to the "remote login" group	6:57:48 PM
Suneetha Barre	Kindly allow me to transfer this chat to concerned team.	6:57:58 PM

	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>	6:58:09 PM
Niven Nutt	the user name is GeovanieR_CLL@myrealdata.net	6:58:10 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	6:58:15 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	6:58:23 PM
Niven Nutt	good morning	6:58:57 PM
Vikas Singh Chauhan	Sure, I can help with that. Let me look into it for you.	6:59:03 PM
	The server name is caribbean.myrealdata.net ?	6:59:21 PM
Niven Nutt	yes	6:59:28 PM
Vikas Singh Chauhan	Okay	6:59:33 PM
	Allow me to connect to the server.	6:59:52 PM
Niven Nutt	ok	6:59:59 PM
Vikas Singh Chauhan	I see seven server in your account, on which server RDP do you need me to add.	7:01:21 PM
Niven Nutt	caribbean.myrealdata.net	7:01:49 PM
Vikas Singh Chauhan	Okay	7:02:01 PM
	Please allow me 2-3 minutes.	7:02:11 PM
Niven Nutt	ok	7:02:18 PM
Vikas Singh Chauhan	I am connecting to Active Directory server, please allow me 2 more minutes.	7:05:40 PM
Niven Nutt	ok	7:05:49 PM
Vikas Singh Chauhan	The user [GeovanieR_CLL](mailto:GeovanieR_CLL@myrealdata.net) added now to the RDP group of the server, please ask user to login again.	7:07:19 PM
Niven Nutt	ok please hold	7:07:53 PM
Vikas Singh Chauhan	Sure, please take your time	7:08:05 PM
Niven Nutt	i am getting a message that says "Remote desktop cant find the computer "Caribbean.myrealdata.net"	7:11:47 PM
	i am, able to log in to it with other username	7:12:24 PM
Vikas Singh Chauhan	Okay	7:12:30 PM
	The local computer where you are getting this error, do you have it with you right now ? (Edited)	7:13:07 PM
Niven Nutt	yes	7:13:29 PM
	<i>7:14:10 PM Niven Nutt is sharing a file with you ace error messge.JPG - (Size:21.89 KB)</i>	7:14:10 PM
	<i>Niven Nutt has initiated a remote assistance session. Would you like to access Niven Nutt's screen?</i>	7:14:30 PM
	it looks like it is working now	7:14:46 PM
	yes i ahve accessed it	7:15:07 PM

Vikas Singh Chauhan	Okay Great, if you still get the same error, you can open the Command Prompt and type ipconfig /flushdns	7:15:25 PM
Niven Nutt	ok	7:15:34 PM
Vikas Singh Chauhan	Is there anything else I may help you with ?	7:15:42 PM
Niven Nutt	actually yes...	7:15:53 PM
Vikas Singh Chauhan	Okay, please let me know.	7:16:08 PM
Niven Nutt	i had initiated support ticket 790283 in my ticket i was saying we did not need the following remote machines anymore • Caribbean2.myreldata.net • Caribbean4.myreldata.net • Caribbean5.myreldata.net • Caribbean6.myreldata.net	7:16:35 PM 7:16:57 PM
	i had also given them the users that were assigned to those machines	7:17:17 PM
Vikas Singh Chauhan	Okay, let me check it once.	7:17:36 PM
Niven Nutt	so this morning i got the message that they had removed the users • Quick Books-POS Private Cloud (Caribbean2.myreldata.net) with 1 user (myreldata\GeovanieR_DLL) • Quick Books-POS Private Cloud (Caribbean4.myreldata.net) with 1 user (myreldata\DemetriaM_DLL) • Quick Books-POS Private Cloud (Caribbean5.myreldata.net) with 1 user (PosTwo_DLL@myreldata.net) • Quick Books-POS Private Cloud (Caribbean6.myreldata.net) with 1 user (PosOne_DLL@myreldata.net)	7:17:50 PM
	which is what caused the issue because user GeovanieR_DLL logged into two different machines	7:18:23 PM
	but my intent was to have the machines discontinued not the users	7:18:40 PM
	we no longer are using QB POS so we dont need all of those extra machines	7:19:15 PM
	we are keeping 1 of them until our new POS is online	7:19:38 PM
	but the rest we wont stopped immediately	7:19:48 PM
Vikas Singh Chauhan	Okay understood. I have checked the ticket and it is with our senior escalation team. I will inform them about the same to just discontinue the machines not the users.	7:20:41 PM
	As per email in that ticket, mentioned users are removed GeovanieR_DLL DemetriaM_DLL PosTwo_DLL PosOne_DLL	7:22:07 PM
Niven Nutt	ok...they do not have to enable the other 3 users that were stopped because they only accessed the specific machines that we are discontinued	7:22:16 PM
Vikas Singh Chauhan	Okay , you mean below users ?	
	DemetriaM_DLL PosTwo_DLL PosOne_DLL	7:22:42 PM
Niven Nutt	yes	7:22:52 PM
	we do not need those users	7:22:58 PM
Vikas Singh Chauhan		7:23:03 PM

	Got it.	
	I will mention this on the ticket so that they are aware of it. (Edited)	7:23:29 PM
Niven Nutt	thank you	7:23:37 PM
	To confirm, we will not be billed for these machines in November since the request was put in over 1 week ago	7:24:19 PM
Vikas Singh Chauhan	No worries.	7:24:27 PM
	Yes as the request was made earlier, so you will not get charged but still I will confirm it for you.	7:25:11 PM
	Allow me 2 minutes please.	7:25:18 PM
Niven Nutt	thank you....you have been very helpful	7:25:31 PM
Vikas Singh Chauhan	No worries Niven	7:28:29 PM
	I have checked it and regarding the billing part, only billing team can confirm it.	7:28:54 PM
	I would request you to email the same question about the billing of those discontinued servers to the ticket number you have mentioned.	7:29:34 PM
Niven Nutt	ok i will thank you	7:29:54 PM
Vikas Singh Chauhan	The escalation team member will forward the ticket to billing team so that someone from billing team can reach out to you on this.	7:30:12 PM
Niven Nutt	ok	7:30:23 PM
	thanks again	7:30:26 PM
Vikas Singh Chauhan	No worries.	7:30:33 PM
	Is there anything else I may help you with ?	7:30:37 PM
Niven Nutt	that is it	7:30:43 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.	7:30:52 PM
Niven Nutt	good bye	7:30:52 PM
	ok	7:31:01 PM
Vikas Singh Chauhan	Have good one Niven.	7:31:06 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:31:15 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/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 9:21:43 PM

#82590 marlina

Email: marlina@pcseinc.com

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: 25 Secs

City: WOODWAY

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 56 Secs

marlina	Hello, I am your Acebuddy	14 Oct, 9:21:44 PM
Acebuddy	Hello Marlina, I'm your Ace Buddy. I'll be happy to assist you!	9:21:44 PM
	Whom Would You Like to Connect With?	9:21:44 PM
marlina	Technical Support (QB & App Hosting)	9:21:49 PM
Acebuddy	Welcome to Ace Support.	9:21:49 PM
	Please chose an option :	9:21:49 PM
marlina	I'd like to report an Issue	9:21:55 PM
Acebuddy	Please select an option!	9:21:55 PM
marlina	QuickBooks Issue	9:21:59 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:21:59 PM
marlina	QuickBooks is Frozen	9:22:12 PM

Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:22:12 PM
	Was that helpful?	9:22:12 PM
marlina	No	9:22:18 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:22:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:18 PM
	<i>Ankit declined the transfer request.</i>	9:22:29 PM
	<i>Dushyant accepted the chat transfer request.</i>	9:22:46 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	9:22:50 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:23:00 PM
marlina	Hi Dushyant	9:23:07 PM
	i think my server name is marlinanew? its power control systmes engineering	9:23:48 PM
Dushyant	Thank you for the details.	9:24:22 PM
	May i know is your Quickbooks application is frozen, or the other apps as well?	9:24:43 PM
	May i know is other colleagues are also having the issues?	9:24:52 PM
marlina	yes qb is frozen. its not even loading completly.	9:25:09 PM
	i have no colleagues	9:25:20 PM
Dushyant	Thank you for the information.	9:25:43 PM
	May I take the remote access of your local computer?	9:25:51 PM
marlina	yes	9:25:55 PM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	9:26:15 PM
marlina	ok	9:26:21 PM
Dushyant	https://assist.acecloudhosting.com/join/7422756831	9:26:36 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:29:25 PM
	Thank you for your patience.	9:42:52 PM
	Issue got fixed.	9:42:57 PM
	Is there anything else I may help you with ?	9:43:01 PM
marlina	issue fixed! thank you!	9:43:20 PM
Dushyant	Anytime!	9:43:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:43:32 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!

9:43:38 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/>)

Dushyant has ended this chat session

9:43:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 3:39:22 AM

#82441 info

Email: info@brkimcpa.com ☎ 9729724930

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: 43 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 58 Secs

info	Hello, I am your Acebuddy	10 Oct, 3:39:23 AM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	3:39:24 AM
	Whom Would You Like to Connect With?	3:39:24 AM
info	Technical Support (QB & App Hosting)	3:39:27 AM
Acebuddy	Welcome to Ace Support.	3:39:27 AM

	Please chose an option :	3:39:27 AM
info	I'd like to raise a Request	3:39:52 AM
Acebuddy	Please select your request type.	3:39:52 AM
info	Other Request	3:40:14 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.	3:40:14 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:40:14 AM
info	Yes, I'm facing issues with my server	3:40:21 AM
Acebuddy	Please select an option!	3:40:22 AM
info	Other Issue	3:41:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:41:00 AM
info	Can't open a company file in Quick book	3:41:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:41:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:41:24 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	3:41:42 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	3:41:47 AM
info	hello	3:41:56 AM
Sujeet Kumar Suman	Hello Grace	3:42:10 AM
	How are you doing?	3:42:31 AM
info	I'm doing great. How are you? I'm trying to open a company file, but can't open it	3:42:59 AM
Sujeet Kumar Suman	I'm also doing well, thank you!	3:43:20 AM
	Sure, I can help with that. Let me look into it for you.	3:43:26 AM
	Are you encountering any errors when trying to access it?	3:43:32 AM
info	I can open other companies, but HMK LUCKY LLC.QBW > this file is not opening	3:43:36 AM
	<i>3:44:17 AM info is sharing a file with you image.png - (Size:13.98 KB)</i>	3:44:17 AM
Sujeet Kumar Suman	Thank you for the screenshot.	3:44:38 AM
	Kindly allow me two minutes to check the same.	3:45:35 AM
info	okay, thanks	3:45:46 AM
Sujeet Kumar Suman	Thank you for your patience.	3:48:10 AM
	May I take the remote access of your server?	3:48:34 AM
info	yes	3:48:53 AM

Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	3:48:59 AM
info	Can you send a code to Jung M	3:49:45 AM
	It's a different computer you requested	3:49:57 AM
Sujeet Kumar Suman	Sure, we will.	3:49:59 AM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9412908028	3:50:15 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:51:43 AM
info	nobody is using it	4:06:19 AM
Sujeet Kumar Suman	Thanks for the confirmation !	4:06:30 AM
	But kindly instruct all users to log out from the server for testing purposes.	4:07:06 AM
info	can you do it after 22 minutes later?	4:08:21 AM
	or 7 pm CT	4:08:41 AM
	Hour and 20 minutes later	4:09:12 AM
Sujeet Kumar Suman	Sure	4:10:46 AM
	Noted, will align accordingly!	4:11:05 AM
info	Thank you.	4:11:19 AM
	Should I leave my computer as it is?	4:11:27 AM
	Or I can work on something else tm	4:11:35 AM
Sujeet Kumar Suman	We will start the same at 7PM CT, meanwhile you can use the same normally.	4:12:27 AM
info	Okay thank you	4:13:26 AM
Sujeet Kumar Suman	Is there anything else I may help you with ?	4:13:48 AM
info	That's everything, thanks	4:13:58 AM
Sujeet Kumar Suman	Most welcome.	4:14:06 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.	4:14:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:14:16 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:14:20 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal	

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

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

Sujeet Kumar Suman has ended this chat session

4:14:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 6:50:12 PM

#82454 nicholas

Email: nicholas@imperialpainting.com 17816985894

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: PARSIPPANY

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 51 Secs

nicholas	Hello, I am your Acebuddy	10 Oct, 6:50:13 PM
Acebuddy	Hello Nicholas Vafiades, I'm your Ace Buddy. I'll be happy to assist you!	6:50:14 PM
	Whom Would You Like to Connect With?	6:50:14 PM
nicholas	Technical Support (QB & App Hosting)	6:50:17 PM
Acebuddy	Welcome to Ace Support.	6:50:17 PM
	Please chose an option :	6:50:17 PM
nicholas	I'd like to report an Issue	6:50:24 PM
Acebuddy	Please select an option!	6:50:24 PM
nicholas	QuickBooks Issue	6:50:31 PM

Acebuddy	What type of QuickBooks Issue are you facing?	6:50:31 PM
nicholas	QuickBooks is Frozen	6:50:35 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	6:50:35 PM
	Was that helpful?	6:50:35 PM
nicholas	No	6:50:40 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:50:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:50:40 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:51:00 PM
nicholas	Hi - I am with Imperial Painting. The user Debbie's QB is frozen- can you please force close her application? Thank you.	6:51:11 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:51:17 PM
	Sure, I can help with that. Let me look into it for you.	6:51:39 PM
nicholas	thank you	6:52:05 PM
Shubham Maurya	Company name: Imperial Painting and Coating LLC Server name: ImperialPandC.myrealdatal.net User name: IPC_Debbie@myrealdatal.net	6:54:05 PM
	Please confirm these details are correct?	
nicholas	yes	6:55:25 PM
Shubham Maurya	Alright, we have closed Quickbooks session for Debbie. please ask her to check and let us know if it's working now.	6:56:19 PM
	Is it working fine for other users?	6:56:36 PM
nicholas	yes	6:56:56 PM
	ok one moment	6:57:11 PM
	she is checking	6:57:12 PM
Shubham Maurya	No worries, please take your time.	6:57:41 PM
	There is one icon on desktop "*QBstop - Shortcut*" please ask users to pin that on task bar so that in such cases when QB freezes they can run it to force close the application from there end.	7:00:23 PM
nicholas	she is still having an issue	7:02:03 PM
	we use the app not desktop so we dont have access to that button	7:02:14 PM
	can you try againw	7:02:59 PM
	we did also update computers to Windows 11 but it says empty window or something and then the application instantly closes out	7:03:20 PM
Shubham Maurya	Please ask other users to save there data so that we can close quicbooks for all.	7:03:26 PM

nicholas	maybe try one more time. maybe we need a remote session of that doesnt work	7:03:30 PM
	ok I will tell them	7:03:35 PM
	one moment	7:04:55 PM
	making sure all users are offline	7:04:59 PM
Shubham Maurya	Let me know once they have saved there work so that we can proceed with reboot.	7:05:59 PM
nicholas	ok you can reboot	7:06:25 PM
	everyone is set	7:06:30 PM
Shubham Maurya	Thanks for the patience, we have performed reboot and server is up and working back. Please ask users to check the application.	7:08:46 PM
	Are we still connected here?	7:15:03 PM
	Are we still connected here?	7:17:23 PM
	Are we still connected here?	7:18:46 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.	7:20:02 PM
	<i>Shubham Maurya has ended this chat session</i>	7:20:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 6:45:07 PM

#82789 rminaya

Email: rminaya@calldad.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 7 Secs

City: SANTO DOMINGO NORTE

State: Santo Domingo

Country: DOMINICAN REPUBLIC

Chat Transcript

Chat Duration : 53 Mins 32 Secs

rminaya	Hello, I am your Acebuddy	21 Oct, 6:45:08 PM
Acebuddy	Hello Rolfi Minaya, I'm your Ace Buddy. I'll be happy to assist you!	6:45:09 PM
	Whom Would You Like to Connect With?	6:45:09 PM
rminaya	Technical Support (QB & App Hosting)	6:45:15 PM
Acebuddy	Welcome to Ace Support.	6:45:15 PM
	Please chose an option :	6:45:15 PM
rminaya	I'd like to report an Issue	6:45:21 PM
Acebuddy	Please select an option!	6:45:21 PM
rminaya	QuickBooks Issue	6:45:49 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:45:49 PM
rminaya	QuickBooks Update	6:45:57 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.	6:45:57 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.	6:45:57 PM
	Do you need any further assistance on the topic?	6:45:57 PM
rminaya	Yes	6:46:57 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:46:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:46:57 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:47:30 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:47:35 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:47:45 PM
rminaya	hello	6:47:47 PM
	a back up was restored by you yesterday but we cannot access the updated info in QB. can you make it available for the users in call dad?	6:48:39 PM
	the issue we reported yesterday was that vendors and customers were not showing up, that back up is not restored yet, because we cannot see the information.	6:49:16 PM
Shubham Maurya	Sure, please allow me sometime to check for the last conversation, could you please share me server name or CID for the account so that I can fetch your account details? Or if any ticket number is available with you over the mail?	6:52:26 PM

rminaya	where can I find the server name?	6:54:28 PM
	<i>6:55:32 PM rminaya is sharing a file with you users names QB.png - (Size:34.83 KB)</i>	6:55:32 PM
	these are the users name we have	6:55:42 PM
Shubham Maurya	You can right click on RDP file>>Edit. There you can see that server name mentioned.	6:56:27 PM
	Thanks for the information, let me check.	6:56:42 PM
rminaya	what is the RDP file?	6:57:15 PM
	screen mode id:i:2 use multimon:i:0 username:s: myrealdata\RMinaya.HVAC@myrealdata.net desktopwidth:i:800 desktopheight:i:600 session bpp:i:32 winposstr:s:0,3,0,0,800,600 compression:i:1 keyboardhook:i:2 audiocapturemode:i:0 videoplaybackmode:i:1 connection type:i:7 networkautodetect:i:1 bandwidthautodetect:i:1 displayconnectionbar:i:1 enableworkspacereconnect:i:0 disable wallpaper:i:0 allow font smoothing:i:0 allow desktop composition:i:0 disable full window drag:i:1 disable menu anims:i:1 disable themes:i:0 disable cursor setting:i:0 bitmapcacheperistenceable:i:1 full address:s:SkyHVAC.myrealdata.net audiomode:i:0 redirectprinters:i:1 redirectcomports:i:0 redirectsmartcards:i:1 redirectclipboard:i:1 redirectposdevices:i:0 autoreconnection enabled:i:1 authentication level:i:2 prompt for credentials:i:0 negotiate security layer:i:1 remoteapplicationmode:i:0 alternate shell:s: shell working directory:s: gatewayhostname:s:RDG.myrealdata.net gatewayusagemethod:i:1 gatewaycredentialssource:i:4 gatewayprofileusagemethod:i:1 promptcredentialonce:i:1 gatewaybrokeringtype:i:0 use redirection server name:i:0 rdgiskdcproxy:i:0 kdcproxyname:s: redirectwebauthn:i:1 enablersaadauth:i:0	6:58:18 PM
	that is the info when I click on edit on the remote desktop icon	6:58:49 PM
Shubham Maurya	Business name: Sky HVAC Server name: SkyHVAC.myrealdata.net CID67654	6:59:15 PM
	Please confirm above details are correct?	
rminaya	yes, the name is correct, I am not sure about where to check that CID number	7:01:02 PM
Shubham Maurya	No worries, we are able to fetch your ticket number for this issue it's #788737 Issue: missing customer and vendor data in their QuickBooks company file.	7:03:00 PM
rminaya	yes exactly	7:03:17 PM
Shubham Maurya	We are writing to follow up regarding the QuickBooks issue you experienced earlier, where the customer and vendor data was missing. As discussed during our chat, the backup from Friday has been restored to your server, and a shortcut to the file was provided on your desktop. Could you please confirm if everything is now working as expected? Once we receive your confirmation, we will proceed to close the ticket from our end. We appreciate your time and patience throughout this process. We look forward to your confirmation.	7:06:18 PM
	Above details were shared with bgenova@calldad.com (Edited)	7:06:36 PM
	During the chat session, the backup was downloaded to the server and a shortcut was provided on the client's desktop.	7:07:48 PM
	Let me check how many users are having access of this file.	7:08:04 PM
	Are we still connected here?	7:11:23 PM

rminaya	how can we make that file available for the whole team?	7:12:31 PM
Shubham Maurya	Please confirm me the file name is: SKY HVAC LLC	7:17:29 PM
rminaya	yes, that is the name	7:18:22 PM
Shubham Maurya	Kindly check now, New folder if given on desktop.	7:19:33 PM
rminaya	ok, what is the next step to make the info available in QB for all the team?	7:22:22 PM
Shubham Maurya	All of them need to close the current QB file and then reopen QB file from New folder location on desktop, then keep working on that file only.	7:23:25 PM
rminaya	ok, let me check	7:24:12 PM
	can you wait online	7:24:22 PM
Shubham Maurya	Sure, please take your time.	7:24:34 PM
	Are we still connected here?	7:32:59 PM
	Are we still connected here?	7:33:56 PM
	Are we still connected here?	7:34:42 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:38:28 PM
	<i>Shubham Maurya has ended this chat session</i>	7:38:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 3:38:59 PM

#82904 Josh Tischler

Email: jtischler@standardwellness.com 14193074381

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: 28 Secs

City: CLEVELAND

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 24 Secs

Josh Tischler	Hello, I am your Acebuddy	24 Oct, 3:38:59 PM
Acebuddy	Hello Josh Tischler, I'm your Ace Buddy. I'll be happy to assist you!	3:39:01 PM
	Whom Would You Like to Connect With?	3:39:01 PM
Josh Tischler	Technical Support (QB & App Hosting)	3:39:07 PM
Acebuddy	Welcome to Ace Support.	3:39:07 PM
	Please chose an option :	3:39:07 PM
Josh Tischler	I'd like to report an Issue	3:39:14 PM
Acebuddy	Please select an option!	3:39:14 PM
Josh Tischler	Other Issue	3:39:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:39:21 PM
Josh Tischler	I have ticket 791017 open. I can not log into the server.	3:39:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:39:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:39:51 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	3:40:01 PM
	<i>Manish Singh accepted the chat transfer request.</i>	3:40:05 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:40:11 PM
Josh Tischler	hello	3:40:25 PM
Manish Singh	As we can check there is some update running on the server regarding MFA, kindly try to login after 30-40 minutes.	3:41:39 PM
Josh Tischler	okay	3:42:09 PM
Manish Singh	Thank you for your patience.	3:42:10 PM
	Is there anything else I may help you with ?	3:42:16 PM
Josh Tischler	nope	3:42:35 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:43:06 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:43:10 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

3:43:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 1:35:53 AM

#82606 Omprakash Ahuja

Email: prakash@om-hospitality.com 12817724678

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: 24 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 29 Secs

Omprakash Ahuja	Hello, I am your Acebuddy	15 Oct, 1:35:54 AM
Acebuddy	Hello Prakash, I'm your Ace Buddy. I'll be happy to assist you!	1:35:55 AM
	Whom Would You Like to Connect With?	1:35:55 AM
Omprakash Ahuja	Technical Support (QB & App Hosting)	1:36:00 AM
Acebuddy	Welcome to Ace Support.	1:36:00 AM
	Please chose an option :	1:36:00 AM
Omprakash Ahuja	I'd like to raise a Request	1:36:29 AM
Acebuddy	Please select your request type.	1:36:29 AM

Omprakash Ahuja	Other Request	1:36:38 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.	1:36:38 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:36:38 AM
Omprakash Ahuja	Yes, I'm facing issues with my server	1:36:46 AM
Acebuddy	Please select an option!	1:36:46 AM
Omprakash Ahuja	Other Issue	1:36:51 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:36:51 AM
Omprakash Ahuja	783627 case number	1:37:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:37:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:37:03 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	1:37:56 AM
Omprakash Ahuja	Hi Shubham	1:38:09 AM
	<i>Shubham Maurya is transferring the chat to Yash Kalra.</i>	1:38:12 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:38:17 AM
	Hi Yash	1:38:29 AM
Yash Kalra	Hello Prakash	1:38:30 AM
	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:38:33 AM
	Kindly allow me two minutes to check the same.	1:38:45 AM
Omprakash Ahuja	we have 3 users and i have all the rdp shortcuts on my desktop, as of the last couple days when i login into user juuhiahuja, i get logged into the server, but under user Rosa, they sent me a new rdp link and editing that in notepad i can clearly see that username on that rdp is for juuhiahuja, but when i launch that rdp, still get logged in as user Rosa, very confused. I have tried on 2 different laptops with the same results	1:41:06 AM
Yash Kalra	May I take the remote access of your local computer?	1:42:05 AM
Omprakash Ahuja	absolut	1:42:13 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	1:42:22 AM
Omprakash Ahuja	absolutely	1:42:25 AM
	ok	1:42:28 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/5362259801	1:42:38 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.	1:43:46 AM
	<i>The visitor's name was changed from prakash to Omprakash Ahuja.</i>	1:46:50 AM

	Omprakash, we assisted you with the login issue. Is there anything else I may help you with ? (Edited)	1:53:12 AM
Omprakash Ahuja	oops sorry didnt see this window, thanks again, all done	1:54:12 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.	1:54:17 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:54:21 AM
	<i>Yash Kalra has ended this chat session</i>	1:54:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 18 Oct, 9:59:08 PM

#82741 anishkaredia

Email: akaredia@anishcpa.com ☎ 8328601238

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: 45 Secs

City: MIRA ROAD

State: Maharashtra

Country: INDIA

Chat Transcript Chat Duration : 13 Mins 3 Secs

anishkaredia	Hello, I am your Acebuddy	18 Oct, 9:59:08 PM
Acebuddy	Hello Anish Karedia, I'm your Ace Buddy. I'll be happy to assist you!	9:59:09 PM
	Whom Would You Like to Connect With?	9:59:09 PM
anishkaredia	Technical Support (QB & App Hosting)	9:59:13 PM
Acebuddy	Welcome to Ace Support.	9:59:13 PM
	Please chose an option :	9:59:13 PM

anishkaredia	I'd like to report an Issue	9:59:28 PM
Acebuddy	Please select an option!	9:59:28 PM
anishkaredia	QuickBooks Issue	9:59:33 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:59:33 PM
anishkaredia	Other QB related issue	9:59:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:59:40 PM
anishkaredia	Need to ask about latest Update	9:59:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:59:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:59:55 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:00:30 PM
anishkaredia	Hi	10:00:38 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:00:39 PM
	<i>10:00:54 PManishkaredia is sharing a file with you image.png - (Size:40.37 KB)</i>	10:00:54 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:01:02 PM
anishkaredia	MyrealData\Arif	10:02:07 PM
Ashutosh Mishra	<p>Thank you for bringing this notification to our attention. We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system.</p> <p>We assure you that:</p> <p>The version of the operating system installed on our servers is fully compatible with your QuickBooks application.</p> <p>We regularly apply all latest security patches and updates released by Microsoft without any delay.</p> <p>There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.</p> <p>Your hosted environment remains fully secure, compliant, and optimized for performance.</p>	10:02:33 PM
anishkaredia	why this pop up come everytimei login to QB	10:03:55 PM
Ashutosh Mishra	Please type Yes and continue, you will not receive the Pop-Up after that.	10:05:15 PM
anishkaredia	I did	10:05:26 PM
	but If i logout and re login again this ask	10:05:49 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	10:06:04 PM
anishkaredia	ok	10:06:31 PM
	When ever i open any file on QB this pop up comes	10:07:00 PM
Ashutosh Mishra	We regret the inconvenience caused to you, i will check for the root cause and inform you.	10:09:04 PM

anishkaredia	Do i wait?	10:09:20 PM
	or you send email to Admin user?	10:09:44 PM
Ashutosh Mishra	Yes, we will run backend checks and update the QuickBooks, and I will inform over the email.	10:10:32 PM
anishkaredia	ok	10:11:08 PM
Ashutosh Mishra	If the issue requires user input to fully resolve, we will contact you however we will ensure this is resolved from the backend.	10:11:22 PM
	Is there anything else I may help you with ?	10:11:35 PM
anishkaredia	No	10:11:57 PM
	thank you	10:12:00 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:12:07 PM
	<i>Anish Karedia has ended this chat session</i>	10:12:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 10:59:17 PM

#82219 JoeyVance

Email: joeyvance@setaxandacct.onmicrosoft.com ☎ 4239689236

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: 2 Mins 14 Secs

City: BRISTOL

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 8 Secs

JoeyVance

Hello, I am your Acebuddy

3 Oct, 10:59:17 PM

Acebuddy	Hello Joeyvance, I'm your Ace Buddy. I'll be happy to assist you!	10:59:18 PM
	Whom Would You Like to Connect With?	10:59:18 PM
JoeyVance	Technical Support (QB & App Hosting)	10:59:24 PM
Acebuddy	Welcome to Ace Support.	10:59:24 PM
	Please chose an option :	10:59:24 PM
JoeyVance	I'd like to report an Issue	10:59:30 PM
Acebuddy	Please select an option!	10:59:30 PM
JoeyVance	Other Issue	10:59:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:59:34 PM
JoeyVance	I cannot get ATX 2024 to run. I'm getting the error about restarting the server.	11:00:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:00:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:00:05 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:00:26 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:00:29 PM
	I will surely help you with this issue.	11:01:21 PM
	May I know what error you are getting while accessing ATX2024?	11:01:42 PM
JoeyVance	An attempt was made to start the server process, but the application is still unable to connect. Please start the server and try again	11:02:39 PM
	Before we used ACE, the process was to open Services, App, Select Service, then find ATX and Stop, then Start. That usually fixed it.	11:07:53 PM
Manish Singh	Kindly allow me two minutes to check the same.	11:09:53 PM
JoeyVance	OK...standing by	11:10:09 PM
Manish Singh	May I know your server name?	11:10:37 PM
JoeyVance	STAPC-ATX3	11:11:01 PM
Manish Singh	Need to reboot the server once, Joey	11:13:03 PM
JoeyVance	OK, I'm out so that's fine	11:13:21 PM
Manish Singh	Kindly try to access ATX 2024 now.	11:14:35 PM
JoeyVance	OK	11:14:46 PM
	I was getting a Logon Error but now I've been kicked off of ACE	11:19:24 PM
Manish Singh	Kindly try to login now your session was stuck on server end.	11:20:04 PM
JoeyVance	OK...stand by	11:20:46 PM
	I'm getting that Logon Error. It reads like ATX is running and something about login and close the application before you can start ATX	11:22:05 PM

Manish Singh	Kindly try to access now.	11:24:10 PM
	Is it working now? (Edited)	11:24:43 PM
JoeyVance	That did it. I'm in now! Appreciate your help.	11:25:10 PM
Manish Singh	Is there anything else I may help you with ?	11:25:17 PM
JoeyVance	No...that'll do it!	11:25:44 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	11:26:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:26:18 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!	11:26:21 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	11:26:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Oct, 1:59:02 AM

#82286 nicholas

Email: nicholas@imperialpainting.com 17816985894

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: 30 Secs

City: WEST ORANGE

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 52 Secs

nicholas	Hello, I am your Acebuddy	7 Oct, 1:59:02 AM
Acebuddy	Hello Nicholas Vafiades, I'm your Ace Buddy. I'll be happy to assist you!	1:59:03 AM
	Whom Would You Like to Connect With?	1:59:03 AM
nicholas	Technical Support (QB & App Hosting)	1:59:08 AM
Acebuddy	Welcome to Ace Support.	1:59:08 AM
	Please chose an option :	1:59:08 AM
nicholas	I'd like to raise a Request	1:59:18 AM
Acebuddy	Please select your request type.	1:59:18 AM
nicholas	Restart	1:59:27 AM
Acebuddy	Hello Nicholas Vafiades, I'm your Ace Buddy. I'll be happy to assist you!	1:59:27 AM
	Whom Would You Like to Connect With?	1:59:27 AM
nicholas	Technical Support (QB & App Hosting)	1:59:32 AM
Acebuddy	Welcome to Ace Support.	1:59:32 AM
	Please chose an option :	1:59:32 AM
nicholas	I'd like to report an Issue	1:59:36 AM
Acebuddy	Please select an option!	1:59:36 AM
nicholas	QuickBooks Issue	1:59:40 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:59:40 AM
nicholas	QuickBooks is Frozen	1:59:45 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:59:45 AM
	Was that helpful?	1:59:45 AM
nicholas	No	1:59:54 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:59:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:59:55 AM
nicholas	Hi- Can you reset the quickbooks for the user Divine on the server- her QB is frozen. We have the remote app view so she doesnt have the button to force restart QB	2:00:43 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:01:07 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:01:15 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:01:27 AM

nicholas	Imperial Painting & Coatings	2:02:47 AM
	and Divine	2:02:47 AM
Ashutosh Mishra	I have closed QuickBooks for the user.	2:03:39 AM
	May I know Is this issue occurring only for Divine, or are other users on the server also experiencing it?	2:04:05 AM
nicholas	just Divine	2:05:04 AM
Ashutosh Mishra	May I know if the issue is resolved?	2:06:07 AM
nicholas	did you force restart her instance?o shoudl i have her test again	2:07:08 AM 2:07:10 AM
Ashutosh Mishra	Yes, please inform the user to open QuickBooks and verify if issue persists.	2:07:44 AM
nicholas	ok one moment please	2:07:58 AM
Ashutosh Mishra	Sure	2:08:09 AM
nicholas	yes all set thank you!	2:10:31 AM 2:10:33 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:10:43 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:10:48 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!	2:10:51 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	2:10:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82555 Amanda

Email: amanda@justgowest.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:** FT COLLINS**State:** Colorado**Country:** UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 10 Secs

Amanda	Hello, I am your Acebuddy	14 Oct, 3:18:38 AM
Acebuddy	Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you!	3:18:39 AM
	Whom Would You Like to Connect With?	3:18:39 AM
Amanda	Technical Support (QB & App Hosting)	3:19:50 AM
Acebuddy	Welcome to Ace Support.	3:19:50 AM
	Please chose an option :	3:19:50 AM
Amanda	I'd like to report an Issue	3:19:53 AM
Acebuddy	Please select an option!	3:19:53 AM
Amanda	Password Reset	3:19:57 AM
Acebuddy	Please select an option below	3:19:57 AM
Amanda	Not Enrolled to Selfcare Portal	3:20:00 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.	3:20:00 AM
	Do you need any further assistance on the topic?	3:20:00 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:50:49 AM
	<i>Ended due to chat idle timeout</i>	3:50:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 11:14:01 PM

#82427 Nic Boz

Email: orders@meridianfoodservices.com ☎ 951.662.7287

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 23 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 13 Secs

Nic Boz	Hello, I am your Acebuddy	9 Oct, 11:14:01 PM
Acebuddy	Hello Nic Boz, I'm your Ace Buddy. I'll be happy to assist you!	11:14:02 PM
	Whom Would You Like to Connect With?	11:14:02 PM
Nic Boz	Technical Support (QB & App Hosting)	11:14:07 PM
Acebuddy	Welcome to Ace Support.	11:14:07 PM
	Please chose an option :	11:14:07 PM
Nic Boz	I'd like to report an Issue	11:14:15 PM
Acebuddy	Please select an option!	11:14:15 PM
Nic Boz	QuickBooks Issue	11:14:19 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:14:19 PM
Nic Boz	QuickBooks Login Issue	11:14:25 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:14:25 PM
	Was that helpful?	11:14:25 PM
Nic Boz	No	11:14:32 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:14:32 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:14:32 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:15:07 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:15:11 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:15:15 PM
Nic Boz	I am not sure what those are	11:16:00 PM
	nicb.npro1 - I believe is my user name	11:16:15 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:16:36 PM
	Nic, are you receiving any error message while attempting to login? If yes, kindly share the exact message	11:18:33 PM
Nic Boz	No error message. I am a new user for the company and I need help setting up the company file in QB	11:19:19 PM
Yash Kalra	May I take the remote access of your local computer in order to resolve the issue?	11:19:45 PM
Nic Boz	Yes	11:20:04 PM
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1472225386	11:20:13 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:20:16 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:21:19 PM
Nic Boz	Ok	11:21:46 PM
Yash Kalra	Nic, we assisted you with the QuickBooks issue.	11:28:46 PM
	Is there anything else I may help you with ?	
Nic Boz	Nope, that was great, thank you	11:28:58 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:29:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:29:11 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!	11:29:13 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	11:29:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 2:36:48 AM

#82196 Robert Zeigen

Email: rzeigen@szcpa.tax 15613920620

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: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 26 Secs

Robert Zeigen	Hello, I am your Acebuddy	3 Oct, 2:36:49 AM
Acebuddy	Hello Robert, I'm your Ace Buddy. I'll be happy to assist you!	2:36:50 AM
	Whom Would You Like to Connect With?	2:36:50 AM
Robert Zeigen	Technical Support (QB & App Hosting)	2:36:56 AM
Acebuddy	Welcome to Ace Support.	2:36:56 AM
	Please chose an option :	2:36:56 AM
Robert Zeigen	I'd like to raise a Request	2:37:03 AM
Acebuddy	Please select your request type.	2:37:03 AM
Robert Zeigen	Reboot your Server	2:37:07 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.	2:37:07 AM
	Do you need any further assistance on the topic?	2:37:07 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:16:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 2:16:10 AM

#82895 Christine Deaton

Email: christine@ryatt.net

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 56 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 24 Secs

Christine Deaton	Hello, I am your Acebuddy	24 Oct, 2:16:10 AM
Acebuddy	Hello Christine Deaton, I'm your Ace Buddy. I'll be happy to assist you!	2:16:11 AM
	Whom Would You Like to Connect With?	2:16:11 AM
Christine Deaton	Managed Security	2:16:19 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:16:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:16:19 AM
Christine Deaton	i cannot log in	2:16:29 AM
	<i>Shubham accepted the chat transfer request.</i>	2:16:57 AM
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	2:17:19 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	2:18:06 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you	2:18:24 AM

	today.	
Christine Deaton	hello	2:18:33 AM
	I need to log in and i don't have my password.	2:18:50 AM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:19:01 AM
Christine Deaton	I had a ticket, but it got closed and i still cannot log in	2:19:10 AM
	christine.d1@myrealdata.ne	2:20:25 AM
Shubham Maurya	Business name: Ryatt Construction LLC CID70050	2:20:48 AM
	Please confirm above details are correct?	
Christine Deaton	RDG.myrealdata.net	2:20:50 AM
	<i>2:21:16 AMChristine Deaton is sharing a file with you image.png - (Size:41.82 KB)</i>	2:21:16 AM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	2:21:49 AM
	Thanks fort the patience, we have checked your user account is active and server is also accessible.	2:25:39 AM
	You can reset your password using https://selfcare.acecloudhosting.com/ (Edited)	
	Go to this link>>click *Forgot your password?*>> Enter username [christine.d1] (mailto:christine.d1@myrealdata.ne)	2:26:24 AM
	Please do let me know if you still face any issue Christine.	2:32:22 AM
Christine Deaton	how do i sign onto the remote desktop, it looks like this site is the admin site	2:33:33 AM
Shubham Maurya	First you need to reset your password using above steps, then use that password on this window to login to your server account.	2:34:47 AM
Christine Deaton	so someone sent me the RDP connector.. I clicked on it and got in.. how to I put it on my desktop	2:35:30 AM
	i got the password changed and found the connector.. i just need an icon on my desktop now	2:36:08 AM
Shubham Maurya	That remote connector must be downloaded in "downloads" folder of your local system, just go to that folder>>right click on connector>>copy that and go to desktop and paste it.	2:36:59 AM
	<i>2:38:15 AMShubham Maurya is sharing a file with you image.png - (Size:5.14 KB)</i>	2:38:15 AM
	<i>This download folder.</i>	
Christine Deaton	ok.. i got it. thanks for your help	2:38:58 AM
Shubham Maurya	You are most welcome !	2:39:09 AM
	Is there anything else I may help you with ?	2:39:12 AM
Christine Deaton	no thank you	2:39:19 AM
Shubham Maurya	Have a good one !	2:39:26 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this	

2:39:29 AM

chat.

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!

2:39:31 AM

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

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

Shubham Maurya has ended this chat session

2:39:35 AM



Chat Transcript

Hello, I am your Acebuddy

6 Oct, 6:03:52 AM

Visitor Details

#82247 chrisl

Email: chrisl@lathamseeds.com 15154801120

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 22 Secs

chrisl

Hello, I am your Acebuddy

6 Oct, 6:03:52 AM

Acebuddy

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

6:03:54 AM

	Whom Would You Like to Connect With?	6:03:54 AM
chrisl	Technical Support (QB & App Hosting)	6:03:58 AM
Acebuddy	Welcome to Ace Support.	6:03:58 AM
	Please chose an option :	6:03:58 AM
chrisl	I'd like to report an Issue	6:04:06 AM
Acebuddy	Please select an option!	6:04:06 AM
chrisl	QuickBooks Issue	6:04:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:04:12 AM
chrisl	Other QB related issue	6:04:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:04:19 AM
chrisl	I am trying to get the QuickBooks web connector to connect to Expensify. I believe I need to reinstall the QB web connector...	6:04:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:04:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:04:56 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	6:05:50 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	6:05:57 AM
chrisl	Great.	6:06:03 AM
Ashutosh Mishra	Hello Chris, I will be surely assisting you with this. Kindly help me with your server name and user name?	6:06:14 AM
chrisl	I believe the server name is LathamHiTechINC. My email is chrisl@lathamseeds.com, but let look up the username...	6:07:31 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	6:08:48 AM
chrisl	Ok, I found it. It's ChrisLat@myrealdata.net.	6:09:17 AM
Ashutosh Mishra	Thanks for the confirmation !	6:11:21 AM
	May I take the remote access of your server?	6:11:35 AM
chrisl	Yes	6:11:38 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	6:11:48 AM
chrisl	I've loaded the Expensify Sync Manager before, but I can't seem to get the code to work. I was thinking I might reload the program.	6:13:16 AM
	Unless there's a better way to do it.	6:14:07 AM
Ashutosh Mishra	Sure if the token key is correct we can reinstall the program.	6:16:58 AM
chrisl	Ok, I'm not sure that I have the token key correct yet.	6:17:18 AM
Ashutosh Mishra	In that case I would suggest contacting Expensify and generate a new token key.	6:18:39 AM

chrisl	Ok, I believe I was just doing that, but it wanted to download the Expensify sync manager first. I could be wrong though.	6:19:24 AM
	So maybe if the program is the latest version, maybe I need to get a new key from Expensify first?	6:20:29 AM
Ashutosh Mishra	That is likely the case since the program doesn't validate the current key.	6:21:17 AM
chrisl	Ok, maybe I'll try and connect with Expensify and see if I can get a new code.	6:22:29 AM
Ashutosh Mishra	Sure once you have the correct key and still issue persists, we will certainly identify the server end issues if any and assist further.	6:23:29 AM
	Is there anything else I may help you with ?	6:23:36 AM
chrisl	No, that's fine. Thank you.	6:23:48 AM
Ashutosh Mishra	Thanks for the confirmation !	6:23:55 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:24:01 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:24:07 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/)	

Ashutosh Mishra has ended this chat session

6:24:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Oct, 5:20:11 PM

#82936 George Fowler

Email: gpmfowler@gmail.com ☎ 8478991763

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: 25 Secs

City: EVANSTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 34 Secs

George Fowler	Hello, I am your Acebuddy	25 Oct, 5:20:12 PM
Acebuddy	Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you!	5:20:14 PM
	Whom Would You Like to Connect With?	5:20:14 PM
George Fowler	Technical Support (QB & App Hosting)	5:20:18 PM
Acebuddy	Welcome to Ace Support.	5:20:18 PM
	Please chose an option :	5:20:18 PM
George Fowler	I'd like to raise a Request	5:20:26 PM
Acebuddy	Please select your request type.	5:20:26 PM
George Fowler	Setup Ace Server	5:20:34 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	5:20:34 PM
George Fowler	Microsoft Windows	5:20:40 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	5:20:40 PM
	Do you need any further assistance on the topic?	5:20:40 PM
George Fowler	Yes	5:21:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:21:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:21:14 PM
	<i>Manish Singh accepted the chat transfer request.</i>	5:21:37 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:21:42 PM
George Fowler	hello manish. can you help me install my rdp. i have a new ;aptop and the rdp is not working on it	5:22:28 PM
Manish Singh	I will surely help you with this issue.	5:22:45 PM
	May I take the remote access of your local computer?	5:22:50 PM
George Fowler	yes go ahead	5:23:34 PM
Manish Singh	https://assist.acecloudhosting.com/join/4872785322	5:24:28 PM

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

5:24:49 PM

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

5:25:05 PM

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

5:31:50 PM

Are we still connected here?

5:36:35 PM

Are we still connected here?

5:37:48 PM

Are we still connected here?

5:38:52 PM

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

5:39:31 PM

Manish Singh has ended this chat session

5:39:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 5:48:25 PM

#82116 Jennifer Rodgers

Email: jennifer@stevencabinets.com

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: 43 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 50 Secs

Jennifer Rodgers	Hello, I am your Acebuddy	1 Oct, 5:48:25 PM
Acebuddy	Hello Jennifer Rodgers, I'm your Ace Buddy. I'll be happy to assist you!	5:48:27 PM

	Whom Would You Like to Connect With?	5:48:27 PM
Jennifer Rodgers	Technical Support (QB & App Hosting)	5:48:31 PM
Acebuddy	Welcome to Ace Support.	5:48:31 PM
	Please chose an option :	5:48:31 PM
Jennifer Rodgers	I'd like to report an Issue	5:48:37 PM
Acebuddy	Please select an option!	5:48:37 PM
Jennifer Rodgers	QuickBooks Issue	5:48:44 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:48:44 PM
Jennifer Rodgers	Other QB related issue	5:48:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:48:49 PM
Jennifer Rodgers	Setback	5:49:02 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:49:02 PM
Jennifer Rodgers	QuickBooks Login Issue	5:49:07 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	5:49:07 PM
	Was that helpful?	5:49:07 PM
Jennifer Rodgers	No	5:49:12 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:49:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:49:12 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:49:21 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:49:34 PM
Jennifer Rodgers	Yesterday we added QB Ent 24 and moved our company file. When I click on it to open it gives me message to hold tight qb is updating and may take couple minutes but been almost an hour. its blocking qb from opening	5:50:37 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	5:51:44 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:51:50 PM
Jennifer Rodgers	Our company name is Steven Cabinets	5:52:22 PM
	I use the accounting login to access I think	5:52:34 PM
Vikas Singh Chauhan	Okay	5:52:42 PM
	Thanks for the confirmation !	5:52:47 PM
	Please allow me two minutes to check the same.	5:52:58 PM
Jennifer Rodgers	thank you	5:53:36 PM
Vikas Singh Chauhan		

	Could you please try now, I have made changes from backend.	5:56:04 PM
Jennifer Rodgers	it works now :)	5:56:29 PM
Vikas Singh Chauhan	Great !!	5:56:35 PM
	Is there anything else I may help you with ?	5:56:40 PM
Jennifer Rodgers	no that is all thank you	5:56:58 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.	5:57:05 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!	5:57:09 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/)	
	Have a good one.	5:57:15 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	5:57:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 9:29:35 PM

#82592 Daniel Barron

Email: dbarron@dmjtransportation.net 7246893271

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: 4 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 18 Secs

Daniel Barron	Hello, I am your Acebuddy	14 Oct, 9:29:36 PM
Acebuddy	Hello Daniel Barron, I'm your Ace Buddy. I'll be happy to assist you!	9:29:37 PM
	Whom Would You Like to Connect With?	9:29:37 PM
Daniel Barron	Technical Support (QB & App Hosting)	9:29:43 PM
Acebuddy	Welcome to Ace Support.	9:29:43 PM
	Please chose an option :	9:29:43 PM
Daniel Barron	I'd like to report an Issue	9:29:58 PM
Acebuddy	Please select an option!	9:29:58 PM
Daniel Barron	QuickBooks Issue	9:30:56 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:30:56 PM
Daniel Barron	Other QB related issue	9:31:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:31:00 PM
Daniel Barron	I need to save a back up copy to upload to my accountant. Say there is not enough space on my server, i've done it before	9:31:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:31:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:31:30 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:33:01 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:33:05 PM
	Hello Daniel	9:33:10 PM
	Are we still connected here?	9:35:25 PM
	Are we still connected here?	9:37:40 PM
	Are we still connected here?	9:46:47 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.	9:46:51 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	9:46:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 12:54:52 AM

#83036 johnathon

Email: johnathon@islandentertainment.com ☎ (250) 746-9707

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: PENSACOLA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 53 Secs

johnathon	Hello, I am your Acebuddy	29 Oct, 12:54:52 AM
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!	12:54:53 AM
	Whom Would You Like to Connect With?	12:54:53 AM
johnathon	Managed IT	12:55:07 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:55:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:55:07 AM
	<i>Janardan Mishra accepted the chat transfer request.</i>	12:55:17 AM
Janardan Mishra	Thank you for choosing ACE cloud Hosting. My name is Janardan. How may I help you today?	12:55:43 AM
johnathon	Hello Janardan, we have a user in our company that is not able to open previously used QB file. Can you assist with this?	12:57:12 AM
	CID68317	12:57:24 AM
Janardan Mishra	Are you still with me?	12:58:53 AM
johnathon	yes	12:59:25 AM
Janardan Mishra	May I know your business name or CID number?	12:59:53 AM
johnathon	Just sent it above	1:00:35 AM

	CID68317	1:00:41 AM
	user need support with is: myrealdata\lorie.a	1:00:52 AM
Janardan Mishra	It seems you selected Managed IT and landed to a different team. Is it okay if I may transfer your chat to concerned team?	1:01:12 AM
	Our team is unable to access your server.	1:01:32 AM
johnathon	who would be assisting with this issue?	1:01:44 AM
Janardan Mishra	It will take could of minutes and you will get connected to team who can access your server and assist you.	1:03:13 AM
johnathon	ok. thank you	1:03:26 AM
Janardan Mishra	Server support team will assist you.	1:03:47 AM
	Thank you. Kindly wait.	1:04:34 AM
	<i>Janardan Mishra is transferring the chat to Support(QB & App Hosting).</i>	1:05:18 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:06:41 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Ashutosh Mishra.</i>	1:06:54 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:06:56 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:07:15 AM
johnathon	Hello Ashutosh, we have a user in our company that is not able to open previously used QB file. Can you assist with this?	1:07:59 AM
	CID68317	1:08:12 AM
	user need support with is: myrealdata\lorie.a	1:08:21 AM
Ashutosh Mishra	Hello Johnathon, I will surely help with this issue.	1:08:31 AM
	Is this issue occurring only for Lorie, or are other users on the server also experiencing it?	1:08:51 AM
johnathon	Lorie is a new user. We just created it yesterday and she is the only one with the issue so far	1:09:41 AM
Ashutosh Mishra	Thank you for providing the details.	1:10:26 AM
	To assist further may I take the remote access of Lorie's server?	1:10:56 AM
johnathon	yes, go ahead	1:11:10 AM
Ashutosh Mishra	Prior providing the access, I would suggest informing Lorie about the server access and to close any important documents at their end.	1:11:41 AM
johnathon	ok	1:12:07 AM
	all is good	1:12:10 AM
Ashutosh Mishra	Yes, we are connected on remote session now.	1:13:04 AM
johnathon	looks like the file opened this time	1:14:07 AM
	have you made any changes or it just worked this time?	1:14:38 AM

Ashutosh Mishra	I have not made any changes.	1:14:51 AM
johnathon	ok. we are good for now. thank you	1:15:14 AM
Ashutosh Mishra	Great to see the issue is resolved, we will continue to follow up to ensure the issue is resolved permanently.	1:15:23 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.	1:15:32 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:15:41 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	1:15:45 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 16 Oct, 12:11:55 AM

#82656 alexis

Email: admin@sandiegodemolition.com 16199772652

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: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 50 Secs

alexis	Hello, I am your Acebuddy	16 Oct, 12:11:55 AM
Acebuddy	Hello Leontina Teles, I'm your Ace Buddy. I'll be happy to assist you!	12:11:56 AM
	Whom Would You Like to Connect With?	12:11:56 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:54:46 AM
	<i>Ended due to chat idle timeout</i>	12:54:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	16 Oct, 8:01:44 AM
#82677 Robert Zeigen	
Email: rzeigen@szcpa.tax ☎ 15613920620	
Department: Support(QB & App Hosting)	
Operator: Karan Kanwal	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Microsoft Edge	
Device: Desktop	
Average Response Time: 1 Min 27 Secs	
City: BOCA RATON	
State: Florida	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 29 Mins 11 Secs
Robert Zeigen	Hello, I am your Acebuddy
Acebuddy	Hello Rzeigen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Zeigen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

Robert Zeigen	I'd like to report an Issue	8:01:56 AM
Acebuddy	Please select an option!	8:01:56 AM
Robert Zeigen	Other Issue	8:02:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:02:00 AM
Robert Zeigen	I lost internet connectivity on my server	8:02:14 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:02:15 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:02:15 AM
	<i>Karan Kanwal accepted the chat transfer request.</i>	8:04:09 AM
Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.	8:04:16 AM
Robert Zeigen	I cannot log into my Ultratax software because it cannot reach the internet to initiate the mfa protocol	8:05:25 AM
	Are you there? Time is of the essence for me. I only have 1 1/2 hours until i miss the tax deadline]	8:06:29 AM
Karan Kanwal	Thank you for your patience.	8:07:26 AM
	Kindly share the error message.	8:07:46 AM
Robert Zeigen	I have to wait for the web page to fail again. right now it is just spinning	8:08:29 AM
Karan Kanwal	Kindly allow me two minutes to check the same.	8:09:05 AM
Robert Zeigen	This is happening if I try to access any website from the server browser	8:09:36 AM
	browser	8:09:39 AM
	<i>8:09:42 AM Robert Zeigen is sharing a file with you image.png - (Size:149.12 KB)</i>	8:09:42 AM
Karan Kanwal	Kindly confirm if you are trying to access the website from your local machine, is it working?	8:10:36 AM
Robert Zeigen	It works from my local machine	8:10:51 AM
	I cannot access any website from the browser on my server	8:12:27 AM
	Do you want to log in and see for ourself?	8:13:10 AM
	yourself	8:13:12 AM
	Are you checking my server?	8:13:46 AM
	I am running out of time here	8:14:10 AM
	Are you still there?	8:15:55 AM
Karan Kanwal	As I checked the issue with my team, it turned out multiple users have reported for website access issue.	8:17:07 AM
	It seems like due to an outage, you are facing this access issue that our team is actively	8:17:59 AM

	addressing. The estimated resolution time is 2-3 hours. Please try again later.	
Robert Zeigen	Oh, that is terrible. I have many returns that are going to be filed late and incur penalties	8:19:38 AM
	I only have a little over an hour to get these filed	8:20:04 AM
Karan Kanwal	We are actively working on this issue and we will update you as soon as possible. Apologies for the disruption.	8:21:44 AM
Robert Zeigen	I am going to need some type of a letter documenting this outage so I can provide that to the IRS when they assess penalties	8:22:04 AM
Karan Kanwal	Surely, we will email you that due to outage the website access was interrupted and will mention this issue impacted multiple users.	8:23:02 AM
	Is there anything else I may help you with ?	8:24:08 AM
Robert Zeigen	That's all for now. How will you notify me that the problem is resolved and when will you be sending that email? After the outage is resolved?	8:25:39 AM
Karan Kanwal	We will email you as soon as outage is resolved.	8:26:05 AM
	Are we still connected here?	8:28:14 AM
Robert Zeigen	Yes	8:28:34 AM
Karan Kanwal	Is there anything else I may help you with ?	8:28:55 AM
Robert Zeigen	no	8:30:10 AM
Karan Kanwal	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:30:51 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!	8:30:53 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Karan Kanwal has ended this chat session</i>	8:30:57 AM



