

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 10:53:59 PM

**#80628 Milan Brinek**  
**Email:** milan.brinek@bwilight.com 📞 7603157808  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 53 Secs  
**City:** MUNDELEIN  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 32 Secs

Milan Brinek	Hello, I am your Acebuddy	18 Aug, 10:53:59 PM
Acebuddy	Hello Milan Brinek, I'm your Ace Buddy. I'll be happy to assist you!	10:54:00 PM
	Whom Would You Like to Connect With?	10:54:00 PM
Milan Brinek	Technical Support (QB & App Hosting)	10:54:04 PM
Acebuddy	Welcome to Ace Support.	10:54:04 PM
	Please chose an option :	10:54:04 PM
Milan Brinek	I'd like to report an Issue	10:54:11 PM
Acebuddy	Please select an option!	10:54:11 PM
Milan Brinek	Other Issue	10:54:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:54:19 PM
Milan Brinek	cannot copy and paste fields into quickbooks	10:54:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:54:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:54:42 PM
	<i>Tushar accepted the chat transfer request.</i>	10:54:57 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	10:55:01 PM

	Hello Milan.	10:55:15 PM
Milan Brinek	Hi Tushar	10:55:29 PM
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:55:52 PM
Milan Brinek	BWILIGHT	10:56:02 PM
	Evelyn Bonilla	10:56:06 PM
Tushar	Kindly allow me two minutes to check the same.	10:56:37 PM
	Thank you for waiting Milan.	10:58:09 PM
	Regarding the issue is it the first time you are facing this and are other users facing it also?	10:59:06 PM
Milan Brinek	no it works for me.	10:59:17 PM
	first time - new employee getting trained	10:59:36 PM
Tushar	Okay.	10:59:57 PM
	May I take the remote access of your server?	11:00:11 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:00:14 PM
Milan Brinek	ok	11:00:41 PM
Tushar	Kindly let me know what you are trying to copy paste.	11:02:06 PM
Milan Brinek	trying to copy invoice number off PDF into quickbooks	11:02:30 PM
	not letting her to do it	11:02:38 PM
	works under mine login	11:02:47 PM
Tushar	Kindly try once again we will check if there are any errors.	11:03:39 PM
Milan Brinek	it looks like it works now	11:04:44 PM
Tushar	Thats great.	11:04:57 PM
	Is there anything else I may help you with ?	11:05:07 PM
Milan Brinek	let me try to copy the file	11:05:09 PM
Tushar	Sure, please take your time	11:05:34 PM
Milan Brinek	that was problem before -	11:05:35 PM
	it doesn't let her	11:06:38 PM
	it does let me do it.	11:06:43 PM
	under Milan Brinek login it works	11:06:59 PM
Tushar	Okay.	11:08:04 PM
	As of now it is working for both of you?	11:08:16 PM
Milan Brinek	she is trying	11:08:34 PM
	no for her	11:08:51 PM

	let me try	11:08:57 PM
Tushar	are you going to try on her user profile ?	11:09:10 PM
Milan Brinek	yes she is trying under her profile	11:09:27 PM
	I tried under Milan Brinek profile and it still works.	11:09:40 PM
	doesn't work under Evelyn Bonilla profile	11:09:52 PM
Tushar	If both of you are trying to copy paste exactly the same way, then it should not give any issue.	11:11:54 PM
	This might be application specific issue.	11:12:08 PM
Milan Brinek	I agree	11:12:08 PM
	how do we resolve this?	11:12:34 PM
Tushar	What I will do is schedule the QuickBooks update it might resolve the issue.	11:12:45 PM
	Once QuickBooks is updated, we will email you after 25 to 30 minutes as it will take time to update.	11:13:20 PM
	Kindly log off from the server after 5 minutes for 10 to 15 minutes so that we can update it.	11:13:48 PM
	Is there anything else I may help you with ?	11:14:15 PM
Milan Brinek	Ok	11:14:18 PM
Tushar	You can connect with us like this chat again or call us at 24/7 helpline on 888-415-5240 (toll-free) if the issue persists.	11:14:53 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	11:15:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:15:12 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:15:20 PM
	<i>Tushar has ended this chat session</i>	11:15:32 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Aug, 10:10:58 PM

Visitor Details

25 Aug, 10:10:58 PM

## #80812 sbhardwaj

**Email:** [sbhardwaj@hmgroupllp.com](mailto:sbhardwaj@hmgroupllp.com)

**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:** 16 Secs

City: BANGALORE

**State:** Karnataka

Country: INDIA

Chat Transcript

Chat Duration : 10 Mins 38 Secs

Chat Transcript

Chat Duration : 10 Mins 38 Secs

sbhardwaj	Hello, I am your Acebuddy	25 Aug, 10:10:59 PM
Acebuddy	Hello Shivam Bhardwaj, I'm your Ace Buddy. I'll be happy to assist you!	10:11:00 PM
	Whom Would You Like to Connect With?	10:11:00 PM
sbhardwaj	VDI/DaaS Support	10:11:28 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:11:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:11:28 PM
	<i>Sushant accepted the chat transfer request.</i>	10:11:37 PM
Sushant	Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today.	10:11:54 PM
	May I know your company name ?	10:13:11 PM
	Please wait while we connect you our concern team.	10:14:13 PM
	<i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>	10:14:21 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	10:14:34 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	10:14:41 PM
	Are we still connected here?	10:16:43 PM
	Are we still connected here?	10:18:26 PM
	Are we still connected here?	10:21:29 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.	10:21:35 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Aug, 7:01:55 PM

**#80450 michelle**  
**Email:** michelle@ifsgroupusa.com 📞 816-610-0096  
**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:** 14 Secs  
**City:** KANSAS CITY  
**State:** Missouri  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 3 Secs

michelle	Hello, I am your Acebuddy	13 Aug, 7:01:57 PM
Acebuddy	Hello Michelle Frisbie, I'm your Ace Buddy. I'll be happy to assist you!	7:01:58 PM
	Whom Would You Like to Connect With?	7:01:58 PM
michelle	Technical Support (QB & App Hosting)	7:02:24 PM
Acebuddy	Welcome to Ace Support.	7:02:24 PM
	Please chose an option :	7:02:24 PM
michelle	I'd like to report an Issue	7:02:34 PM
Acebuddy	Please select an option!	7:02:34 PM
michelle	Password Reset	7:02:38 PM
Acebuddy	Please select an option below	7:02:38 PM
michelle	Already Enrolled to Selfcare Portal	7:02:56 PM

Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:02:56 PM
	Do you need any further assistance on the topic?	7:02:56 PM
michelle	Yes	7:04:25 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:04:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:04:25 PM
	<i>Vignesh Arul declined the transfer request.</i>	7:04:28 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:04:47 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:04:51 PM
michelle	Hello, apparently my password has expired for the remote server. I had tried resetting my password but kept getting the msg it was not correct.	7:06:34 PM
Manish Singh	As I have checked you are enrolled on selfcare portal kindly reset the password using <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>	7:07:12 PM
	<i>7:07:24 PMManish Singh is sharing a file with you</i> <a href="#">SelfCare Portal User Guide 1.pdf</a> - ( Size:848.32 KB )	7:07:24 PM
michelle	Ok, I will have to do the forgot password since the one I thought it was is not taking.	7:08:53 PM
Manish Singh	Yes	7:08:57 PM
michelle	Any assistance on what my user name is?	7:10:01 PM
Manish Singh	mfrisbie this will be your username (Edited)	7:10:25 PM
	Are you able to reset the password?	7:13:06 PM
	Are we still connected here?	7:14:51 PM
michelle	Yes, I just completed that and reset my password. When I log onto the remote server it is still saying my password is expired, do I need to reset it again?	7:15:43 PM
Manish Singh	No	7:15:55 PM
	May I take the remote access of your local computer?	7:16:02 PM
michelle	yes	7:16:08 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/5722059260">https://assist.acecloudhosting.com/join/5722059260</a>	7:16:19 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:16:23 PM
	Kindly paste this link in the browser of local computer and join the session.	7:16:30 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:19:45 PM
	Is there anything else I may help you with ?	7:21:34 PM
michelle	thanks!	7:21:36 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on	7:21:43 PM

	smileys at the end of this chat.	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:21:51 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:21:55 PM
	<i>Manish Singh has ended this chat session</i>	7:22:00 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 4 Aug, 7:14:48 PM

#80110 sulema.montes  
**Email:** sulema.montes@wavenet.net  
**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:** 22 Secs  
**City:** VALLEY VILLAGE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript Chat Duration : 27 Mins 7 Secs

sulema.montes	Hello, I am your Acebuddy	4 Aug, 7:14:49 PM
Acebuddy	Hello Sulema.montes, I'm your Ace Buddy. I'll be happy to assist you!	7:14:50 PM




	Whom Would You Like to Connect With?	7:14:50 PM
sulema.montes	Technical Support (QB & App Hosting)	7:17:19 PM
Acebuddy	Welcome to Ace Support.	7:17:19 PM
	Please chose an option :	7:17:19 PM
sulema.montes	I'd like to report an Issue	7:17:26 PM
Acebuddy	Please select an option!	7:17:27 PM
sulema.montes	Other Issue	7:17:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:17:31 PM
sulema.montes	my ace application isn't opening	7:17:41 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:17:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:17:42 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	7:17:55 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	7:17:59 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:18:07 PM
sulema.montes	Sulema.Margaret.WN@myrealdata.net	7:19:39 PM
Yash Kalra	Kindly allow me two minutes to check the same.	7:19:54 PM
	<b>To help me assist you better, please answer the following questions:</b>  1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message. 2. When was the last time you were able to connect to the server successfully?	7:20:39 PM
sulema.montes	Friday	7:20:48 PM
	no error message	7:20:58 PM
	just stuck loading	7:21:00 PM
	"connecting"	7:21:09 PM
Yash Kalra	<b>Sulema,</b> Could you please check and confirm if this issue is occurring for all users or just affecting your account?	7:22:09 PM
sulema.montes	just me	7:23:53 PM
Yash Kalra	May I take the remote access of your local computer?	7:24:11 PM
sulema.montes	yes	7:24:29 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	7:24:31 PM
sulema.montes	ready	7:24:37 PM
Yash Kalra		



	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/7672970710	7:24:51 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:25:44 PM
	Sulema, It appears there is a connection issue, and since the problem is still unresolved, we kindly request you to share your contact number so that we can arrange a callback to get this addressed at the earliest.	7:40:21 PM
	We will be disconnecting this chat to save your time and will be emailing you regarding the same. We hope for your understanding. Thank you for choosing Ace Cloud.	7:41:45 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:41:54 PM

*Yash Kalra has ended this chat session*

7:41:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Aug, 9:12:08 PM

#80303 shari

Email: shari@jkservicesinc.com 📞 18054079440

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 42 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript	Chat Duration : 16 Mins 27 Secs
shari	Hello, I am your Acebuddy
	8 Aug, 9:12:09 PM

Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	9:12:10 PM
	Whom Would You Like to Connect With?	9:12:10 PM
shari	Technical Support (QB & App Hosting)	9:12:24 PM
Acebuddy	Welcome to Ace Support.	9:12:24 PM
	Please chose an option :	9:12:24 PM
shari	I'd like to report an Issue	9:12:30 PM
Acebuddy	Please select an option!	9:12:30 PM
shari	Other Issue	9:12:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:12:35 PM
shari	We have the new JK Services Enterprise server. It needs to have Enterprise 24 on it and I need access to the Z drive for the Beacon folder	9:13:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:13:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:13:10 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:14:09 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:14:21 PM
shari	hi Manish	9:14:51 PM
Manish Singh	For the QuickBooks 2024 installation and Z:/ drive access kindly email us on support@acecloudhosting.com from authorized email shari@jkservicesinc.com.	9:16:04 PM
	Kindly share the license number and product of QuickBooks 2024	9:16:19 PM
shari	the same from the jk services account	9:16:40 PM
Manish Singh	Yes	9:16:48 PM
	May I know the location of Beacon folder and on which server it is placed.	9:18:33 PM
shari	it was Blue Isle Drake folder they just renamed to JK Services	9:20:03 PM
	Z drive	9:20:06 PM
Manish Singh	Alright, kindly email us with the information once the installation and access are provided to you, we will let you know over the email.	9:20:52 PM
shari	can you please make this an urgent correction	9:21:41 PM
	everyone was cut off last night and can't work	9:21:48 PM
Manish Singh	Yes, that was resolved as per ticket #746161	9:22:56 PM
	Are they able to access server now?	9:23:10 PM
shari	no because beacon was switched to enterprise and I have to convert their file to enterprise and I need 24 to do so. not sure why 23 was installed	9:23:48 PM



**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** ARLINGTON  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 39 Secs

colin roy	Hello, I am your Acebuddy	9 Aug, 12:09:25 AM
Acebuddy	Hello Colin Roy, I'm your Ace Buddy. I'll be happy to assist you!	12:09:26 AM
	Whom Would You Like to Connect With?	12:09:26 AM
colin roy	Technical Support (QB & App Hosting)	12:09:30 AM
Acebuddy	Welcome to Ace Support.	12:09:30 AM
	Please chose an option :	12:09:30 AM
colin roy	I'd like to raise a Request	12:09:38 AM
Acebuddy	Please select your request type.	12:09:38 AM
colin roy	Other Request	12:09:48 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:09:48 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:09:48 AM
colin roy	No, That'll be all!	12:10:05 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	12:10:05 AM
	<i>Acebuddy has ended this chat session</i>	12:10:05 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80488 harsh.sharma

14 Aug, 2:33:12 PM

**Email:** harsh.sharma@myrealdata.in 📞 08587853574

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** BENGALURU

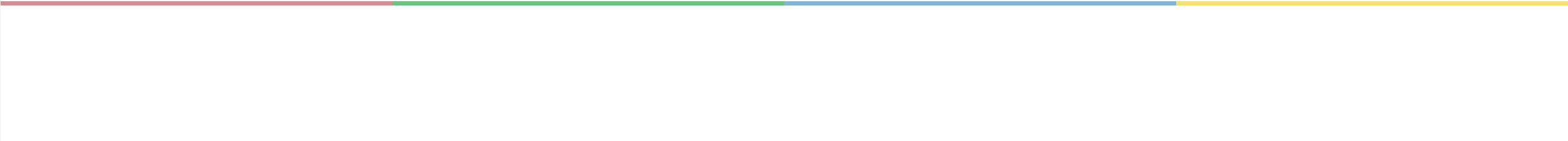
**State:** Haryana

**Country:** INDIA

Chat Transcript

Chat Duration : 2 Mins 4 Secs

harsh.sharma	Hello, I am your Acebuddy	14 Aug, 2:33:14 PM
Acebuddy	Hello Harsh.sharma, I'm your Ace Buddy. I'll be happy to assist you!	2:33:15 PM
	Whom Would You Like to Connect With?	2:33:15 PM
harsh.sharma	Technical Support (QB & App Hosting)	2:33:23 PM
Acebuddy	Welcome to Ace Support.	2:33:23 PM
	Please chose an option :	2:33:23 PM
harsh.sharma	I'd like to report an Issue	2:33:29 PM
Acebuddy	Please select an option!	2:33:29 PM
harsh.sharma	Other Issue	2:33:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:33:33 PM
harsh.sharma	hi	2:33:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:33:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:33:47 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:33:57 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:34:05 PM
	<i>Ashutosh Mishra has ended this chat session</i>	2:35:18 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Aug, 3:30:12 AM

**#80383 Jonah Peskin**  
**Email:** jp@ubxsystems.com 📞 15035120079  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** SHADY COVE  
**State:** Oregon  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 26 Secs

Jonah Peskin	Hello, I am your Acebuddy	12 Aug, 3:30:12 AM
Acebuddy	Hello Jonah Peskin, I'm your Ace Buddy. I'll be happy to assist you!	3:30:13 AM
	Whom Would You Like to Connect With?	3:30:13 AM
Jonah Peskin	Technical Support (QB & App Hosting)	3:30:19 AM
Acebuddy	Welcome to Ace Support.	3:30:19 AM
	Please chose an option :	3:30:19 AM
Jonah Peskin	Setback	3:30:21 AM
Acebuddy	Hello Jonah Peskin, I'm your Ace Buddy. I'll be happy to assist you!	3:30:22 AM
	Whom Would You Like to Connect With?	3:30:22 AM
Jonah Peskin	Technical Support (QB & App Hosting)	3:30:28 AM
Acebuddy	Welcome to Ace Support.	3:30:28 AM
	Please chose an option :	3:30:28 AM
Jonah Peskin	I'd like to raise a Request	3:30:33 AM
Acebuddy	Please select your request type.	3:30:33 AM
Jonah Peskin	Other Request	3:30:42 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our	3:30:42 AM

	technicians will connect with you for further assistance.	
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:30:42 AM
Jonah Peskin	Yes, I'm facing issues with my server	3:30:54 AM
Acebuddy	Please select an option!	3:30:54 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:14:38 AM
	<i>Ended due to chat idle timeout</i>	4:14:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Aug, 12:24:13 AM

#80551 seths

**Email:** seths@sentryusa.com

**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:** 35 Secs

**City:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 27 Secs

seths	Hello, I am your Acebuddy	16 Aug, 12:24:14 AM
Acebuddy	Hello Seths, I'm your Ace Buddy. I'll be happy to assist you!	12:24:15 AM
	Whom Would You Like to Connect With?	12:24:15 AM
seths	Technical Support (QB & App Hosting)	12:24:19 AM
Acebuddy	Welcome to Ace Support.	12:24:19 AM



	Please chose an option :	12:24:19 AM
seths	I'd like to report an Issue	12:24:27 AM
Acebuddy	Please select an option!	12:24:27 AM
seths	Other Issue	12:24:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:24:30 AM
seths	I need to be force signed out of ace, not the server restarted	12:24:56 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:24:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:24:57 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	12:25:24 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	12:25:29 AM
	Hello Seths	12:26:01 AM
	Kindly allow me two minutes to check the same.	12:26:10 AM
seths	Hi	12:26:11 AM
	Okay	12:26:17 AM
Sanyam Madan	Could you please confirm if your username is seth.s?	12:27:34 AM
seths	Yes it is	12:27:42 AM
Sanyam Madan	I've made the changes on my end.	12:28:35 AM
seths	Okay	12:28:41 AM
Sanyam Madan	Please check and let us know if everything is working fine	12:28:54 AM
seths	Still not working	12:29:27 AM
Sanyam Madan	Seth, may I reboot the server ?	12:30:18 AM
seths	Is there anything that can be done without re-booting it? Several people are working on projects	12:30:53 AM
Sanyam Madan	Is it working now Seth ?	12:32:03 AM
seths	yes now it is	12:32:38 AM
Sanyam Madan	We have refreshed your session	12:32:43 AM
	Is there anything else I may help you with ?	12:32:49 AM
seths	That should be everything, thank you!!	12:34:29 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:34:34 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:34:39 AM
	<i>Sanyam Madan has ended this chat session</i>	12:34:41 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Aug, 2:37:19 AM

**#80728 preston**  
**Email:** preston@uag.edu ☎ 2104462212  
**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:** 43 Secs  
**City:** SAN ANTONIO  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 22 Secs

preston	Hello, I am your Acebuddy	21 Aug, 2:37:19 AM
Acebuddy	Hello Preston, I'm your Ace Buddy. I'll be happy to assist you!	2:37:20 AM
	Whom Would You Like to Connect With?	2:37:20 AM
preston	Technical Support (QB & App Hosting)	2:37:26 AM
Acebuddy	Welcome to Ace Support.	2:37:26 AM
	Please chose an option :	2:37:26 AM
preston	I'd like to report an Issue	2:37:35 AM
Acebuddy	Please select an option!	2:37:35 AM
preston	QuickBooks Issue	2:37:40 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:37:40 AM
preston	Other QB related issue	2:37:48 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:37:49 AM
preston	Update Open with when opening quickbooks files. It it currently opening in 23.0 which is outdated and would like for .qbo files to open in 24.0	2:38:24 AM

Acebuddy	Please wait while we connect you to a Support Representative	2:38:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:38:25 AM
	<i>Dharmendra Kumar declined the transfer request.</i>	2:38:42 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	2:38:43 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	2:38:49 AM
preston	hi	2:38:54 AM
Sanyam Madan	Hello Preston	2:39:04 AM
	Please elaborate your issue	2:39:17 AM
preston	When opening downloaded .qbo files, windows automatically opens them up in the old version of quickbooks. Id like them to open automatically in Quickbooks 24.0	2:40:00 AM
Sanyam Madan	Preston , are you still using the older version of QuickBooks? If not, we can go ahead and remove it from the server. Doing so should help resolve the issue.	2:41:36 AM
preston	We are not using the old version	2:41:52 AM
	We requested it to be removed a long time ago but its still there.	2:42:06 AM
	we can remove the old version as everything is on 24.0 now.	2:42:16 AM
Sanyam Madan	I deeply apologize for the delay, we will remove it from the server	2:42:28 AM
	You just have to give an authorization mail from [preston@uag.edu](mailto:preston@uag.edu) to support@acecloudhosting.com	2:43:17 AM
	Then we will proceed with the request right away	2:43:29 AM
preston	In the mean time could you change the default open with to the new version?	2:43:43 AM
Sanyam Madan	Yes, we can certainly take care of that.	2:44:39 AM
	One more thing, Preston — all users will need to log out of the server in order to complete the QuickBooks removal process.	2:45:52 AM
preston	Understood, Theyre using it right now. Is there a way It can be scheduled?	2:46:14 AM
	That is why Id prefer to just change the default open with for now as well.	2:46:28 AM
	So I dont have to inturrupt their work.	2:46:35 AM
Sanyam Madan	Yes, we can schedule it during night hours to minimize any disruption.	2:47:30 AM
	Preston to do that we need to remove the older version of QB	2:47:56 AM
preston	Can we not change the default open with version until we can get the old version removed?	2:48:27 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	2:49:37 AM
	May I take the remote access of your server?	2:54:25 AM
	Preston	2:55:07 AM
	Are we still connected here?	2:56:16 AM

preston	sorry its currently in use at the moment.	2:57:00 AM
Sanyam Madan	Preston , we need access to the server to proceed with troubleshooting.	2:57:34 AM
preston	okay, ill contact back when its not in use.	2:57:48 AM
	thanks.	2:57:49 AM
Sanyam Madan	Sure , we are always here to help	2:57:59 AM
	Please provide your valuable feedback at the end of this chat (Edited)	2:58:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:59:21 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	2:59:38 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
<i>Sanyam Madan has ended this chat session</i>		2:59:42 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80059 susanromo999

Email: susanromo999@gmail.com 📞 512-848-4970

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: 35 Secs

City: PAIGE

State: Texas

1 Aug, 11:21:09 PM

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 57 Secs

susanromo999	Hello, I am your Acebuddy	1 Aug, 11:21:10 PM
Acebuddy	Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you!	11:21:11 PM
	Whom Would You Like to Connect With?	11:21:11 PM
susanromo999	Technical Support (QB & App Hosting)	11:21:13 PM
Acebuddy	Welcome to Ace Support.	11:21:13 PM
	Please chose an option :	11:21:13 PM
susanromo999	I'd like to report an Issue	11:21:19 PM
Acebuddy	Please select an option!	11:21:19 PM
susanromo999	QuickBooks Issue	11:21:25 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:21:25 PM
susanromo999	Other QB related issue	11:21:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:21:32 PM
susanromo999	The QBs icon on the desktop will not open, just spins then stops. have tried repeatedly	11:22:16 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:22:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:22:16 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	11:22:25 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	11:22:39 PM
	I deeply apologize for the inconvenience caused to you.	11:22:55 PM
susanromo999	Please re set QBs or something	11:23:23 PM
Vikas Singh Chauhan	Is it for the account Melissa Banuelos ?	11:23:44 PM
susanromo999	Yes	11:23:49 PM
Vikas Singh Chauhan	Thanks for the confirmation !	11:24:31 PM
	Let me check it from my end, please allow me 4-5 minutes.	11:24:51 PM
susanromo999	thank you, the sooner the better	11:25:05 PM
Vikas Singh Chauhan	Sure, could you tell me which Quickbooks version you are trying to Launch ?	11:26:48 PM
susanromo999	Pro 2020	11:27:04 PM
Vikas Singh Chauhan	Thank you !! Allow me 2 minutes.	11:27:59 PM
	It seems the services are stuck for Pro 2020, I have launched the server reboot, it will be done in 5	

	minutes.	11:32:51 PM
susanromo999	ok thank you	11:33:14 PM
Vikas Singh Chauhan	No problem.	11:33:45 PM
	Server is rebooted now, please connect to server and try to launch the Quickbook application again.	11:37:08 PM
	Is it working now ?	11:39:36 PM
susanromo999	Yes it is working now. Thank You	11:40:17 PM
Vikas Singh Chauhan	Great	11:40:19 PM
	Is there anything else I may help you with ?	11:40:25 PM
susanromo999	no thank you	11:40:32 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.	11:40:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:40:56 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:41:02 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	11:41:08 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80430 info

Email: info@brkimcpa.com 📞 9729724930

Department: Support(QB & App Hosting)

Operator: Acebuddy

13 Aug, 12:40:02 AM

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** CARROLLTON

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 43 Secs

info	Hello, I am your Acebuddy	13 Aug, 12:40:03 AM
Acebuddy	Hello Daniel Han, I'm your Ace Buddy. I'll be happy to assist you!	12:40:03 AM
	Whom Would You Like to Connect With?	12:40:03 AM
info	Technical Support (QB & App Hosting)	12:40:06 AM
Acebuddy	Welcome to Ace Support.	12:40:06 AM
	Please chose an option :	12:40:06 AM
info	I'd like to report an Issue	12:40:12 AM
Acebuddy	Please select an option!	12:40:12 AM
info	Other Issue	12:40:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:40:26 AM
	<i>Daniel Han has ended this chat session</i>	12:40:46 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 5:50:27 PM

**#80602 Loreta Gonzalez**

**Email:** lgonzalez@ipgholding.com ☎ 14073741365

**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:** FLORIDA  
**State:** Buenos Aires  
**Country:** ARGENTINA

Chat Transcript

Chat Duration : 4 Mins 49 Secs

Loreta Gonzalez	Hello, I am your Acebuddy	18 Aug, 5:50:28 PM
Acebuddy	Hello Lgonzalez, I'm your Ace Buddy. I'll be happy to assist you!	5:50:29 PM
	Whom Would You Like to Connect With?	5:50:29 PM
Loreta Gonzalez	Technical Support (QB & App Hosting)	5:52:54 PM
Acebuddy	Welcome to Ace Support.	5:52:54 PM
	Please chose an option :	5:52:54 PM
Loreta Gonzalez	I'd like to raise a Request	5:52:58 PM
Acebuddy	Please select your request type.	5:52:58 PM
Loreta Gonzalez	Other Request	5:53:09 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.	5:53:09 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:53:09 PM
Loreta Gonzalez	No, That'll be all!	5:55:17 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	5:55:17 PM
	<i>Acebuddy has ended this chat session</i>	5:55:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Aug, 8:09:05 PM

#80710 Remote

Email: remote@momiitrass.com

**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** SANTPUR  
**State:** Rajasthan  
**Country:** INDIA

Chat Transcript

Chat Duration : 26 Mins 41 Secs

Remote	Hello, I am your Acebuddy	20 Aug, 8:09:05 PM
Acebuddy	Hello Remote, I'm your Ace Buddy. I'll be happy to assist you!	8:09:06 PM
	Whom Would You Like to Connect With?	8:09:06 PM
Remote	Technical Support (QB & App Hosting)	8:09:11 PM
Acebuddy	Welcome to Ace Support.	8:09:11 PM
	Please chose an option :	8:09:11 PM
Remote	I'd like to report an Issue	8:09:23 PM
Acebuddy	Please select an option!	8:09:23 PM
Remote	Other Issue	8:09:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:09:31 PM
Remote	RDP is working slow	8:09:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:09:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:09:50 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:10:41 PM
	<i>Vikas Singh Chauhan is transferring the chat to Yash Kalra.</i>	8:10:58 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	8:11:00 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	8:11:03 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:11:09 PM
	<i>8:11:52 PMRemote is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:41.97 KB )</i>	8:11:52 PM
	Kindly allow me two minutes to check the same.	8:12:32 PM
	Kindly confirm if your server's name is: MomiiTrassCpas.myrealdata.net	8:13:12 PM
Remote	yes	8:14:09 PM

Yash Kalra	To help me assist you better, please answer the following questions:  1. Have you checked if your internet connection is stable? 2. Is this issue occurring for a single user or for all the users on the server?	8:15:49 PM
Remote	1, my internet is stable 2. I am not sure for other user,	8:16:25 PM
Yash Kalra	May I take the remote access of your local computer?	8:16:52 PM
Remote	yes	8:17:07 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	8:17:11 PM
Remote	sure	8:17:19 PM
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/6202519668">https://assist.acecloudhosting.com/join/6202519668</a>	8:17:23 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.	8:18:45 PM
	We assisted you regarding the slowness issue. Is there anything else I may help you with ?	8:30:35 PM
	Are we still connected here?	8:31:02 PM
	Are we still connected here?	8:33:24 PM
	Are we still connected here?	8:35:41 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:35:44 PM

*Yash Kalra has ended this chat session*

8:35:47 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80501 Rushabh

Email: rushabh@realtimecpas.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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


14 Aug, 8:46:47 PM

**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 31 Secs  
**City:** SUHAGPURA  
**State:** Gujarat  
**Country:** INDIA

Chat Transcript

Chat Duration : 24 Mins 31 Secs

Rushabh	Hello, I am your Acebuddy	14 Aug, 8:46:48 PM
Acebuddy	Hello Eric, I'm your Ace Buddy. I'll be happy to assist you!	8:46:49 PM
	Whom Would You Like to Connect With?	8:46:49 PM
Rushabh	Managed IT	8:47:04 PM
Acebuddy	Please wait while we connect you to an available Representative.	8:47:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:47:04 PM
	<i>Suneetha Barre accepted the chat transfer request.</i>	8:47:14 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?	8:47:35 PM
Rushabh	how can use multiple screen in ACE connect remote	8:48:53 PM
Suneetha Barre	I will surely assist you on this	8:49:13 PM
	Kindly confirm your Business name	8:49:31 PM
Rushabh	realtime CPA	8:49:48 PM
Suneetha Barre	Thank you for sharing details with us	8:50:39 PM
Rushabh	please resoled asap	8:50:52 PM
Suneetha Barre	Kindly allow me to transfer this chat to concerned team	8:50:53 PM
	<i>Suneetha Barre is transferring the chat to Support(QB &amp; App Hosting).</i>	8:51:01 PM
Rushabh	sure	8:51:12 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:51:57 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:52:16 PM
Rushabh	Hi	8:52:29 PM
	how can use multiple screen in ACE connect remote	8:52:37 PM
Vikas Singh Chauhan	I will surely help you with this issue.	8:53:00 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:53:12 PM

Rushabh	Rushabh@RealTimeCPAs.com	8:53:38 PM
Vikas Singh Chauhan	Kindly allow me two minutes to check the same.	8:54:39 PM
Rushabh	please resolve ASAP	8:55:08 PM
Vikas Singh Chauhan	Sure	8:56:04 PM
	Is this for account owner [ERIC@REALTIMECPAS.COM](mailto:ERIC@REALTIMECPAS.COM) ?	8:56:15 PM
Rushabh	yes	8:56:21 PM
Vikas Singh Chauhan	May I take the remote access of your local computer?	8:56:36 PM
Rushabh	sure	8:56:45 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	8:57:07 PM
	<a href="https://assist.acecloudhosting.com/join/5282634966">https://assist.acecloudhosting.com/join/5282634966</a>	8:57:22 PM
	Kindly paste this link in the browser of local computer and join the session.	8:57:42 PM
	Is there anything else I may help you with ?	9:10:39 PM
Rushabh	No, thanks	9:11:07 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:11:12 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:11:17 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	9:11:20 PM
<div></div>		

#81010 TechTeam

Email: techteam@vineit.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: ST PETERSBURG

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 29 Secs

TechTeam	Hello, I am your Acebuddy	29 Aug, 11:23:27 PM
Acebuddy	Hello Techteam, I'm your Ace Buddy. I'll be happy to assist you!	11:23:28 PM
	Whom Would You Like to Connect With?	11:23:28 PM
TechTeam	Technical Support (QB & App Hosting)	11:23:35 PM
Acebuddy	Welcome to Ace Support.	11:23:35 PM
	Please chose an option :	11:23:35 PM
TechTeam	I'd like to report an Issue	11:23:43 PM
Acebuddy	Please select an option!	11:23:43 PM
TechTeam	Other Issue	11:23:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:23:49 PM
TechTeam	uniprint feature not printing from sage company wide	11:24:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:24:20 PM
	Acebuddy (bot) forwarded the chat request	11:24:20 PM
	Vishal Dharan declined the transfer request.	11:25:28 PM
	Shashwat Verma accepted the chat transfer request.	11:25:30 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:25:33 PM
	Hello	11:25:36 PM
TechTeam	hello	11:25:42 PM
	MarlowMarine.myrealdata.net is the server name . its unable to print from sage using uniprint	11:26:25 PM
Shashwat Verma	I will surely help you with this issue.	11:26:47 PM
	May I take the remote access of your local computer?	11:26:53 PM

TechTeam	yes, but i will need to remote to the affected devices. im an MSP	11:27:23 PM
Shashwat Verma	Yes, thats the same case, we need a remote of the affected local pc	11:28:02 PM
TechTeam	no problem, i know of 2 offhand	11:28:22 PM
Shashwat Verma	We can share you the link, just open that link on the affected PC directly	11:29:02 PM
TechTeam	sounds good, we might need to do 2	11:29:24 PM
Shashwat Verma	Shall I share the link?	11:30:17 PM
TechTeam	please do	11:30:23 PM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/1042166492">https://assist.acecloudhosting.com/join/1042166492</a>	11:30:43 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:30:51 PM
	Kindly Click on the link and open the downloaded file.	11:30:54 PM
TechTeam	gotcha	11:31:07 PM
	one moment, they are closing stuff	11:31:58 PM
Shashwat Verma	Okay	11:32:07 PM
TechTeam	deployed	11:33:52 PM
Shashwat Verma	Still connecting.	11:34:09 PM
	Could you please confirm the printer name?	11:34:43 PM
TechTeam	are you in?	11:34:47 PM
Shashwat Verma	Yes	11:35:22 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.	11:35:24 PM
TechTeam	remote is on the right screen	11:35:38 PM
	you are on her local device	11:36:04 PM
Shashwat Verma	Yes, but we need to first test it from local pc	11:36:06 PM
TechTeam	copy	11:36:13 PM
	<i>11:36:25 PMShashwat Verma is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:6.12 KB )</i> <i>Is that the printer?</i>	11:36:25 PM
	yes	11:36:45 PM
	it works locally. lol	11:37:01 PM
Shashwat Verma	Okay, Kindly check now	11:37:27 PM
TechTeam	can you see my chat with her?	11:37:55 PM
Shashwat Verma	Yes	11:37:57 PM



	Got it	11:37:59 PM
TechTeam	it printed	11:37:59 PM
	this is another glitch that was happening	11:42:49 PM
Shashwat Verma	Okay, let me check some possible cases for the issues, allow me 5 mins	11:43:13 PM
	When you have last able to print from server?	11:47:22 PM
TechTeam	8:45 am EST	11:48:08 PM
	-5 gmt	11:48:14 PM
Shashwat Verma	Okay	11:48:19 PM
	Is it printing?	11:49:16 PM
TechTeam	yessir	11:49:23 PM
Shashwat Verma	Kindly ask synthia to print from sage	11:50:18 PM
	Check whether the issue still there or not?	11:50:40 PM
	Also, would like to inform you that your C drive is critically low	11:52:22 PM
	<i>11:52:25 PMShashwat Verma is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:6.81 KB</i> )	11:52:25 PM
TechTeam	yeah, i already know	11:53:24 PM
	thats the next step	11:53:31 PM
Shashwat Verma	Would like us to share the upgrade plan?	11:53:58 PM
TechTeam	please do	11:54:13 PM
Shashwat Verma	Plan 1: 200 GB – \$120/month	
	Plan 2: 100 GB – \$60/month	
	Plan 3: 80 GB – \$50/month	11:54:29 PM
	Plan 4: 60 GB – \$40/month	
	Plan 5: 40 GB – \$28/month	
TechTeam	i will get that info to the decision maker	11:54:57 PM
Shashwat Verma	Okay, will email the same to KIM too	11:55:16 PM
TechTeam	ok	11:55:30 PM
Shashwat Verma	We need an email authorization for the plan which you need to select	11:55:37 PM
TechTeam	she was the other user affected	11:55:40 PM
Shashwat Verma	For the printing issue? (Edited)	11:56:02 PM
TechTeam	yes	11:56:20 PM

Shashwat Verma	Kindly check now, if the issue still persists, seems like it will be resolved for all users	11:56:41 PM
	As the issue was from uniprint side (Edited)	11:56:53 PM
	Is the issue resolved? kindly confirm	11:58:39 PM
TechTeam	i have a feeling you fixed it site wide. thank you	30 Aug, 12:01:46 AM
Shashwat Verma	Perfect	12:03:00 AM
	Is there anything else I may help you with ?	12:03:06 AM
TechTeam	lets wait for confirmation on jeremy, but no	12:03:32 AM
Shashwat Verma	Sure, Also we'll email you the detailed overview of the issue and the storage plans too,	12:03:53 AM
TechTeam	sounds good, please also send an overview of the troubleshooting done	12:04:43 AM
Shashwat Verma	Yeah sure.	12:04:48 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:04:51 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:04:54 AM
	<i>Shashwat Verma has ended this chat session</i>	12:04:57 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80508 Sarah Adams

Email: esadams@midco.net

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: 4 Secs

City: PEMBINA

State: North Dakota

Country: UNITED STATES

Sarah Adams	Hello, I am your Acebuddy	15 Aug, 12:41:37 AM
Acebuddy	Hello Sarah Adams, I'm your Ace Buddy. I'll be happy to assist you!	12:41:38 AM
	Whom Would You Like to Connect With?	12:41:38 AM
Sarah Adams	Technical Support (QB & App Hosting)	12:41:46 AM
Acebuddy	Welcome to Ace Support.	12:41:46 AM
	Please chose an option :	12:41:46 AM
Sarah Adams	I'd like to report an Issue	12:41:53 AM
Acebuddy	Please select an option!	12:41:53 AM
Sarah Adams	Other Issue	12:42:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:42:01 AM
Sarah Adams	cannot access remote desktop	12:42:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:42:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:42:24 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:42:39 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:42:42 AM
	Hello Sarah	12:42:49 AM
Sarah Adams	hello	12:42:57 AM
Shashwat Verma	I will surely help you with this issue.	12:43:07 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?	12:43:19 AM
Sarah Adams	This is my first time not being able to access the remote desktop. I work from home i am the only one the connects with it on a daily basis	12:44:50 AM
Shashwat Verma	Okay, will surely help you out!	12:44:52 AM
	May I take the remote access of your local computer?	12:44:57 AM
Sarah Adams	yes	12:45:03 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	12:45:07 AM
	<a href="https://assist.acecloudhosting.com/join/1152354319">https://assist.acecloudhosting.com/join/1152354319</a>	12:45:22 AM
	Kindly Click on the link and open the downloaded file.	12:45:25 AM
	Are you facing any issue in downloading the above file?	12:47:34 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	12:47:45 AM

	give your confirmation on this chat.	
	As per the remote session, will follow up for password on email	1:05:09 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:05:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:05:14 AM
	<i>Shashwat Verma has ended this chat session</i>	1:05:17 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Aug, 1:11:57 AM

**#80569 william Coble**  
**Email:** edwardc@vetoutletinc.com 📞 575-763-5020  
**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:** PHOENIX  
**State:** Arizona  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 9 Secs

william Coble	Hello, I am your Acebuddy	17 Aug, 1:11:57 AM
Acebuddy	Hello William Coble, I'm your Ace Buddy. I'll be happy to assist you!	1:11:58 AM
	Whom Would You Like to Connect With?	1:11:58 AM
william Coble	Technical Support (QB & App Hosting)	1:12:02 AM
Acebuddy	Welcome to Ace Support.	1:12:02 AM
	Please chose an option :	1:12:02 AM
william Coble	I'd like to raise a Request	1:12:08 AM
Acebuddy		

	Please select your request type.	1:12:08 AM
william Coble	Other Request	1:12:17 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.	1:12:17 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:12:17 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:56:07 AM
Ended due to chat idle timeout		1:56:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Aug, 2:42:04 AM

#80319 Cesar Diaz

Email: cesar.diaz@intercentrohn.com ☎ +504999919175

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: 31 Secs

City: CHOLOMA

State: Cortes

Country: HONDURAS

Chat Transcript

Chat Duration : 22 Mins 42 Secs

Cesar Diaz	Hello, I am your Acebuddy	9 Aug, 2:42:05 AM
Acebuddy	Hello Cesar Diaz, I'm your Ace Buddy. I'll be happy to assist you!	2:42:07 AM
	Whom Would You Like to Connect With?	2:42:07 AM
Cesar Diaz	Technical Support (QB & App Hosting)	2:42:13 AM
Acebuddy		

	Welcome to Ace Support.	2:42:13 AM
	Please chose an option :	2:42:13 AM
Cesar Diaz	I'd like to report an Issue	2:42:20 AM
Acebuddy	Please select an option!	2:42:20 AM
Cesar Diaz	Other Issue	2:42:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:42:27 AM
Cesar Diaz	please	2:42:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:42:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:42:39 AM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	2:43:35 AM
Cesar Diaz	someone get in monouser on quickbooks	2:43:41 AM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	2:43:48 AM
	Could you please explain about the issue you are facing ?	2:44:35 AM
	<i>2:45:35 AM</i> Cesar Diaz is sharing a file with you <a href="#">1_image.png</a> - ( Size:13.11 KB )	2:45:35 AM
	Thanks for the confirmation !	2:45:57 AM
	Kindly allow me few minutes to check the same.	2:46:33 AM
Cesar Diaz	ok	2:47:28 AM
Vikas Singh Chauhan	Cesar, I see two users currently active on the server Inter13 and Inter37.	2:47:46 AM
	Let us know which one you are using ?	2:48:06 AM
Cesar Diaz	can u send amessage	2:48:08 AM
Vikas Singh Chauhan	Okay, do you want me send the message on the server to logoff from Quickbooks ?	2:49:26 AM
Cesar Diaz	porfa salir de Quickbooks	2:49:53 AM
	can u send that message	2:50:02 AM
Vikas Singh Chauhan	Sure, allow me 1 minute.	2:50:30 AM
	I have just sent the message on the server to all users.	2:52:42 AM
Cesar Diaz	to all user	2:53:52 AM
	or restart both servers	2:54:16 AM
Vikas Singh Chauhan	Yes, sent to Inter13 and Inter37.	2:54:43 AM
	Currently, Inter37 logged out, waiting for Inter13.	2:55:10 AM
Cesar Diaz	let a moment	2:56:26 AM
Vikas Singh Chauhan		2:56:52 AM

	Are you getting that screenshot error on server Intercentnew.myrealdata.net ?	
	Okay	2:56:55 AM
Cesar Diaz	user 37 logg off	2:59:48 AM
Vikas Singh Chauhan	User37 showing in disconnected mode right now.	3:00:14 AM
	User 13 still logged in.	3:00:22 AM
Cesar Diaz	yes i going	3:00:38 AM
Vikas Singh Chauhan	Are you using Inter37 ?	3:01:01 AM
	inter13 is logged off now.	3:01:36 AM
Cesar Diaz	thanks	3:02:31 AM
	we are logg in	3:02:38 AM
Vikas Singh Chauhan	Okay	3:02:53 AM
	Is Quickbook working for you now ?	3:03:07 AM
Cesar Diaz	nothing else, thanks	3:03:42 AM
	yes we are working now	3:03:54 AM
Vikas Singh Chauhan	Great !!	3:04:09 AM
	Is there anything else I may help you with ?	3:04:16 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:04:43 AM
Cesar Diaz	nothing else	3:04:45 AM
Cesar Diaz has ended this chat session		3:04:49 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80804 Katie Brock

Email: katie@tridentcpa.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

25 Aug, 8:16:05 PM



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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 12 Secs

**City:** GORDON

**State:** Georgia

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 2 Secs

Katie Brock	Hello, I am your Acebuddy	25 Aug, 8:16:05 PM
Acebuddy	Hello Katie, I'm your Ace Buddy. I'll be happy to assist you!	8:16:06 PM
	Whom Would You Like to Connect With?	8:16:06 PM
Katie Brock	Technical Support (QB & App Hosting)	8:16:14 PM
Acebuddy	Welcome to Ace Support.	8:16:14 PM
	Please chose an option :	8:16:14 PM
Katie Brock	I'd like to report an Issue	8:16:19 PM
Acebuddy	Please select an option!	8:16:19 PM
Katie Brock	Other Issue	8:16:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:16:24 PM
Katie Brock	My remote desktop will not connect	8:16:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:16:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:16:36 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:17:24 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:17:41 PM
	I deeply apologize for the inconvenience caused to you.	8:17:54 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:18:03 PM
Katie Brock	Server is Trident	8:18:44 PM
	Username is KatieBrock	8:18:46 PM
Vikas Singh Chauhan	Thanks for the confirmation !	8:19:01 PM
	Are you getting any error message while connecting to server ?	8:19:22 PM
Katie Brock	I actually just tried again, and it worked this time. Sorry for the inconvenience!	8:20:21 PM
Vikas Singh Chauhan	Glad to hear it.	8:20:26 PM

	Is there anything else I may help you with ?	8:20:32 PM
Katie Brock	No. Thank you!	8:20:45 PM
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:20:54 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:20:59 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:21:05 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	8:21:08 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#80657 avaja**

**Email:** [avaja@lbnsCorp.com](mailto:avaja@lbnsCorp.com)

**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:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

Chat Transcript

Chat Duration : 12 Mins 24 Secs

avaja	Hello, I am your Acebuddy	19 Aug, 5:08:27 PM
Acebuddy	Hello Amit, I'm your Ace Buddy. I'll be happy to assist you!	5:08:28 PM
	Whom Would You Like to Connect With?	5:08:28 PM
avaja	Technical Support (QB & App Hosting)	5:08:39 PM
Acebuddy	Welcome to Ace Support.	5:08:39 PM
	Please chose an option :	5:08:39 PM
avaja	I'd like to report an Issue	5:08:54 PM
Acebuddy	Please select an option!	5:08:54 PM
avaja	Other Issue	5:08:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:08:59 PM
avaja	We are unable to connect RDP?	5:09:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:09:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:09:31 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	5:09:56 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	5:10:01 PM
	Hello Amit.	5:10:07 PM
avaja	Hi	5:10:11 PM
Sujeet Kumar Suman	How are you doing?	5:10:12 PM
avaja	Good	5:10:23 PM
	can you please help us	5:10:34 PM
	We are not able to connect RDP	5:10:49 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:11:08 PM
	<i>5:12:04 PMavaja is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:47.82 KB )</i>	5:12:04 PM
	Thanks for the confirmation !	5:12:38 PM
	Could you please confirm if only you are facing this problem, or if anyone else is also experiencing the same?	5:12:40 PM
avaja	all 9 RDP	5:12:53 PM
Sujeet Kumar Suman	And when was the last time you were able to access the server?	5:13:43 PM
avaja	today morning	5:13:58 PM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	5:14:52 PM

avaja	ok	5:14:56 PM
Sujeet Kumar Suman	Thank you for your patience.	5:17:25 PM
	May I take the remote access of your local computer? (Edited)	5:17:32 PM
avaja	yes	5:18:27 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	5:18:47 PM
avaja	done	5:19:23 PM
Sujeet Kumar Suman	Thanks for the confirmation !	5:19:56 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2412331380	5:20:05 PM
	<i>Amit has ended this chat session</i>	5:20:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Aug, 2:07:32 AM

**#80381 Alicen Truax**  
**Email:** alicen@cimodular.com 📞 3608869933  
**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 12 Secs  
**City:** BLACK DIAMOND  
**State:** Washington  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 31 Secs

Alicen Truax	Hello, I am your Acebuddy	12 Aug, 2:07:33 AM
Acebuddy	Hello Alicen Truax, I'm your Ace Buddy. I'll be happy to assist you!	2:07:34 AM

	Whom Would You Like to Connect With?	2:07:34 AM
Alicen Truax	Technical Support (QB & App Hosting)	2:08:50 AM
Acebuddy	Welcome to Ace Support.	2:08:50 AM
	Please chose an option :	2:08:50 AM
Alicen Truax	I'd like to report an Issue	2:08:55 AM
Acebuddy	Please select an option!	2:08:55 AM
Alicen Truax	QuickBooks Issue	2:08:58 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:08:58 AM
Alicen Truax	QuickBooks Login Issue	2:09:08 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	2:09:09 AM
	Was that helpful?	2:09:09 AM
Alicen Truax	No	2:09:13 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:09:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:09:13 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:10:46 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:10:49 AM
Alicen Truax	I am unable to connect to QuickBooks	2:10:54 AM
	I can access the Ace connection, but not QuickBooks once I'm connected.	2:11:23 AM
Manish Singh	I will surely help you with this issue.	2:11:40 AM
	May I know what error you are getting while accessing QuickBooks?	2:12:50 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?	2:12:59 AM
Alicen Truax	There is no error message. I simply cannot connect to QuickBooks, and no this is not the first time this has happened. It's been many times.	2:13:37 AM
Manish Singh	QuickBooks was frozen due to multiple QuickBooks session. We have removed all kindly try to access QB now.	2:14:24 AM
Alicen Truax	I just did and nothing happened. I have also rebooted my computer two time.	2:14:45 AM
	times"	2:14:49 AM
Manish Singh	Kindly allow me two minutes to check the same.	2:14:50 AM
	Need to reboot the server once.	2:15:39 AM
	Server will reboot in 5 minutes.	2:16:23 AM
Alicen Truax	Okay, thank you.	2:17:10 AM
Manish Singh		2:20:26 AM

	Server will reboot in 2 minutes.	
	Kindly login after 2 minutes and access server.	2:22:02 AM
Alicen Truax	It worked! Thank you, Manish.	2:24:16 AM
Manish Singh	Is there anything else I may help you with ?	2:26:35 AM
	We will mark this ticket as follow up if getting any issue let us know.	2:27:03 AM
	Are we still connected here?	2:29:41 AM
	Are we still connected here?	2:30:12 AM
	Are we still connected here?	2:32:53 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.	2:32:58 AM

Manish Singh has ended this chat session

2:33:05 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Aug, 10:33:08 PM

**#80741 Julie Zamarron**  
**Email:** billingwatpt@gmail.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:** LAVON  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Min 9 Secs

Julie Zamarron	Hello, I am your Acebuddy	21 Aug, 10:33:09 PM
Acebuddy	Hello Julie Zamarron, I'm your Ace Buddy. I'll be happy to assist you!	10:33:10 PM

	Whom Would You Like to Connect With?	10:33:10 PM
Julie Zamarron	Technical Support (QB & App Hosting)	10:33:17 PM
Acebuddy	Welcome to Ace Support.	10:33:17 PM
	Please chose an option :	10:33:17 PM
Julie Zamarron	I'd like to raise a Request	10:33:43 PM
Acebuddy	Please select your request type.	10:33:43 PM
Julie Zamarron	Other Request	10:33:52 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:33:52 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:33:52 PM
	<i>Julie Zamarron has ended this chat session</i>	10:34:18 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Aug, 3:31:19 AM

#80521 elbie

**Email:** elbie@destinpontooncharters.com 📞 9726852715

**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:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 13 Secs

elbie	Hello, I am your Acebuddy	15 Aug, 3:31:20 AM
Acebuddy	Hello Elbie, I'm your Ace Buddy. I'll be happy to assist you!	3:31:20 AM



	Whom Would You Like to Connect With?	3:31:20 AM
elbie	Technical Support (QB & App Hosting)	3:31:25 AM
Acebuddy	Welcome to Ace Support.	3:31:25 AM
	Please chose an option :	3:31:25 AM
elbie	I'd like to raise a Request	3:31:31 AM
Acebuddy	Please select your request type.	3:31:31 AM
elbie	Password Reset	3:31:37 AM
Acebuddy	Please select an option below	3:31:37 AM
elbie	Not Enrolled to Selfcare Portal	3:31:41 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.	3:31:41 AM
	Do you need any further assistance on the topic?	3:31:41 AM
elbie	No	3:33:33 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	3:33:33 AM
Acebuddy has ended this chat session		3:33:33 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80139 Elizabeth Serrano

Email: liz@mdsdme.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 57 Secs

City: FARMINGTON

State: Utah

Country: UNITED STATES

5 Aug, 2:57:34 AM

Elizabeth Serrano	Hello, I am your Acebuddy	5 Aug, 2:57:35 AM
Acebuddy	Hello Elizabeth Serrano, I'm your Ace Buddy. I'll be happy to assist you!	2:57:36 AM
	Whom Would You Like to Connect With?	2:57:36 AM
Elizabeth Serrano	Managed Security	2:57:47 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:57:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:57:47 AM
	<i>Shubham accepted the chat transfer request.</i>	2:57:57 AM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	2:58:42 AM
	<i>Tushar accepted the chat transfer request.</i>	2:59:54 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	3:00:03 AM
Elizabeth Serrano	hello i need to reset my password	3:00:17 AM
Tushar	Hello Elizabeth , I will surely guide you how to reset your password.	3:00:59 AM
	Kindly help me with your server name and user name?	3:01:04 AM
Elizabeth Serrano	my username is myrealdata\MDS_Elizabeth	3:01:40 AM
	my name is Elizabeth Serraano	3:01:54 AM
	Serrano	3:01:57 AM
Tushar	Thank you for the details.	3:02:09 AM
	To reset your password, you will have to contact Mr. Brein Stark or Allan Kitterman and ask them to do it through My Portal as one of them will be having access to it.	3:05:00 AM
	If they are unable to do so kindly ask them to email us at support@acecloudhosting.com.	3:05:47 AM
	Is there anything else I may help you with ?	3:05:52 AM
Elizabeth Serrano	oh okay, I will speak with Allan. Thank you	3:06:34 AM
Tushar	We will email you regarding the same to make sure your password is reset and take follow-up.	3:07:05 AM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	3:07:08 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:07:15 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:07:25 AM

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

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

Tushar has ended this chat session

3:07:30 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details


6 Aug, 2:38:31 AM

**#80201 Lindsey Vela**  
**Email:** admin@beaconmarineelectronics.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Abhay Kumar Saraswat  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 20 Secs  
**City:** OXNARD  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 7 Secs

Lindsey Vela	Hello, I am your Acebuddy	6 Aug, 2:38:32 AM
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!	2:38:32 AM
	Whom Would You Like to Connect With?	2:38:32 AM
Lindsey Vela	Technical Support (QB & App Hosting)	2:38:36 AM
Acebuddy	Welcome to Ace Support.	2:38:37 AM
	Please chose an option :	2:38:37 AM
Lindsey Vela	I'd like to report an Issue	2:38:42 AM
Acebuddy	Please select an option!	2:38:42 AM

Lindsey Vela	Other Issue	2:38:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:38:49 AM
Lindsey Vela	Remote resources connection issue	2:38:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:38:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:38:59 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:39:07 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:39:12 AM
	I will be surely assisting you with this.	2:39:34 AM
Lindsey Vela	Hello. BlueIsleDrake.myrealddata.net won't open	2:39:51 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	2:40:04 AM
	Could you please confirm with the username?	2:40:29 AM
Lindsey Vela	Aadmin	2:41:23 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	2:41:41 AM
Lindsey Vela	It is connecting now	2:42:00 AM
Abhay Kumar Saraswat	Okay.	2:42:55 AM
	Is there anything else I may help you with ?	2:43:01 AM
Lindsey Vela	not for now	2:43:22 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:43:30 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	2:43:34 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:43:37 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	2:43:40 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

20 Aug, 2:14:14 AM

## #80689 Milan Brinek

**Email:** milan.brinek@bwilight.com ☎ 7603157808

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time: 29 Secs**

City: MUNDELEIN

**State:** Illinois

Country: UNITED STATES

## Chat Transcript

Chat Duration : 16 Mins 54 Secs

Milan Brinek	Hello, I am your Acebuddy	20 Aug, 2:14:15 AM
Acebuddy	Hello Milan Brinek, I'm your Ace Buddy. I'll be happy to assist you!	2:14:16 AM
	Whom Would You Like to Connect With?	2:14:16 AM
Milan Brinek	Technical Support (QB & App Hosting)	2:14:18 AM
Acebuddy	Welcome to Ace Support.	2:14:18 AM
	Please chose an option :	2:14:18 AM
Milan Brinek	I'd like to report an Issue	2:14:23 AM
Acebuddy	Please select an option!	2:14:23 AM
Milan Brinek	Other Issue	2:14:29 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:14:29 AM
Milan Brinek	cannot copy from excel and paste into quickbooks	2:14:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:14:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:14:47 AM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	2:15:37 AM

Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	2:16:06 AM
Milan Brinek	Hi Vikas	2:16:19 AM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	2:17:01 AM
	Hello Milan	2:17:19 AM
	This is for the account <b>BWI Light LLC ?</b>	2:17:40 AM
Milan Brinek	correct	2:17:44 AM
Vikas Singh Chauhan	Thanks for the confirmation !	2:18:18 AM
	May I take the remote access of your local computer to assist for your issue?	2:18:48 AM
Milan Brinek	yes	2:18:53 AM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	2:19:22 AM
	<a href="https://assist.acecloudhosting.com/join/3252544272">https://assist.acecloudhosting.com/join/3252544272</a>	2:19:32 AM
Milan Brinek	no problem	2:19:33 AM
Vikas Singh Chauhan	Kindly paste this link in the browser of local computer and join the session.	2:20:08 AM
	Is there anything else I may help you with ?	2:30:15 AM
Milan Brinek	no thank you - this helped!	2:30:55 AM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:31:02 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	2:31:07 AM
	<i>Vikas Singh Chauhan has ended this chat session</i>	2:31:10 AM



Hello, I am your Acebuddy

Visitor Details 25 Aug, 10:16:24 PM

Visitor Details

25 Aug, 10:16:24 PM

Visitor Details

25 Aug, 10:16:24 PM

**#80814 malka**

**Email:** malka@electrexus.com

**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:** 30 Secs

City: LAKEWOOD

**State:** New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 47 Secs

Chat Transcript

Chat Duration : 12 Mins 47 Secs

malka	Hello, I am your Acebuddy	25 Aug, 10:16:25 PM
Acebuddy	Hello Malka, 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
malka	Technical Support (QB & App Hosting)	10:16:48 PM
Acebuddy	Welcome to Ace Support.	10:16:48 PM
	Please chose an option :	10:16:48 PM
malka	I'd like to report an Issue	10:16:55 PM
Acebuddy	Please select an option!	10:16:55 PM
malka	Other Issue	10:17:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:17:05 PM
malka	speak t o a rep	10:17:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:17:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:17:19 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	10:17:28 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	10:17:37 PM
malka	756395	10:17:51 PM
	my password to my remote just stopped working	10:18:01 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:18:16 PM



malka	Malka	10:18:24 PM
Sanyam Madan	Malka , kindly allow me two minutes to check the same	10:19:08 PM
malka	ok	10:19:19 PM
Sanyam Madan	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the password reset request right away.	10:20:53 PM
	Registered email id with us is cklein@alpineairhvac.com	10:21:14 PM
malka	ok i emailed chaya with your email on it	10:22:02 PM
	she will approve	10:22:05 PM
Sanyam Madan	Malka , as soon as we receive the authorization email from the POC , we will reset it right away	10:22:09 PM
malka	you should see it in a minuite	10:22:16 PM
	what happened to the password?	10:22:21 PM
Sanyam Madan	Got it	10:22:26 PM
	Maybe your password has expired	10:22:41 PM
malka	i just had it reset not so long ago	10:23:05 PM
	and y does it expire	10:23:11 PM
Sanyam Madan	You can also tell chaya to reset your password from myportal.acecloudhosting.com	10:23:48 PM
malka	she doesnt have time for that	10:23:57 PM
	i need you to do it for me please	10:24:01 PM
Sanyam Madan	Okay, we will do it Malka	10:24:20 PM
	We are always here to help	10:24:27 PM
malka	she approved it	10:24:34 PM
Sanyam Madan	Yes , got it	10:25:10 PM
	Give me just 2 minutes so that I can reset it	10:25:28 PM
malka	ok	10:26:35 PM
	now my password worked	10:26:53 PM
	please can we keep it?	10:27:19 PM
Sanyam Madan	Okay that's good	10:27:29 PM
	we haven't reset it yet	10:27:37 PM
malka	what was the problem?	10:27:38 PM
	how do we make sure this doesnt happen again	10:27:45 PM
Sanyam Madan	Maybe some connectivity issue, I will check from the backend and let you know via mail	10:28:05 PM
	Is there anything else I may help you with?	10:28:19 PM

malka	no ty	10:28:27 PM
Sanyam Madan	We will investigate this matter	10:28:36 PM
malka	if there was some issue if we can please make sure it shouldnt happen again	10:28:38 PM
	thank you	10:28:47 PM
Sanyam Madan	Don't worry, we will investigate it Malka	10:29:00 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:29:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:29:11 PM
Sanyam Madan has ended this chat session		10:29:13 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Aug, 10:34:25 PM

**#80718 Kristina Kesselring**  
**Email:** kkesselringcpa@gmail.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Sanyam Madan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 7 Secs  
**City:** TOM BEAN  
**State:** Louisiana  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 53 Secs

Kristina Kesselring	Hello, I am your Acebuddy	20 Aug, 10:34:26 PM
Acebuddy	Hello Kristina Kesselring, I'm your Ace Buddy. I'll be happy to assist you!	10:34:27 PM
	Whom Would You Like to Connect With?	10:34:27 PM

Kristina Kesselring	Technical Support (QB & App Hosting)	10:34:37 PM
Acebuddy	Welcome to Ace Support.	10:34:37 PM
	Please chose an option :	10:34:37 PM
Kristina Kesselring	I'd like to raise a Request	10:34:52 PM
Acebuddy	Please select your request type.	10:34:52 PM
Kristina Kesselring	Setup Ace Server	10:35:02 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:35:02 PM
Kristina Kesselring	Microsoft Windows	10:35:09 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	10:35:09 PM
	Do you need any further assistance on the topic?	10:35:09 PM
Kristina Kesselring	Yes	10:41:00 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:41:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:41:00 PM
	<i>Gaurav kumar declined the transfer request.</i>	10:41:05 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	10:41:14 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	10:41:21 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:42:22 PM
	Are we still connected here?	10:43:26 PM
	Are we still connected here?	10:45:02 PM
	Are we still connected here?	10:47:13 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:47:16 PM
	<i>Sanyam Madan has ended this chat session</i>	10:47:20 PM



# Chat Transcript

Hello, I am your Acebuddy

#80798 Victor

Email: taxmanager@fintaxcpas.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 24 Secs

City: SURAT

State: Gujarat

Country: INDIA

Victor	Hello, I am your Acebuddy	25 Aug, 1:13:27 PM
Acebuddy	Hello Victor, I'm your Ace Buddy. I'll be happy to assist you!	1:13:28 PM
	Whom Would You Like to Connect With?	1:13:28 PM
Victor	Technical Support (QB & App Hosting)	1:13:41 PM
Acebuddy	Welcome to Ace Support.	1:13:41 PM
	Please chose an option :	1:13:41 PM
Victor	I'd like to report an Issue	1:13:49 PM
Acebuddy	Please select an option!	1:13:49 PM
Victor	Other Issue	1:13:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:13:54 PM
Victor	I am unable to login into the RDC .	1:14:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:14:10 PM
	Acebuddy (bot) forwarded the chat request	1:14:10 PM
	Arjun Sikarwar declined the transfer request.	1:14:13 PM
	Ashutosh Mishra accepted the chat transfer request.	1:14:21 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:14:33 PM
Victor	Hello Ashutosh, I hope you are doing well.	1:14:43 PM
	I am unable to login to my RDC right now. It is another RDC provided to us by the client.	1:14:57 PM
	Will it be feasible for you to take the remote and get it checked.	1:15:10 PM
Ashutosh Mishra	Hello Victor, I will be surely assisting you with this. Kindly help me with your server name and user	1:15:14 PM

	name?	
Victor	victor.j1@myrealdata.net	1:15:34 PM
	The server is being provided by the client FinTax CPAs (Angie Bhasin)	1:15:50 PM
Ashutosh Mishra	May I know do you get any message/prompt once your login fails?	1:16:50 PM
	Please share screenshot if there are any such prompts.	1:17:14 PM
Victor	It only says logon failed even after I am entering the correct password.	1:17:32 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	1:17:47 PM
Victor	Yes, this is the first time.	1:17:57 PM
	I logged into the same RDC earlier as well and there was no issue in that.	1:18:10 PM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	1:18:19 PM
Victor	For me only.	1:18:26 PM
	I dont know about others and cannot reach to them as they are not working.	1:18:37 PM
	Even the client is sleeping right now so cant disturb her.	1:18:54 PM
	Are you there?	1:20:20 PM
Ashutosh Mishra	Yes we are still connected.	1:20:32 PM
Victor	Thanks!	1:20:35 PM
Ashutosh Mishra	I am checking from the backend and i see that your server login is in disconnected state, this usually happens if the log off is not properly executed, as of now I have disconnected you from the server properly. Please try again to login.	1:22:16 PM
Victor	Thanks, checking now.	1:22:29 PM
	<i>1:22:54 PMVictor is sharing a file with you</i> <a href="#">image.png</a> - ( Size:19.95 KB )	1:22:54 PM
	Again the same.	1:22:59 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	1:23:52 PM
Victor	Sure!	1:23:56 PM
	?	1:28:25 PM
Ashutosh Mishra	Yes we are still connected, I see that your account has been disabled from the backend.	1:29:15 PM
Victor	So what to do now?	1:29:31 PM
Ashutosh Mishra	Account can be enabled via the registered contact using My Portal.	1:30:14 PM
Victor	Please fix the issue and let me know so that I can start with my work.	1:30:44 PM
Ashutosh Mishra	As you have mentioned that currently Angie would not be available and due to urgency of the situation I will enable it from the backend.	1:31:51 PM
Victor	That would be great! Thank you so much!	1:32:06 PM
Ashutosh Mishra		1:34:01 PM

	The account has been enabled.	
Victor	Thanks! Checking now.	1:34:59 PM
	Just logged in! Thank you so much!	1:35:18 PM
	Thats all for now. Have a great day ahead!	1:35:33 PM
Ashutosh Mishra	Please allow me to inform we would also send you an email as well as to the registered contact to confirm the account access has been enabled and to confirm it should be permanent. We would also suggest using My Portal to perform such tasks as that would be quicker and convenient without requiring input from the support team.	1:36:27 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:36:42 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:36:50 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/)	
Ashutosh Mishra has ended this chat session		1:36:58 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80174 Jessica

Email: jessica@concretecoringcompany.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: 33 Secs

5 Aug, 8:07:21 PM

**City:** LEXINGTON  
**State:** Kentucky  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 22 Secs

Jessica	Hello, I am your Acebuddy	5 Aug, 8:07:22 PM
Acebuddy	Hello Jessica, I'm your Ace Buddy. I'll be happy to assist you!	8:07:24 PM
	Whom Would You Like to Connect With?	8:07:24 PM
Jessica	Technical Support (QB & App Hosting)	8:07:33 PM
Acebuddy	Welcome to Ace Support.	8:07:33 PM
	Please chose an option :	8:07:33 PM
Jessica	I'd like to report an Issue	8:07:41 PM
Acebuddy	Please select an option!	8:07:41 PM
Jessica	Other Issue	8:07:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:07:45 PM
Jessica	I am trying to install the new Ace app and am getting a different screen than what is in directions/video.	8:08:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:08:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:08:14 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:09:05 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:09:12 PM
Jessica	Hello, I have a question about installing the new Ace app for QB.	8:09:53 PM
	<i>8:10:09 PMJessica is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:44.68 KB )</i>	8:10:09 PM
	I get this screen when I download and open the file:	8:10:12 PM
	Which should I choose?	8:10:28 PM
Manish Singh	Are any other users affected, or is it limited to your account only?	8:10:50 PM
Jessica	I'm not sure; I am the only one who has tried to install I beleive.	8:11:12 PM
Manish Singh	Innovative Demoltion Services Is this your account name?	8:12:19 PM
Jessica	Yes	8:12:25 PM
Manish Singh	Let me transfer you to the concerned team regarding the issue.	8:12:49 PM
	<i>Manish Singh is transferring the chat to Onboarding.</i>	8:12:55 PM
	<i>Shubham accepted the chat transfer request.</i>	8:13:51 PM



Jessica	Hello?	8:15:04 PM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	8:15:14 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:15:18 PM
Manish Singh	May I take the remote access of your local computer?	8:16:01 PM
Jessica	Yes.	8:16:25 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/6002884192">https://assist.acecloudhosting.com/join/6002884192</a>	8:16:40 PM
	Kindly paste this link in the browser of local computer and join the session.	8:16:46 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:16:50 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.	8:18:22 PM
	Is there anything else I may help you with ?	8:20:05 PM
Jessica	No, that's it. Thank you!	8:20:20 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:20:31 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:20:37 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:20:42 PM
	<i>Manish Singh has ended this chat session</i>	8:20:45 PM



# Chat Transcript

Hello, I am your Acebuddy

28 Aug, 10:15:19 PM

Visitor Details

#80962 Jennifer Hendricks

Email: jennifer@brandsofbritain.com 📞 19258069400

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs


City: SAN RAFAEL

State: California

Country: UNITED STATES

Chat Duration : 8 Mins 15 Secs

Jennifer Hendricks	Hello, I am your Acebuddy	28 Aug, 10:15:20 PM
Acebuddy	Hello Jennifer Hendricks, I'm your Ace Buddy. I'll be happy to assist you!	10:15:20 PM
	Whom Would You Like to Connect With?	10:15:20 PM
Jennifer Hendricks	Technical Support (QB & App Hosting)	10:15:27 PM
Acebuddy	Welcome to Ace Support.	10:15:27 PM
	Please chose an option :	10:15:27 PM
Jennifer Hendricks	I'd like to report an Issue	10:15:33 PM
Acebuddy	Please select an option!	10:15:33 PM
Jennifer Hendricks	Other Issue	10:15:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:15:44 PM
Jennifer Hendricks	can't connect	10:15:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:15:52 PM
	Acebuddy (bot) forwarded the chat request	10:15:52 PM
	Sanyam Madan accepted the chat transfer request.	10:16:16 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	10:16:22 PM
	Hello Jennifer	10:17:15 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:17:59 PM
	Are we still connected here?	10:19:37 PM
	Are we still connected here?	10:21:14 PM

	Are we still connected here?	10:23:24 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.	10:23:33 PM
	<i>Sanyam Madan has ended this chat session</i>	10:23:35 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	1 Aug, 3:06:09 AM
<p><b>#80025 Bloomer &amp; Showalter CPA's</b></p> <p><b>Email:</b> lisa@2lbcpas.com 📞 14692238624</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Sanyam Madan</p> <p><b>Website:</b> https://www.acecloudhosting.com/support-chat.php</p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Google Chrome</p> <p><b>Device:</b> Desktop</p> <p><b>Average Response Time:</b> 41 Secs</p> <p><b>City:</b> FRISCO</p> <p><b>State:</b> Texas</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript	Chat Duration : 34 Mins 27 Secs
Bloomer & Showalter CPA's	Hello, I am your Acebuddy1 Aug, 3:06:10 AM
Acebuddy	Hello Bloomer & Showalter Cpa's, I'm your Ace Buddy. I'll be happy to assist you!3:06:10 AM
	Whom Would You Like to Connect With?3:06:10 AM
Bloomer & Showalter CPA's	Technical Support (QB & App Hosting)3:06:20 AM
Acebuddy	Welcome to Ace Support.3:06:20 AM
	Please chose an option :3:06:20 AM
Bloomer & Showalter CPA's	I'd like to report an Issue3:06:33 AM

Acebuddy	Please select an option!	3:06:33 AM
Bloomer & Showalter CPA's	QuickBooks Issue	3:06:37 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:06:37 AM
Bloomer & Showalter CPA's	Other QB related issue	3:06:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:06:42 AM
Bloomer & Showalter CPA's	I am trying to access my merchant service account and I receive the following message: Access Denied You don't have permission to access " <a href="http://accounts.intuit.com/v3/hydrate?">http://accounts.intuit.com/v3/hydrate?</a> " on this server. Reference #18.605ed617.1753997693.15e26c80 <a href="https://errors">https://errors</a> .	3:07:25 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:07:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:07:25 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	3:07:33 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	3:07:41 AM
Bloomer & Showalter CPA's	Thank you.	3:07:53 AM
Sanyam Madan	Hello , how are you doing	3:08:04 AM
Bloomer & Showalter CPA's	Pretty good and you?	3:08:16 AM
Sanyam Madan	I am good too	3:08:38 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:08:46 AM
Bloomer & Showalter CPA's	BSCPAPLLC.myrealdata.net and LisaBL.rdp	3:10:05 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	3:10:19 AM
Bloomer & Showalter CPA's	ok	3:10:24 AM
Sanyam Madan	May I take the remote access of your server?	3:14:17 AM
Bloomer & Showalter CPA's	Yes	3:14:48 AM
Sanyam Madan	Please accept the request	3:15:01 AM
	<p>The error you're seeing ("Access Denied") usually appears when trying to access an internal Intuit link that isn't meant to be opened directly.</p> <p>Since this is related to Intuit's login system, we recommend that you <b>reach out directly to Intuit Support</b> for further assistance with your Merchant Services account.</p> <p>You can contact them here:</p> <p><a href="https://quickbooks.intuit.com/learn-support/en-us/contact">https://quickbooks.intuit.com/learn-support/en-us/contact</a></p>	3:39:09 AM
Bloomer & Showalter CPA's	OK. I'll do that in the morning.	3:39:32 AM
Sanyam Madan	Till then we will keep this ticket open if u need any assistance from our side	3:39:55 AM
	Is there anything else I may help you with ?	3:39:59 AM

Bloomer & Showalter CPA's	Thank you for looking at it with me.	3:40:20 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:40:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:40:31 AM
	<i>Sanyam Madan has ended this chat session</i>	3:40:37 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	5 Aug, 6:42:02 PM
<b>#80163 scot</b> <b>Email:</b> scot@jgmorrisjr.com 📞 17343627600 <b>Department:</b> Support(QB & App Hosting) <b>Operator:</b> Sujeet Kumar Suman <b>Website:</b> https://www.acecloudhosting.com/support-chat.php <b>Operating System:</b> Microsoft Windows <b>Browser:</b> Google Chrome <b>Device:</b> Desktop <b>Average Response Time:</b> 1 Min 14 Secs <b>City:</b> BRIGHTON <b>State:</b> Michigan <b>Country:</b> UNITED STATES	

Chat Transcript

Chat Duration : 41 Mins 12 Secs

scot	Hello, I am your Acebuddy	5 Aug, 6:42:03 PM
Acebuddy	Hello Scot, I'm your Ace Buddy. I'll be happy to assist you!	6:42:04 PM
	Whom Would You Like to Connect With?	6:42:04 PM
scot	Sales & Solutions	6:42:12 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	6:42:12 PM
	Acebuddy (bot) forwarded the chat request	6:42:12 PM
	Rishabh Gogia accepted the chat transfer request.	6:42:15 PM

scot	support,	6:42:16 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>	6:42:26 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:42:35 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	6:42:40 PM
	Hello Scot	6:42:48 PM
	How are you doing?	6:42:59 PM
scot	Good morning, you host our sage service, any way it was not working so we have to restart the framework, when I try to do it in run I do not have access can you log in my screen and see what is going on	6:43:09 PM
Sujeet Kumar Suman	Sure, I can help with that.	6:43:51 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:43:56 PM
scot	They told me to go to run, then type in services.msc and when i do it I get access denied	6:43:59 PM
	hold on	6:44:10 PM
	please let me see	6:44:22 PM
	JGMorrisJr.myrealnetdata.ner	6:45:05 PM
	I am not sure where to find it	6:45:18 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	6:46:36 PM
scot	I sage the software on my phone right now trying to help us with that they just need admin access or for you to do it	6:48:27 PM
Sujeet Kumar Suman	Thank you for your patience.	6:48:57 PM
	May I take the remote access of your server?	6:49:59 PM
scot	yes	6:50:04 PM
Sujeet Kumar Suman	Kindly approve.	6:50:11 PM
	As you confirmed you need temporary admin access. (Edited)	6:52:04 PM
scot	yes	6:52:10 PM
Sujeet Kumar Suman	Allow me a moment.	6:52:21 PM
scot	thank you	6:52:27 PM
	are you still with me?	6:55:03 PM
Sujeet Kumar Suman	Yes	6:55:10 PM
	As checked, you already have administrative access to the server.	6:55:41 PM
scot	why i am getting that message then	6:55:56 PM
	it shows restrictions	6:56:16 PM

	we need windows admin, I just need to do what the screen says	6:57:30 PM
Sujeet Kumar Suman	We are still working on the issue from the backend. Kindly stay connected on the chat.	6:59:08 PM
scot	thank you the sooner the better I have sage on the phone also	6:59:33 PM
Sujeet Kumar Suman	Now worry	7:02:16 PM
scot	sage is connected to the server	7:02:46 PM
Sujeet Kumar Suman	Okay.	7:03:39 PM
scot	please do not close out, we need to upgrade	7:08:17 PM
Sujeet Kumar Suman	Okay.	7:08:55 PM
	Do need any assistance from our end?	7:09:12 PM
scot	we are all set	7:09:23 PM
	thank you	7:09:26 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:09:30 PM
	This message has been deleted	7:09:35 PM
	Most welcome.	7:09:42 PM
	As per discussion over the remote session, The issue is resolved.	7:10:15 PM
	Is there anything else I may help you with ?	7:10:20 PM
	Are we still connected here?	7:18:49 PM
	Are we still connected here?	7:21:20 PM
	Are we still connected here?	7:23:01 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.	7:23:13 PM

*Sujeet Kumar Suman has ended this chat session*

7:23:15 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80726 Deborah Campbell

21 Aug, 2:05:17 AM



**Email:** campbell.deb@att.net 📞 19498874321

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** MISSION VIEJO

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 18 Secs

Deborah Campbell	Hello, I am your Acebuddy	21 Aug, 2:05:18 AM
Acebuddy	Hello Campbell.deb, I'm your Ace Buddy. I'll be happy to assist you!	2:05:18 AM
	Whom Would You Like to Connect With?	2:05:18 AM
Deborah Campbell	Technical Support (QB & App Hosting)	2:05:24 AM
Acebuddy	Welcome to Ace Support.	2:05:24 AM
	Please chose an option :	2:05:24 AM
Deborah Campbell	I'd like to report an Issue	2:05:34 AM
Acebuddy	Please select an option!	2:05:34 AM
Deborah Campbell	QuickBooks Issue	2:05:39 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:05:39 AM
Deborah Campbell	Other QB related issue	2:05:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:05:45 AM
Deborah Campbell	lag time	2:05:57 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:05:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:05:58 AM
	<i>Tushar accepted the chat transfer request.</i>	2:06:49 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	2:06:54 AM
	Hello Campbell	2:07:11 AM
Deborah Campbell	Hello, Can the settings be updated so that I am not automatically logged off after a period of time?	2:07:26 AM
Tushar	Yes, it can be done but I would recommend to not completely turn of but to extend the time period of automatic log off.	2:08:57 AM
Deborah Campbell	Is that something you do on your end or mine? I would like it to be open for 3 hours before	2:09:58 AM

	automatically logging off.	
Tushar	It's done from our end for the whole server which will affect all your users. Kindly email us at support@acecloudhosting.com as per our process we need an email to proceed further with this change related requests after we receive your email our engineer will change the log of time.	2:11:19 AM
	Is there anything else I may help you with ?	2:11:39 AM
Deborah Campbell	Yes. There is a lag when doing certain tasks. When opening up the bank feeds it often takes several minutes. Also when opening up a new client file.	2:13:55 AM
Tushar	You are talking about QuickBooks bank feed correct ?	2:14:46 AM
Deborah Campbell	yes	2:15:49 AM
	and switching to a new customer in quickbooks	2:15:59 AM
Tushar	We will schedule a QuickBooks update in nighttime hours and will email you once it's done kindly monitor the QuickBooks bank feed performance after that as updating the application usually resolves this issue.	2:16:13 AM
	Is there anything else I may help you with ?	2:16:34 AM
	Are we still connected here?	2:18:02 AM
	I have checked from back-end RAM utilization is good so after QuickBooks update if the issue persists, we will check other possible solutions to resolve the issue. (Edited)	2:19:37 AM
	Are we still connected here?	2:20:34 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.	2:21:16 AM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	2:21:23 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.	2:21:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:21:33 AM
	<i>Tushar has ended this chat session</i>	2:21:36 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80526 hitesh

15 Aug, 11:18:27 AM

**Email:** hitesh@patel.cpa  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 40 Secs  
**City:** AHMEDABAD  
**State:** Gujarat  
**Country:** INDIA

Chat Transcript

Chat Duration : 22 Mins

hitesh	Hello, I am your Acebuddy	15 Aug, 11:18:28 AM
Acebuddy	Hello Hitesh Koshti, I'm your Ace Buddy. I'll be happy to assist you!	11:18:29 AM
	Whom Would You Like to Connect With?	11:18:29 AM
hitesh	Technical Support (QB & App Hosting)	11:18:33 AM
Acebuddy	Welcome to Ace Support.	11:18:33 AM
	Please chose an option :	11:18:33 AM
hitesh	I'd like to report an Issue	11:18:40 AM
Acebuddy	Please select an option!	11:18:40 AM
hitesh	Other Issue	11:18:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:18:45 AM
hitesh	my server is not working properly last 2 day	11:19:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:19:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:19:19 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:19:42 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:19:51 AM
hitesh	Hello Hitesh, I will be surely assisting you with this. Kindly help me with your server name and user name?	11:20:04 AM
	Pradip Patel & Co	11:20:27 AM
	RDP_Hitesh_PPC	11:20:34 AM
	my server is not working properly last 2 day	11:21:18 AM
	again and again disconnect	11:21:23 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	11:21:26 AM

	May i know if other users are also facing the same issue? (Edited)	11:22:03 AM
	<i>11:22:42 AMhitesh is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:10.86 KB )	11:22:42 AM
hitesh	no only me .	11:22:56 AM
Ashutosh Mishra	I see that on the server it shows you are currently logged in.	11:24:09 AM
	May I disconnect the server session and you can attempt login again?	11:25:15 AM
	It likely happens due to slow internet connection or improper disconnection from server.	11:26:04 AM
hitesh	don	11:26:18 AM
	done	11:26:22 AM
Ashutosh Mishra	Please try login again.	11:26:44 AM
hitesh	ok	11:27:24 AM
	<i>11:28:20 AMhitesh is sharing a file with you</i> <a href="#">image.png</a> - ( Size:159.27 KB )  <i>my Internet speed</i>	11:28:20 AM
Ashutosh Mishra	The internet speed seems to be good enough. Are you still getting the prompt when logging in?	11:29:28 AM
hitesh	yes	11:29:57 AM
Ashutosh Mishra	May I take the remote access of your local computer to identify the issue?	11:30:13 AM
hitesh	done	11:30:42 AM
	yes	11:31:06 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	11:31:19 AM
	Kindly paste this link in the browser of local computer and join the session.	11:31:23 AM
	<a href="https://assist.acecloudhosting.com/join/8152482136">https://assist.acecloudhosting.com/join/8152482136</a>	11:31:24 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:32:46 AM
	As per discussion over the remote session, The issue is resolved by changing the gateway that improved the server speed.	11:40:13 AM
hitesh	Problem Resolve	11:40:13 AM
Ashutosh Mishra	Thanks for the confirmation !	11:40:18 AM
hitesh	Thank You	11:40:19 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:40:23 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](mailto:quality@acecloudhosting.com).

Thanks!

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

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

11:40:25 AM

*Ashutosh Mishra has ended this chat session*

11:40:28 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Aug, 6:09:09 PM

**#80758 Dianne Pashkoff**  
**Email:** team@tjrusso.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** KINGS PARK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 37 Secs

Dianne Pashkoff	Hello, I am your Acebuddy	22 Aug, 6:09:10 PM
Acebuddy	Hello Dianne Pashkoff, I'm your Ace Buddy. I'll be happy to assist you!	6:09:11 PM
	Whom Would You Like to Connect With?	6:09:11 PM
Dianne Pashkoff	Technical Support (QB & App Hosting)	6:09:51 PM
Acebuddy	Welcome to Ace Support.	6:09:51 PM
	Please chose an option :	6:09:51 PM

Dianne Pashkoff	Restart	6:10:25 PM
Acebuddy	Hello Dianne Pashkoff, I'm your Ace Buddy. I'll be happy to assist you!	6:10:25 PM
	Whom Would You Like to Connect With?	6:10:25 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:45:48 PM

Ended due to chat idle timeout

6:45:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Aug, 10:58:35 PM

#80460 Andy

Email: kcorrea@lokring.com 📞 13104066663

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 35 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 54 Secs

Andy	Hello, I am your Acebuddy	13 Aug, 10:58:36 PM
Acebuddy	Hello Andy, I'm your Ace Buddy. I'll be happy to assist you!	10:58:36 PM
	Whom Would You Like to Connect With?	10:58:36 PM
Andy	Technical Support (QB & App Hosting)	11:02:23 PM
Acebuddy	Welcome to Ace Support.	11:02:23 PM
	Please chose an option :	11:02:23 PM

Andy	Setback	11:02:25 PM
Acebuddy	Hello Andy, I'm your Ace Buddy. I'll be happy to assist you!	11:02:25 PM
	Whom Would You Like to Connect With?	11:02:25 PM
Andy	Technical Support (QB & App Hosting)	11:02:32 PM
Acebuddy	Welcome to Ace Support.	11:02:32 PM
	Please chose an option :	11:02:32 PM
Andy	I'd like to report an Issue	11:02:37 PM
Acebuddy	Please select an option!	11:02:37 PM
Andy	QuickBooks Issue	11:02:41 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:02:41 PM
Andy	Other QB related issue	11:02:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:02:52 PM
Andy	PLease reboot server	11:03:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:03:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:03:01 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:03:13 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:03:18 PM
	Hello Andy	11:03:32 PM
	How are you doing today?	11:03:40 PM
Andy	Server Name: LokringWC.myrealdata.net	11:03:41 PM
	Username:myrealdata\LWC_KathyC	11:03:47 PM
	Please reboot server	11:03:51 PM
Abhay Kumar Saraswat	I will be surely assisting you with this.	11:04:46 PM
	Could you please confirm the reason for requesting a server reboot?	11:05:32 PM
Andy	Not saving pdf files properly	11:05:55 PM
Abhay Kumar Saraswat	In QuickBooks?	11:06:13 PM
Andy	yes	11:06:24 PM
	rebooting the server always fixes the issue	11:06:34 PM
Abhay Kumar Saraswat	In that case, you can restart <b>QuickBooks</b> instead of rebooting the server.	11:07:21 PM
Andy	I did and i didnt work	11:07:33 PM



Abhay Kumar Saraswat	If you permit, I can take remote access and try to assist you in fixing this permanently.	11:08:26 PM
Andy	yes	11:08:40 PM
Abhay Kumar Saraswat	Thank you so much.	11:08:52 PM
	Could you please confirm the QuickBooks version you are using?	11:09:33 PM
Andy	quickbooks accountant desktop 2021	11:10:41 PM
Abhay Kumar Saraswat	I can see there is an user, <b>LWC_KathyC</b> is working on server.	11:10:45 PM
	Thanks for the confirmation !	11:10:59 PM
Andy	yes she's having issues	11:11:03 PM
Abhay Kumar Saraswat	Could you please ask her to logout from the server for 5 minutes? (Edited)	11:11:19 PM
	I can see few pending updates on QuickBooks.	11:11:45 PM
Andy	ok	11:11:46 PM
Abhay Kumar Saraswat	Thank you. (Edited)	11:11:51 PM
Andy	done	11:12:01 PM
Abhay Kumar Saraswat	Kindly allow me 5 minutes to update the QB first.	11:12:29 PM
Andy	ok	11:13:38 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:16:34 PM
	Could you please ask her to login on server?	11:16:53 PM
Andy	ok	11:17:15 PM
Abhay Kumar Saraswat	And may I take the remote access of her local computer to check the same error?	11:17:16 PM
	Or remote of server?	11:17:29 PM
Andy	yes	11:17:31 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest her to close any important documents at her end.	11:17:46 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.	11:18:38 PM
	Thank you for your patience.	11:32:16 PM
	We have made some changes at backend and her issue has been resolved.	11:32:50 PM
	Could you please confirm the same with her?	11:33:04 PM
Andy	Thank you so much! Kathy has confirmed	11:33:13 PM
Abhay Kumar Saraswat	You're welcome.	11:33:47 PM

	Is there anything else I may help you with ?	11:33:50 PM
	Are we still connected here?	11:34:17 PM
Abhay Kumar Saraswat has ended this chat session		11:40:30 PM
<div></div>		



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	29 Aug, 2:54:16 AM
<p><b>#80970 Summer Nieratko</b></p> <p><b>Email:</b> summer@proseccosource.com</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Abhay Kumar Saraswat</p> <p><b>Website:</b> https://www.acecloudhosting.com/support-chat.php</p> <p><b>Operating System:</b> Mac OS</p> <p><b>Browser:</b> Google Chrome</p> <p><b>Device:</b> Desktop</p> <p><b>Average Response Time:</b> 9 Secs</p> <p><b>City:</b> SAN DIEGO</p> <p><b>State:</b> California</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript	Chat Duration : 7 Mins 52 Secs
<div></div>	
Summer Nieratko	Hello, I am your Acebuddy29 Aug, 2:54:17 AM
Acebuddy	Hello Summer, I'm your Ace Buddy. I'll be happy to assist you!2:54:18 AM
	Whom Would You Like to Connect With?2:54:18 AM
Summer Nieratko	Technical Support (QB & App Hosting)2:54:23 AM
Acebuddy	Welcome to Ace Support.2:54:23 AM
	Please chose an option :2:54:23 AM
Summer Nieratko	I'd like to report an Issue2:54:29 AM
Acebuddy	Please select an option!2:54:29 AM
<div></div>	

Summer Nieratko	QuickBooks Issue	2:54:33 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:54:33 AM
Summer Nieratko	Other QB related issue	2:54:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:54:40 AM
Summer Nieratko	AvidPay connection	2:54:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:54:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:54:53 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:54:58 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:55:04 AM
	I deeply apologize for the inconvenience caused to you.	2:55:35 AM
	I will be surely assisting you with this.	2:55:41 AM
	Is this for account: <b>Prosecco Source</b> ?	2:56:01 AM
Summer Nieratko	yes	2:56:17 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	2:56:30 AM
	Could you elaborate on your issue and share the exact problem you’re facing?	2:57:24 AM
	Are we still connected here?	2:59:47 AM
	Are we still connected here? (Edited)	3:00:43 AM
	Are we still connected here?	3:01:16 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:02:07 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	3:02:10 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Aug, 8:47:32 PM

#80674 dhenson

Email: dhenson@fslgroup.com 📞 4042722616

**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:** MORROW  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 52 Secs

dhenson	Hello, I am your Acebuddy	19 Aug, 8:47:33 PM
Acebuddy	Hello Dhenson, I'm your Ace Buddy. I'll be happy to assist you!	8:47:34 PM
	Whom Would You Like to Connect With?	8:47:34 PM
dhenson	Technical Support (QB & App Hosting)	8:47:53 PM
Acebuddy	Welcome to Ace Support.	8:47:53 PM
	Please chose an option :	8:47:53 PM
dhenson	Restart	8:48:05 PM
Acebuddy	Hello Dhenson, I'm your Ace Buddy. I'll be happy to assist you!	8:48:05 PM
	Whom Would You Like to Connect With?	8:48:05 PM
	Welcome to Ace Support.	8:48:20 PM
	Please chose an option :	8:48:20 PM
dhenson	Technical Support (QB & App Hosting)	8:48:20 PM
	I'd like to raise a Request	8:48:26 PM
Acebuddy	Please select your request type.	8:48:27 PM
dhenson	Other Request	8:48:40 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:48:40 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:48:40 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:22:25 PM
	Ended due to chat idle timeout	9:22:25 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Aug, 9:29:02 PM

## #80910 Kimberli Arcadia

**Email:** [accounting@nhvi.com](mailto:accounting@nhvi.com) ☎ 15303551298

**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: 1 Min 50 Secs**

City: REDDING

**State:** California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 7 Mins

Kimberli Arcadia	Hello, I am your Acebuddy	27 Aug, 9:29:03 PM
Acebuddy	Hello Kimberli Arcadia, I'm your Ace Buddy. I'll be happy to assist you!	9:29:03 PM
	Whom Would You Like to Connect With?	9:29:03 PM
Kimberli Arcadia	Technical Support (QB & App Hosting)	9:29:08 PM
Acebuddy	Welcome to Ace Support.	9:29:08 PM
	Please chose an option :	9:29:08 PM
Kimberli Arcadia	I'd like to report an Issue	9:29:15 PM
Acebuddy	Please select an option!	9:29:15 PM
Kimberli Arcadia	Other Issue	9:29:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:29:19 PM
Kimberli Arcadia	Microsoft Excel is saying it is an unlicensed product, but I am paying you monthly for this license. Please fix it.	9:29:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:29:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:29:56 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	9:30:27 PM

Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	9:30:41 PM
	I deeply apologize for the inconvenience caused to you.	9:30:48 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:30:58 PM
	Are we still connected here?	9:32:46 PM
Kimberli Arcadia	yes	9:33:00 PM
	looking for my server name	9:33:13 PM
	I don't know where to find it	9:34:31 PM
Vikas Singh Chauhan	Is it for the account <b>Arcadia Bookkeeping and Tax ?</b>	9:34:53 PM
Kimberli Arcadia	CID75148	9:34:56 PM
Vikas Singh Chauhan	Thanks for the confirmation !	9:35:15 PM
Kimberli Arcadia	yes	9:35:23 PM
	my login	9:35:28 PM
	Kimberli Arcadia	9:35:31 PM
Vikas Singh Chauhan	Okay	9:35:59 PM
	Kindly allow me two minutes to check the same.	9:36:04 PM
	Are you using your own license on Office 365 ?	9:39:17 PM
Kimberli Arcadia	I have no idea. I set one up, but then gave you rights now both you and microsoft are billing me. I am quite frustrated about the duplicate billings. I cannot login into my microsoft account either to cancel it. I have no idea what is going on.	9:40:35 PM
Vikas Singh Chauhan	No worries.	9:41:01 PM
Kimberli Arcadia	I have spent too many hours trying to figure it out . So having it now tell me it is unlicensed is really upsetting	9:41:10 PM
	I am too busy for this	9:41:14 PM
	I also have a personal microsoft 365 account that i paid for in February. So I think I have three	9:41:52 PM
Vikas Singh Chauhan	I will help you to login and will help you with other details as well.	9:41:54 PM
	Are you logging in with KimberliArcadia@arcadiabookkeepingandtax.onmicrosoft.com on Excel ?	9:42:23 PM
Kimberli Arcadia	it keeps wanting to me to authenticate with an authenticator, but i got a new phone and this is no longer on my phone.	9:42:26 PM
	yes	9:42:38 PM
Vikas Singh Chauhan	Okay	9:43:05 PM
	May I take the remote access of your local computer?	9:43:11 PM
Kimberli Arcadia	keeps sending me in a big loop.	9:43:18 PM
	I am at a client on their computer. Will that work?	9:43:35 PM

	or should we reschedule when i have my computer up	9:43:59 PM
Vikas Singh Chauhan	Let me check once.	9:44:35 PM
	Kindly allow me 3-4 minutes to check, I will try to check it on portal.	9:45:20 PM
Kimberli Arcadia	ok	9:45:49 PM
Vikas Singh Chauhan	Thank you for staying on hold	9:58:07 PM
	May I take access of your server session?	9:58:19 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:58:31 PM
Kimberli Arcadia	yes	9:59:17 PM
Vikas Singh Chauhan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:59:26 PM
Kimberli Arcadia	ok	10:00:04 PM
Vikas Singh Chauhan	Please enter you O365 password on the server session	10:01:50 PM
Kimberli Arcadia	I don't have it with me. I don't remember it.	10:03:23 PM
Vikas Singh Chauhan	Allow me 2 minutes	10:03:37 PM
Kimberli Arcadia	this is what keeps happening to me	10:05:11 PM
Vikas Singh Chauhan	We have a solution Implementing the same	10:08:36 PM
	I will be sending the ticket details over the email after this chat.	10:33:28 PM
	Is there anything else I may help you with ?	10:33:35 PM
	Are we still connected here?	10:34:26 PM
	Are we still connected here?	10:35:34 PM
	Are we still connected here?	10:36:07 PM

*Kimberli Arcadia has ended this chat session*

10:36:26 PM






**#80473 Cody Stovall**  
**Email:** cstovall@stovall-assoociates.com 📞 6518216211  
**Department:** Support(QB & App Hosting)  
**Operator:** Malkeet Nagpal  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 3 Mins 42 Secs  
**City:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 8 Secs

Cody Stovall	Hello, I am your Acebuddy	14 Aug, 2:40:49 AM
Acebuddy	Hello Cody Stovall, I'm your Ace Buddy. I'll be happy to assist you!	2:40:49 AM
	Whom Would You Like to Connect With?	2:40:49 AM
Cody Stovall	Technical Support (QB & App Hosting)	2:40:55 AM
Acebuddy	Welcome to Ace Support.	2:40:55 AM
	Please chose an option :	2:40:55 AM
Cody Stovall	I'd like to report an Issue	2:41:01 AM
Acebuddy	Please select an option!	2:41:01 AM
Cody Stovall	QuickBooks Issue	2:41:04 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:41:04 AM
Cody Stovall	Other QB related issue	2:41:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:41:08 AM
Cody Stovall	transfer me to Malkeet Nagpal	2:41:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:41:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:41:18 AM
	<i>Gaurav kumar declined the transfer request.</i>	2:41:22 AM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	2:42:19 AM
	<i>Vikas Singh Chauhan is transferring the chat to Malkeet Nagpal.</i>	2:42:42 AM
	<i>Malkeet Nagpal accepted the chat transfer request.</i>	2:42:45 AM
Malkeet Nagpal	Thank you for contacting Ace Cloud Hosting. My name is Malkeet Nagpal. I will be assisting you today.	2:42:55 AM
	Hi Cody, How are you doing today?	2:43:07 AM

Cody Stovall	Hey Malkeet - doing okay - hoping to have these issues we are experiencing resolved	2:43:40 AM
Malkeet Nagpal	Certainly, thank you for your time. Let me quickly jump to your server, and share a screen with you.	2:44:10 AM
Cody Stovall	sounds good	2:44:19 AM
Malkeet Nagpal	Would you let me know the user name that you are using or if any other user is having an issue?	2:44:34 AM
Cody Stovall	my user name is Cody.Stovall and it sounds like almost every user is experiencing this with their quickbooks files	2:45:04 AM
Malkeet Nagpal	okay, noted. Allow me a minute here please.	2:45:24 AM
Cody Stovall	sounds good	2:45:48 AM
Malkeet Nagpal	Cody, you may please login again.	2:57:57 AM
Cody Stovall	yep	2:58:04 AM
	logged in now	2:58:23 AM
Malkeet Nagpal	as per remote assistant, the issue is resolved with qb launch.	3:06:29 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.	3:06:36 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
Malkeet Nagpal has ended this chat session		3:07:58 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80500 John Darrell

Email: john@velocityindustrial.com 📞 214-622-0155

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

14 Aug, 8:32:16 PM

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** TERRELL

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 25 Secs

John Darrell	Hello, I am your Acebuddy	14 Aug, 8:32:18 PM
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!	8:32:18 PM
	Whom Would You Like to Connect With?	8:32:18 PM
John Darrell	Managed IT	8:32:31 PM
Acebuddy	Please wait while we connect you to an available Representative.	8:32:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:32:31 PM
	<i>Suneetha Barre accepted the chat transfer request.</i>	8:32:39 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?	8:33:03 PM
	<i>Suneetha Barre is transferring the chat to Support(QB &amp; App Hosting).</i>	8:36:06 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:36:14 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:36:18 PM
	Are we still connected here?	8:36:25 PM
	Are we still connected here?	8:37:38 PM
	Are we still connected here?	8:40:41 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:42:42 PM
	<i>Shashwat Verma has ended this chat session</i>	8:42:44 PM



Hello, I am your Acebuddy

Visitor Details

5 Aug, 5:18:13 PM

5 Aug, 5:18:13 PM

## #80160 deepakt

**Email:** [deepakt@myrealddata.in](mailto:deepakt@myrealddata.in) ☎ 8884155240

**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

City: NEW DELHI

**State:** Delhi

**Country:** INDIA

Chat Transcript

Chat Duration : 44 Secs

Chat Duration : 44 Secs

deepakt	Hello, I am your Acebuddy	5 Aug, 5:18:14 PM
Acebuddy	Hello Deepakt, I'm your Ace Buddy. I'll be happy to assist you!	5:18:15 PM
	Whom Would You Like to Connect With?	5:18:15 PM
deepakt	Technical Support (QB & App Hosting)	5:18:21 PM
Acebuddy	Welcome to Ace Support.	5:18:21 PM
	Please chose an option :	5:18:21 PM
deepakt	I'd like to report an Issue	5:18:26 PM
Acebuddy	Please select an option!	5:18:26 PM
deepakt	Other Issue	5:18:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:18:29 PM
deepakt	test chat	5:18:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:18:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:18:47 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:18:54 PM
	<i>deepakt has ended this chat session</i>	5:18:59 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	7 Aug, 12:35:09 AM
<b>#80234 Cody McDaniel</b>	
<b>Email:</b> cody@groupccci.com	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Yash Kalra	
<b>Website:</b> https://www.acecloudhosting.com/support-chat.php	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Microsoft Edge	
<b>Device:</b> Desktop	
<b>Average Response Time:</b> 1 Min 9 Secs	
<b>City:</b> ATLANTA	
<b>State:</b> Georgia	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 18 Mins 46 Secs
Cody McDaniel	Hello, I am your Acebuddy7 Aug, 12:35:10 AM
Acebuddy	Hello Cody Mcdaniel, I'm your Ace Buddy. I'll be happy to assist you!12:35:11 AM
	Whom Would You Like to Connect With?12:35:11 AM
Cody McDaniel	Technical Support (QB & App Hosting)12:35:17 AM
Acebuddy	Welcome to Ace Support.12:35:17 AM
	Please chose an option :12:35:17 AM
Cody McDaniel	I'd like to report an Issue12:35:29 AM
Acebuddy	Please select an option!12:35:29 AM
Cody McDaniel	Other Issue12:35:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!12:35:36 AM
Cody McDaniel	Re:[## 746616 ##] Stuck on "please Wait" when trying to sign in12:35:57 AM
Acebuddy	Please wait while we connect you to a Support Representative12:35:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i> 12:35:57 AM
	<i>Yash Kalra accepted the chat transfer request.</i> 12:36:47 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.12:36:50 AM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:36:53 AM
Cody McDaniel	Server URL: LLManagement.myrealdata.net	12:38:02 AM
	myrealdata\LL_Cindy	12:38:31 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:38:34 AM
Cody McDaniel	Thank you	12:38:42 AM
Yash Kalra	Thank you for sharing the ticket id: 746616	
	To help me assist you better, please answer the following question:	12:41:01 AM
	1. Is this issue affecting a single user or all users accessing the file? 2. When was the last time you were able to connect to the server successfully?	
Cody McDaniel	As far as I know this is only happening to this user This happened to her earlier today about 3 hours ago but then she was able to connect successfully about 1 hour ago but now it is stuck on "please Wait" again	12:42:00 AM
Yash Kalra	Okay, Please stay connected while we are making some changes from the backend.	12:42:59 AM
Cody McDaniel	Thank you	12:43:32 AM
Yash Kalra	Cody, we have made some changes from the backend and suspect there might be an application stuck on the user’s end.	12:48:18 AM
	Please ask the user to log back in and check if the issue is resolved. (Edited)	
Cody McDaniel	OK please hold for a moment while I call her	12:48:43 AM
Yash Kalra	Sure, please take your time	12:48:50 AM
Cody McDaniel	Thank you	12:50:03 AM
Yash Kalra	Is there anything else I may help you with ?	12:50:09 AM
Cody McDaniel	This is the only issue - I am still waiting confirmation that Cindy is good	12:50:32 AM
Yash Kalra	Okay, don't worry we assure that now she will be able to log in successfully.	12:51:43 AM
	Shall we proceed to end this chat now?	12:52:08 AM
Cody McDaniel	Yes I will reach back out if she is still having issues	12:53:09 AM
Yash Kalra	Sure, we are always here to help you out.	12:53:35 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:53:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:53:44 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!	12:53:54 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/>)

*Yash Kalra has ended this chat session*

12:53:57 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Aug, 10:25:51 PM

**#80364 Ganesh**  
**Email:** infocohenassociates@gmail.com 📞 +91 8447018372  
**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:** GAUTAM BUDDHA NAGAR  
**State:** Uttar Pradesh  
**Country:** INDIA

Chat Transcript

Chat Duration : 7 Mins 31 Secs

Ganesh	Hello, I am your Acebuddy	11 Aug, 10:25:52 PM
Acebuddy	Hello Infocohenassociates, I'm your Ace Buddy. I'll be happy to assist you!	10:25:53 PM
	Whom Would You Like to Connect With?	10:25:53 PM
Ganesh	Technical Support (QB & App Hosting)	10:26:06 PM
Acebuddy	Welcome to Ace Support.	10:26:06 PM
	Please chose an option :	10:26:06 PM
Ganesh	I'd like to report an Issue	10:26:15 PM
Acebuddy	Please select an option!	10:26:15 PM
Ganesh	QuickBooks Issue	10:26:20 PM



Acebuddy	What type of QuickBooks Issue are you facing?	10:26:20 PM
Ganesh	Other QB related issue	10:26:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:26:32 PM
Ganesh	server is not working properly	10:26:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:26:47 PM
Acebuddy (bot) forwarded the chat request		10:26:47 PM
Ganesh	helo	10:28:03 PM
	?	10:28:05 PM
infocohenassociates has ended this chat session		10:33:23 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Aug, 2:46:03 AM

**#80202 Emmanuel Oladapo**  
**Email:** emma@redcupit.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 54 Secs  
**City:** ATLANTA  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 28 Secs

Emmanuel Oladapo	Hello, I am your Acebuddy	6 Aug, 2:46:04 AM
Acebuddy	Hello Emmanuel Oladapo, I'm your Ace Buddy. I'll be happy to assist you!	2:46:05 AM
	Whom Would You Like to Connect With?	2:46:05 AM

Emmanuel Oladapo	Technical Support (QB & App Hosting)	2:46:17 AM
Acebuddy	Welcome to Ace Support.	2:46:17 AM
	Please chose an option :	2:46:17 AM
Emmanuel Oladapo	I'd like to raise a Request	2:46:25 AM
Acebuddy	Please select your request type.	2:46:25 AM
Emmanuel Oladapo	Password Reset	2:46:29 AM
Acebuddy	Please select an option below	2:46:29 AM
Emmanuel Oladapo	Already Enrolled to Selfcare Portal	2:46:43 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:46:43 AM
	Do you need any further assistance on the topic?	2:46:43 AM
Emmanuel Oladapo	Yes	2:46:49 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:46:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:46:49 AM
Emmanuel Oladapo	Thank you	2:46:59 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:47:03 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:47:07 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:47:12 AM
Emmanuel Oladapo	Thank you..the account is myrealdataljenniferH_HJC	2:47:50 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:48:23 AM
Emmanuel Oladapo	a user that Redcupit manages from Humblejuice is having issue with the account as shown below	2:48:33 AM
	<i>2:48:53 AMEmmanuel Oladapo is sharing a file with you</i> <a href="#">Screenshot 2025-08-05 at 2.18.09 PM.png</a> - ( Size:151.73 KB )	2:48:53 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:49:49 AM
Emmanuel Oladapo	Thanks	2:50:11 AM
Yash Kalra	Emmanuel, it's taking more than expected please allow us some more time. Please stay connected while we are checking things from the backend.	2:53:24 AM
Emmanuel Oladapo	Thank you so much, this is an emergency for the client. Thank you	2:53:47 AM
Yash Kalra	Emmanuel, could you please check and confirm when was the last time the user was able to access the server?	2:57:42 AM
Emmanuel Oladapo	I can't see that information except I ask the user. Thankl you.	2:58:05 AM
Yash Kalra	Please ask the user and let us know.	2:59:30 AM
Emmanuel Oladapo	I am doing that now and waiting for the customer's response.	2:59:49 AM
Yash Kalra	Sure, please take your time	3:01:19 AM

	Emmanuel, I have just found the issue and to resolve this issue this chat need to be transfer to another department.	3:03:30 AM
Emmanuel Oladapo	No response yet, can't you check user's logs and get the password reset?	3:03:42 AM
Yash Kalra	Let me transfer you to a specialist who can better address your concern.	3:03:47 AM
	<i>Yash Kalra is transferring the chat to Support(QB &amp; App Hosting).</i>	3:04:11 AM
Emmanuel Oladapo	Thanks	3:04:14 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:06:07 AM
	<i>Anurag Sharma is transferring the chat to Billing.</i>	3:06:13 AM
	<i>Aditya accepted the chat transfer request.</i>	3:06:30 AM
Aditya	Hello, how may i assist you?	3:07:25 AM
Emmanuel Oladapo	Thank you for joining	3:07:55 AM
	a user needs password reset ot login to the remote session i shared with your support earlier.	3:08:16 AM
	are you able ot see our chat history or I will need to repeat myself again so we can be on the same page ?	3:08:35 AM
Aditya	yes sure	3:08:51 AM
Emmanuel Oladapo	The user needs credential reset for the account which I will share via a screenshot	3:10:37 AM
	<i>3:10:55 AMEmmanuel Oladapo is sharing a file with you</i> <a href="#">Screenshot 2025-08-05 at 2.18.09 PM.png</a> - ( Size:151.73 KB )	3:10:55 AM
Aditya	I am transferring your chat to support department who will help you with resetting password for RDP.	3:11:52 AM
	<i>Aditya is transferring the chat to Support(QB &amp; App Hosting).</i>	3:12:03 AM
Emmanuel Oladapo	another transfer? cool. Kindly transfer please	3:12:10 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:12:16 AM
Yash Kalra	Hello Emmanuel, I know this seems frustrating but believe me we are here to resolve the issue	3:14:12 AM
	Please stay connected	3:14:22 AM
Emmanuel Oladapo	Thank you	3:14:26 AM
Yash Kalra	Emmanuel, the mentioned account seems to be disabled from the backend. I am checking with the other team.	3:21:25 AM
Emmanuel Oladapo	Thanks. Kindly enable and do a password reset which i will share with the user to reset when she logins in again. Thank you	3:22:27 AM
Yash Kalra	Emmanuel, the main issue is resolved now.	3:25:14 AM
	I will be sending the new credentials for the user to login as soon as this chat ends.	3:26:30 AM
	Is there anything else I may help you with ?	3:26:34 AM
Emmanuel Oladapo	you will send it to the user directly right? The user's name is Jennifer Hansen.	3:27:12 AM
	kindly send it to the email address jennifer@humblejuiceco.com so the user can reset and use it .	

	Thank you	3:28:09 AM
Yash Kalra	Sure, I will do that.	3:28:31 AM
	I will be keeping you in cc of the mail.	3:28:59 AM
Emmanuel Oladapo	Thank you so much.	3:29:13 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.	3:29:20 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:29:27 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	3:29:30 AM
	<i>Yash Kalra has ended this chat session</i>	3:29:33 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80298 LaTara Scott

Email: [latara@lucifinancial.com](mailto:latara@lucifinancial.com)

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: 21 Secs

City: COLUMBUS

State: Texas

Country: UNITED STATES

8 Aug, 8:10:45 PM

Chat Transcript

Chat Duration : 15 Mins 51 Secs

LaTara Scott	Hello, I am your Acebuddy	8 Aug, 8:10:46 PM
Acebuddy	Hello Latara Scott, I'm your Ace Buddy. I'll be happy to assist you!	8:10:47 PM
	Whom Would You Like to Connect With?	8:10:47 PM
LaTara Scott	Technical Support (QB & App Hosting)	8:11:01 PM
Acebuddy	Welcome to Ace Support.	8:11:01 PM
	Please chose an option :	8:11:01 PM
LaTara Scott	I'd like to report an Issue	8:11:15 PM
Acebuddy	Please select an option!	8:11:15 PM
LaTara Scott	Other Issue	8:11:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:11:21 PM
LaTara Scott	I'm attempting to add a PC using my MAC, and am having trouble with that.	8:11:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:11:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:11:52 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:12:31 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:12:34 PM
LaTara Scott	Hi Manish.	8:12:46 PM
Manish Singh	I will surely help you with this issue.	8:13:02 PM
LaTara Scott	Perfect.	8:13:13 PM
Manish Singh	May I take the remote access of your local computer?	8:14:15 PM
LaTara Scott	yes	8:14:38 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/3942168223">https://assist.acecloudhosting.com/join/3942168223</a>	8:14:43 PM
	Kindly paste this link in the browser of local computer and join the session.	8:14:45 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:14:49 PM
LaTara Scott	are we connected	8:16:58 PM
Manish Singh	No, you have to give screen recording permission, LaTara.	8:17:28 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:17:38 PM
	We have set up your account on MAC kindly connect with Michelle regarding password Query.	8:24:48 PM
	Is there anything else I may help you with ?	8:24:51 PM

LaTara Scott	No that's all. You've been very helpful. Thank you.	8:25:41 PM
Manish Singh	We would be happy to assist you kindly let us know if having any issue. (Edited)	8:25:55 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.	8:26:19 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:26:28 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:26:34 PM

*Manish Singh has ended this chat session*

8:26:37 PM



# Chat Transcript

## Hello, I am your Acebuddy

Visitor Details

#80958 whitebaycottages.bvi

Email: whitebaycottages.bvi@gmail.com 📞 13406265302

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: ROAD TOWN

State: British Virgin Islands

Country: BRITISH VIRGIN ISLANDS

Chat Transcript

Chat Duration : 7 Mins 4 Secs



whitebaycottages.bvi	Hello, I am your Acebuddy	28 Aug, 9:19:30 PM
Acebuddy	Hello Whitebaycottages.bvi, I'm your Ace Buddy. I'll be happy to assist you!	9:19:31 PM
	Whom Would You Like to Connect With?	9:19:31 PM
whitebaycottages.bvi	Technical Support (QB & App Hosting)	9:19:37 PM
Acebuddy	Welcome to Ace Support.	9:19:38 PM
	Please chose an option :	9:19:38 PM
whitebaycottages.bvi	I'd like to report an Issue	9:19:47 PM
Acebuddy	Please select an option!	9:19:47 PM
whitebaycottages.bvi	QuickBooks Issue	9:19:52 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:19:52 PM
whitebaycottages.bvi	QuickBooks is Frozen	9:20:00 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:20:01 PM
	Was that helpful?	9:20:01 PM
whitebaycottages.bvi	No	9:20:10 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:20:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:20:10 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:20:24 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:20:27 PM
	Hello	9:20:30 PM
whitebaycottages.bvi	i tried to unfreeze but it's not working	9:21:05 PM
	my user ID is Julieta	9:21:41 PM
Shashwat Verma	I will surely help you with this issue.	9:22:00 PM
whitebaycottages.bvi	sorry Julieta is for Quickbooks	9:22:38 PM
	JSevilla.pa1	9:23:15 PM
Shashwat Verma	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:23:18 PM
whitebaycottages.bvi	yes first time	9:23:40 PM
Shashwat Verma	Okay	9:23:47 PM
	Kindly check now	9:23:56 PM
whitebaycottages.bvi	ok hold on	9:24:13 PM
Shashwat Verma	Sure	9:24:48 PM



whitebaycottages.bvi	i'm in	9:25:22 PM
	thanks !!!	9:25:37 PM
Shashwat Verma	Perfect	9:25:41 PM
	Is there anything else I may help you with ?	9:25:43 PM
whitebaycottages.bvi	no, that's the only thing. appreciate your quick response.	9:26:29 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:26:30 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:26:32 PM
	<i>Shashwat Verma has ended this chat session</i>	9:26:35 PM



# Chat Transcript

unable to log in and change password. States contact admnistrator

Visitor Details ----- 27 Aug, 4:13:15 AM

**#80886 North**  
**Email:** cindy@thehearingcenter-ca.com ☎ 4087782114  
**Department:** Support(QB & App Hosting)  
**Operator:** Sanyam Madan  
**Website:** https://www.acecloudhosting.com/knowledgebase/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 15 Secs  
**City:** SANTA YNEZ  
**State:** California  
**Country:** UNITED STATES

Chat Transcript ----- Chat Duration : 15 Mins 3 Secs

North	unable to log in and change password. States contact admnistrator	27 Aug, 4:13:15 AM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	4:13:41 AM
	<i>Siddhant is transferring the chat to Support(QB &amp; App Hosting).</i>	4:13:57 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	4:14:11 AM

Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	4:14:16 AM
	Hello , how are you doing	4:14:28 AM
North	thanks, what do you need from me?	4:14:36 AM
	good thanks!	4:14:48 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:14:56 AM
North	THEHC.myrealdata.net	4:15:39 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	4:15:54 AM
	May I take the remote access of your local computer?	4:16:34 AM
North	yes	4:16:54 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	4:16:57 AM
	<a href="https://assist.acecloudhosting.com/join/8082454782">https://assist.acecloudhosting.com/join/8082454782</a>	4:17:00 AM
	Kindly paste this link in the browser of local computer and join the session.	4:17:03 AM
	Are we still connected here?	4:20:07 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:20:24 AM
	Is there anything else I may help you with ?	4:27:33 AM
North	Yes, thanks for your assistance !!Much appreciated	4:28:36 AM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	4:28:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:28:43 AM
	<i>Sanyam Madan has ended this chat session</i>	4:28:44 AM



