

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 10:58:38 PM

#80629 Virva Kruse

Email: virva@jefferyscpa.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: WEST CHESTER

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 49 Secs

Virva Kruse	Hello, I am your Acebuddy	18 Aug, 10:58:39 PM
Acebuddy	Hello Virva Kruse, I'm your Ace Buddy. I'll be happy to assist you!	10:58:40 PM
	Whom Would You Like to Connect With?	10:58:40 PM
Virva Kruse	Technical Support (QB & App Hosting)	10:58:46 PM
Acebuddy	Welcome to Ace Support.	10:58:46 PM
	Please chose an option :	10:58:46 PM
Virva Kruse	I'd like to raise a Request	10:58:55 PM
Acebuddy	Please select your request type.	10:58:55 PM
Virva Kruse	Other Request	10:59:14 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:59:14 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:59:14 PM
Virva Kruse	No, That'll be all!	10:59:29 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	10:59:29 PM
	Acebuddy has ended this chat session	10:59:29 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Aug, 12:00:22 AM

**#80064 Glenda Jones**  
**Email:** mountainprorep@yahoo.com ☎ 8284217387  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 30 Secs  
**City:** FRANKLIN  
**State:** North Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 51 Secs

Glenda Jones	Hello, I am your Acebuddy	2 Aug, 12:00:22 AM
Acebuddy	Hello Mountainprorep, I'm your Ace Buddy. I'll be happy to assist you!	12:00:23 AM
	Whom Would You Like to Connect With?	12:00:23 AM
Glenda Jones	Technical Support (QB & App Hosting)	12:00:39 AM
Acebuddy	Welcome to Ace Support.	12:00:39 AM
	Please chose an option :	12:00:39 AM
Glenda Jones	I'd like to report an Issue	12:00:48 AM
Acebuddy	Please select an option!	12:00:48 AM
Glenda Jones	Other Issue	12:00:54 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:00:54 AM
Glenda Jones	Next to my name it does not have an email to be able to receive a verification code. And it will not let me add one. It says to contact you	12:01:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:01:24 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	23 Aug, 4:03:22 AM
<b>#80780 tjkaneda</b>	
<b>Email:</b> tjkaneda@vintegritywine.com	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Abhay Kumar Saraswat	
<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> 30 Secs	
<b>City:</b> KANSAS CITY	
<b>State:</b> Missouri	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 14 Mins 37 Secs
tjkaneda	Hello, I am your Acebuddy23 Aug, 4:03:23 AM
Acebuddy	Hello Tjkaneda, I'm your Ace Buddy. I'll be happy to assist you!4:03:24 AM
	Whom Would You Like to Connect With?4:03:24 AM
tjkaneda	Technical Support (QB & App Hosting)4:03:36 AM
Acebuddy	Welcome to Ace Support.4:03:36 AM
	Please chose an option :4:03:36 AM
tjkaneda	I'd like to report an Issue4:03:51 AM
Acebuddy	Please select an option!4:03:51 AM
tjkaneda	QuickBooks Issue4:03:56 AM
Acebuddy	What type of QuickBooks Issue are you facing?4:03:56 AM
tjkaneda	Other QB related issue4:04:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!4:04:03 AM
tjkaneda	I am trying to log into QB in single user mode. I need to kick a user off the system4:04:52 AM
Acebuddy	Please wait while we connect you to a Support Representative4:04:53 AM
Acebuddy (bot) forwarded the chat request	

	Abhay Kumar Saraswat accepted the chat transfer request.	4:04:59 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	4:05:04 AM
	Could you please confirm me your username?	4:05:53 AM
tjkaneda	Thanks, I am trying to log into QB single user mode but someone is still logged in. Can I have you kick Admin off the system?	4:05:54 AM
Abhay Kumar Saraswat	And is this for account: <b>Vintegrity LLC</b> ?	4:06:05 AM
tjkaneda	my user name is TJ	4:06:06 AM
	yes	4:06:09 AM
Abhay Kumar Saraswat	Thank you for the information but I couldn't see any user by this username in the account: <b>Vintegrity LLC</b> .	4:07:18 AM
	Are we still connected here?	4:08:43 AM
	Please confirm.	4:08:56 AM
tjkaneda	one sec, I am looking for what my Ace cloud	4:09:32 AM
Abhay Kumar Saraswat	Okay.	4:09:44 AM
tjkaneda	you may have it as tjkaneda	4:10:28 AM
Abhay Kumar Saraswat	No, this is also not listed in usernames.	4:11:45 AM
tjkaneda	taijikan	4:11:47 AM
Abhay Kumar Saraswat	Yes, that's correct.	4:12:14 AM
	Thanks for the confirmation !	4:12:18 AM
tjkaneda	well that is the name of the .rdp file i have on my desktop	4:12:23 AM
Abhay Kumar Saraswat	Yes.	4:12:51 AM
	Also, I can see there are two servers on this account:  1. VintegrityLLC.myrealdata.net 2. VintegrityVIP.myrealdata.net	4:13:22 AM
	Which one you are trying to connect?	4:13:33 AM
tjkaneda	I am connected. I just need a someone logged out of Quickbooks	4:14:06 AM
	I am trying to go into single user mode	4:14:23 AM
Abhay Kumar Saraswat	Sure.	4:14:36 AM
	I can do it for you.	4:14:42 AM
tjkaneda	My manager is out of the office his user is Admin can you log him off QB?	4:14:57 AM

Abhay Kumar Saraswat	Could you please check now?	4:15:53 AM
tjkaneda	I think that worked, it is doing something	4:16:23 AM
Abhay Kumar Saraswat	All users except you were already disconnected from the server, so I logged them out.	4:16:43 AM
	Yes, please check and confirm.	4:16:54 AM
tjkaneda	Yup., that worked...thanks	4:16:58 AM
Abhay Kumar Saraswat	My pleasure to assist you.	4:17:18 AM
	Is there anything else I may help you with ?	4:17:22 AM
tjkaneda	Nope, have a great weekend! I appreciate the help	4:17:39 AM
Abhay Kumar Saraswat	You too.	4:17:43 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:17:44 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>	4:17:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:17:56 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	4:18:01 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

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#80105 Carlos

Email: carlos@bassets.net 📞 14759773237

4 Aug, 6:23:27 PM

**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 19 Secs  
**City:** FT LAUDERDALE  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 32 Secs

Carlos	Hello, I am your Acebuddy	4 Aug, 6:23:29 PM
Acebuddy	Hello Carlos, I'm your Ace Buddy. I'll be happy to assist you!	6:23:30 PM
	Whom Would You Like to Connect With?	6:23:30 PM
Carlos	Technical Support (QB & App Hosting)	6:24:03 PM
Acebuddy	Welcome to Ace Support.	6:24:03 PM
	Please chose an option :	6:24:03 PM
Carlos	I'd like to raise a Request	6:24:10 PM
Acebuddy	Please select your request type.	6:24:10 PM
Carlos	Other Request	6:24:24 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:24:24 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:24:24 PM
Carlos	Yes, I'm facing issues with my server	6:24:50 PM
Acebuddy	Please select an option!	6:24:50 PM
Carlos	Other Issue	6:24:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:24:57 PM
Carlos	Login History	6:25:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:25:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:25:10 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:25:21 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:25:27 PM
Carlos	Hello Manish, could you please let me know when did this user last login myrealdata\FranklinFastner1	6:26:22 PM
	The instance is dst.myrealdata.net	6:26:40 PM



Manish Singh	Decision Support Technologies Is this your account name, Carlos?	6:26:59 PM
Carlos	Correct, it is	6:27:10 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.  Also, the registered email for your account with us is : carlos@bassets.net	6:27:26 PM
	We will share the details over the email.	6:27:36 PM
Carlos	Already did, but I need this sooner than 24 hrs	6:27:48 PM
Manish Singh	Yes, we will do that for you as we need to check this with our SOC Team.	6:28:10 PM
	This will take some time once done we will notify you over the email.	6:28:27 PM
Carlos	Got it	6:28:41 PM
Manish Singh	May I know the ticket number?	6:28:44 PM
Carlos	745030	6:29:01 PM
Manish Singh	Got it, we will get back to you.	6:30:54 PM
	Is there anything else I may help you with ?	6:30:57 PM
Carlos	This is a high priority. The user says his password is not working and does not recall making any changes and we need to track what could have happened	6:31:40 PM
Manish Singh	May be the password have been expired as there is a policy for 120 days.	6:32:23 PM
Carlos	Good point, what is the workflow	6:32:46 PM
	What message would he get if this is the case	6:33:18 PM
Manish Singh	Kindly allow me two minutes to check the same.	6:34:50 PM
Carlos	Great, ty	6:34:59 PM
Manish Singh	As I have checked used is inactive due to not using his account for long.	6:42:25 PM
Carlos	Never heard of this before	6:42:50 PM
	Please share documentation/policy	6:43:11 PM
Manish Singh	Noted, we will for now we are activating the user end, kindly login using the old credentials.	6:43:46 PM
Carlos	Sounds good, please send chat to carlos@bassets.net	6:44:17 PM
Manish Singh	You can also check via myportal.acecloudhosting.com	6:44:23 PM
	Noted.	6:44:32 PM
Carlos	That is all, thanks againg	6:44:48 PM
	<i>Carlos has ended this chat session</i>	6:45:02 PM





# Chat Transcript

Hello, I need help getting a new user set up to use our Ace Cloud.  
How do I go about re-sending him a "Welcome Email" for directions. I can log myself in, but I think for this I need to log in to a portal. Please advise.

Visitor Details

8 Aug, 12:07:39 AM

**#80277 connie**  
**Email:** connie@concretepoles.com 📞 12622507599  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/knowledgebase/new-ace-cloud-hosting-setup-guide-windows/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 55 Secs  
**City:** MENOMONEE FALLS  
**State:** Wisconsin  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 25 Secs

connie	Hello, I need help getting a new user set up to use our Ace Cloud. How do I go about re-sending him a "Welcome Email" for directions. I can log myself in, but I think for this I need to log in to a portal. Please advise.	8 Aug, 12:07:40 AM
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	12:07:48 AM
connie	Hi Rishabh. This is Connie Enevold.	12:08:12 AM
	<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>	12:08:13 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:09:09 AM
	I think I neglected to write down my password to the portal. My email is connie@concretepoles.com	12:09:11 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:09:19 AM
connie	Hello	12:09:26 AM
	I use the Ace Cloud for QB but I want to add someone to have access. How should I do this?	12:10:38 AM
Manish Singh	Yes, you have to go to the portal create user and send him with the RDP file.	12:11:19 AM

connie	I believe I'd already set him up back in January, but need the directions resent. How do I get in the portal? I think I need to reset password.	12:11:47 AM
Manish Singh	You can download the RDP on your end and reset the password via that	12:12:02 AM
	Once done share the RDP file with new password.	12:12:30 AM
connie	I need help getting into the portal.	12:13:23 AM
Manish Singh	You can use forgot password if you can remember your My Portal password. (Edited)	12:13:58 AM
connie	I did try that and nothing cam to my email.	12:14:14 AM
	What is the link to get to the portal	12:14:26 AM
	I may be at the wrong login	12:14:35 AM
Manish Singh	myportal.acecloudhosting.com	12:14:36 AM
	<i>12:15:01 AM</i> Manish Singh is sharing a file with you <a href="#">How to Manage ACE Server Users 4.pdf</a> - ( Size:1.33 MB )  <i>You can take help from the SOP</i>	12:15:01 AM
connie	Is my Client IT the user name?	12:15:07 AM
	ID	12:15:10 AM
	I tried CID74411 for username	12:15:46 AM
	Trying again	12:16:52 AM
	Used connie@concretepoles.com this time for username	12:17:19 AM
	waiting for email to change password...	12:17:31 AM
Manish Singh	Yes	12:17:50 AM
	Please take your time.	12:17:59 AM
connie	So I typed in the one-time code and then entered in a new password. Still get invalid username/password message. Will try again...	12:20:31 AM
Manish Singh	Alright!	12:21:00 AM
connie	waiting for verification code...	12:23:08 AM
Manish Singh	Are you able to get it? (Edited)	12:24:56 AM
connie	yes I am in the portal	12:25:29 AM
Manish Singh	Now you can manage the user.	12:26:07 AM
	Is there anything else I may help you with ?	12:26:09 AM
connie	So I need to be on the users PC to download the RDP to?	12:26:49 AM
	Just copy it to their desktop?	12:27:06 AM
Manish Singh	No, you can download it on your end and share with the user via email.	12:27:23 AM
connie	OK	12:27:31 AM

	I will try that, thanks	12:27:40 AM
Manish Singh	Great!	12:27:46 AM
	Is there anything else I may help you with ?	12:27:49 AM
connie	No, that is all. Thanks!	12:27:58 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:28:04 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:28:09 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>	12:28:12 AM
	<i>Manish Singh has ended this chat session</i>	12:28:13 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80346 rachel

Email: [rachel@txalphateam.com](mailto:rachel@txalphateam.com) 📞 12813973688

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: 36 Secs

City: POBLACION 2

State: Benguet

Country: PHILIPPINES

11 Aug, 12:15:42 PM

Chat Transcript		Chat Duration : 7 Mins 41 Secs
rachel	Hello, I am your Acebuddy	11 Aug, 12:15:43 PM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	12:15:45 PM
	Whom Would You Like to Connect With?	12:15:45 PM
rachel	Technical Support (QB & App Hosting)	12:15:49 PM
Acebuddy	Welcome to Ace Support.	12:15:49 PM
	Please chose an option :	12:15:49 PM
rachel	I'd like to raise a Request	12:16:02 PM
Acebuddy	Please select your request type.	12:16:02 PM
rachel	Other Request	12:16:24 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.	12:16:24 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:16:24 PM
rachel	Restart	12:16:53 PM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	12:16:54 PM
	Whom Would You Like to Connect With?	12:16:54 PM
rachel	Technical Support (QB & App Hosting)	12:16:59 PM
Acebuddy	Welcome to Ace Support.	12:16:59 PM
	Please chose an option :	12:16:59 PM
rachel	I'd like to report an Issue	12:17:04 PM
Acebuddy	Please select an option!	12:17:04 PM
rachel	QuickBooks Issue	12:17:09 PM
Acebuddy	What type of QuickBooks Issue are you facing?	12:17:09 PM
rachel	QuickBooks Login Issue	12:17:14 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:17:14 PM
	Was that helpful?	12:17:14 PM
rachel	No	12:17:20 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:17:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:17:20 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:17:31 PM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:17:53 PM
rachel	Hi I need the 16 character access token sent to support@acecloudhosting email please	12:18:05 PM
Ashutosh Mishra	I will surely assist you with this however I would require more details to proceed.	12:18:57 PM
rachel	What do you need?	12:20:24 PM
Ashutosh Mishra	Kindly help me with your business name, server name and username?	12:20:32 PM
rachel	Alpha Team	12:20:44 PM
	myrealdata\DenecC.NPRO1	12:21:27 PM
Ashutosh Mishra	<b>d1b57d27752bd640</b>	12:22:17 PM
	The above-mentioned code has been received by Ace.	12:22:58 PM
rachel	it worked. thanks	12:23:11 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:23:18 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:23:21 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
Ashutosh Mishra has ended this chat session		12:23:24 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80076 FREIGHT AND LOGISTICS

Email: accounting@freightandlogistics.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

2 Aug, 7:45:53 AM

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** BELLFLOWER

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 19 Secs

FREIGHT AND LOGISTICS	Hello, I am your Acebuddy	2 Aug, 7:45:54 AM
Acebuddy	Hello Freight And Logistics, I'm your Ace Buddy. I'll be happy to assist you!	7:45:55 AM
	Whom Would You Like to Connect With?	7:45:55 AM
FREIGHT AND LOGISTICS	Technical Support (QB & App Hosting)	7:46:00 AM
Acebuddy	Welcome to Ace Support.	7:46:00 AM
	Please chose an option :	7:46:00 AM
FREIGHT AND LOGISTICS	I'd like to report an Issue	7:46:09 AM
Acebuddy	Please select an option!	7:46:09 AM
FREIGHT AND LOGISTICS	QuickBooks Issue	7:46:22 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:46:22 AM
FREIGHT AND LOGISTICS	QuickBooks Login Issue	7:46:38 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	7:46:38 AM
	Was that helpful?	7:46:38 AM
FREIGHT AND LOGISTICS	No	7:46:58 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:46:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:46:58 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:47:01 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:47:06 AM
	Hello	7:47:17 AM
FREIGHT AND LOGISTICS	Good Afternoon	7:47:21 AM
Shashwat Verma	Could you please elaborate on your issue you are facing?	7:47:54 AM







**Average Response Time:** 1 Min 1 Sec  
**City:** FT COLLINS  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 36 Secs

Rob Riss/ Go West	Hello, can you please help re-connect uniprint using the ace cloud connect	15 Aug, 10:29:44 PM
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	10:29:53 PM
	Hi Rob, let me transfer you to our technical support team to assist you with this.	10:30:18 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>	10:30:27 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	10:30:38 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	10:30:51 PM
	Hello Rob, how are you doing	10:31:19 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:31:35 PM
Rob Riss/ Go West	Hi Sanyam, doing well. Hope you are doing well today also	10:32:23 PM
	Servername - GoWest.myrealddata.net	10:32:31 PM
	GWG_Admin	10:32:34 PM
Sanyam Madan	I am doing good as well☺	10:32:55 PM
	Kindly allow me two minutes to check the same.	10:33:01 PM
Rob Riss/ Go West	sounds good	10:33:47 PM
Sanyam Madan	May I take the remote access of your local computer?	10:37:47 PM
	Rob	10:38:25 PM
Rob Riss/ Go West	sure, let me close some stuff. hang on.	10:38:26 PM
Sanyam Madan	Yes sure	10:38:38 PM
	<a href="https://assist.acecloudhosting.com/join/6962908078">https://assist.acecloudhosting.com/join/6962908078</a>	10:38:53 PM
	Kindly paste this link in the browser of local computer and join the session once you are ready.	10:39:07 PM
Rob Riss/ Go West	Thank you Sanyam.	10:51:14 PM
Sanyam Madan	As the issue is resolved, Is there anything else I can assist you with? (Edited)	10:51:15 PM
Rob Riss/ Go West	not today. THank you for the help and have a great day.	10:51:25 PM
	<i>rob has ended this chat session</i>	10:51:30 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Aug, 9:19:26 PM

**#80357 Victor Quinones**  
**Email:** victor@qcotax.com 📞 323-597-1152  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Min 15 Secs  
**City:** WHITTIER  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 6 Secs

Victor Quinones	Hello, I am your Acebuddy	11 Aug, 9:19:27 PM
Acebuddy	Hello Victor Quinones, I'm your Ace Buddy. I'll be happy to assist you!	9:19:29 PM
	Whom Would You Like to Connect With?	9:19:29 PM
Victor Quinones	Technical Support (QB & App Hosting)	9:19:35 PM
Acebuddy	Welcome to Ace Support.	9:19:35 PM
	Please chose an option :	9:19:35 PM
Victor Quinones	I'd like to report an Issue	9:19:41 PM
Acebuddy	Please select an option!	9:19:41 PM
Victor Quinones	Other Issue	9:19:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:19:45 PM
Victor Quinones	Hi, I am not able to print to PDF to the local computer	9:22:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:22:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:51 PM
Victor Quinones	I was able to do this before, this is an issue I have experienced on more than one of my computers	9:23:11 PM

	<i>Manish Singh accepted the chat transfer request.</i>	9:24:44 PM
	<i>Manish Singh is transferring the chat to Tushar.</i>	9:24:53 PM
	<i>Tushar accepted the chat transfer request.</i>	9:25:07 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	9:25:21 PM
Victor Quinones	Hi	9:25:38 PM
Tushar	Hi Victor	9:25:45 PM
	We will look into your issue and get a solution.	9:26:22 PM
	Kindly help me with your server name and user name?	9:26:32 PM
Victor Quinones	Quinones server	9:26:43 PM
	victorqu	9:26:46 PM
Tushar	Kindly allow me two minutes to check the same.	9:26:50 PM
Victor Quinones	Yes thanks	9:28:30 PM
Tushar	Victor could you kindly confirm if you want to save a file to pdf type on your local system as you said " print to PDF to the local computer" or you want to print a file from server to your local printer?	9:30:01 PM
Victor Quinones	No, not locally	9:31:07 PM
	I was able to print to the local computer, that is what I'm trying to do again	9:31:26 PM
	I was able to do this before	9:31:33 PM
	I don't really save PDF files on the Ace Cloud, I export all PDFs	9:31:54 PM
	Although I can't remember which local printer was being used to print pdfs	9:32:35 PM
Tushar	Okay, let's check it on your end.	9:33:51 PM
	May I take the remote access of your local computer?	9:33:55 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:33:57 PM
Victor Quinones	Yes go ahead	9:34:07 PM
Tushar	<a href="https://assist.acecloudhosting.com/join/8642275793">https://assist.acecloudhosting.com/join/8642275793</a>	9:35:03 PM
	Kindly Click on the link and open the downloaded file.	9:35:07 PM
Victor Quinones	Something went wrong with the remove app launch, let me try again	9:39:02 PM
	Can you send the link again?	9:39:52 PM
Tushar	Victor we have made some changes from the back end for printing issues.	9:40:30 PM
	Kindly try to print again like you usually do.	9:40:50 PM
	Kindly let me know if the issue persists or not.	9:41:08 PM
Victor Quinones	It will only let me print within Ace	9:42:50 PM
	No changes observed	9:42:57 PM

Tushar	Victor if you allow us we can schedule a call to better understand the issue and resolve it accordingly or you call us at 24/7 helpline on 888-415-5240 (toll-free).	9:45:35 PM
Victor Quinones	Should I call the number?	9:46:28 PM
Tushar	Yes Kindly let me know once the call is picked.	9:46:52 PM
Victor Quinones	Ok	9:47:30 PM
	It's transferring me to a rep	9:48:13 PM
	I'm on hold	9:48:23 PM
Tushar	Okay there might be calls in queue, may I know your contact number?	9:50:41 PM
Victor Quinones	3234811769	9:51:34 PM
	Someone answered now	9:51:50 PM
Tushar	Okay they will be assisting you now.	9:53:19 PM
Victor Quinones	No problem	9:53:41 PM
Tushar	May I close this chat session so that the other engineer could provide you support.	9:54:08 PM
Victor Quinones	Yes	9:54:14 PM
	Thanks	9:54:16 PM
Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:54:31 PM
Tushar has ended this chat session		9:54:34 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80507 help

Email: help@triadcybersolutions.com 📞 3362999989

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

15 Aug, 12:26:03 AM

**Average Response Time:** 1 Min 40 Secs  
**City:** ORANGEBURG  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 25 Secs

help	Hello, I am your Acebuddy	15 Aug, 12:26:04 AM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	12:26:04 AM
	Whom Would You Like to Connect With?	12:26:04 AM
help	Managed IT	12:26:11 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:26:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:26:11 AM
	<i>Shubham accepted the chat transfer request.</i>	12:26:36 AM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	12:26:56 AM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	12:27:02 AM
help	TPCCSVR.myrealdata.net fredpeg we are doing some uploading on the above so don't reboot the server today	12:27:28 AM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	12:27:40 AM
	I will surely help you with this.	12:29:11 AM
	We will make sure that the server is not rebooted for today.	12:29:33 AM
	Is this needs to be followed up tomorrow ?	12:30:15 AM
	Are we still connected here?	12:31:03 AM
	Are we still connected here?	12:33:03 AM
	Are we still connected here?	12:34:30 AM
help	yes	12:35:01 AM
	it should not reboot for until 16 aug noon	12:36:49 AM
Vikas Singh Chauhan	Sure Fred	12:37:10 AM
	Is there anything else I may help you with ?	12:37:15 AM
help	no thanks	12:38:27 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.	12:40:17 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/>)

12:40:26 AM

Vikas Singh Chauhan has ended this chat session

12:40:29 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Aug, 11:45:55 PM

**#80275 Marc Greenfeld**  
**Email:** marc@plastpac.com ☎ 13476740674  
**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:** 36 Secs  
**City:** CRANFORD  
**State:** New Jersey  
**Country:** UNITED STATES


Chat Transcript

Chat Duration : 19 Mins 48 Secs

Marc Greenfeld	Hello, I am your Acebuddy	7 Aug, 11:45:56 PM
Acebuddy	Hello Gedalia, I'm your Ace Buddy. I'll be happy to assist you!	11:45:57 PM
	Whom Would You Like to Connect With?	11:45:57 PM
Marc Greenfeld	Technical Support (QB & App Hosting)	11:46:08 PM
Acebuddy	Welcome to Ace Support.	11:46:08 PM

	Please chose an option :	11:46:08 PM
Marc Greenfeld	I'd like to raise a Request	11:46:23 PM
Acebuddy	Please select your request type.	11:46:23 PM
Marc Greenfeld	Password Reset	11:46:34 PM
Acebuddy	Please select an option below	11:46:34 PM
Marc Greenfeld	Already Enrolled to Selfcare Portal	11:46:44 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:46:44 PM
	Do you need any further assistance on the topic?	11:46:44 PM
Marc Greenfeld	Yes	11:46:49 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:46:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:46:50 PM
Marc Greenfeld	OK	11:47:43 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:48:13 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:48:17 PM
Marc Greenfeld	Hi I cant reset my password/access my rdp	11:48:34 PM
Manish Singh	I will surely help you with this issue.	11:48:49 PM
Marc Greenfeld	ok	11:49:07 PM
Manish Singh	May I know your username?	11:49:37 PM
Marc Greenfeld	myrealdata\office_PP	11:49:51 PM
	I need help for the other user Marc	11:50:15 PM
	i cannot access the portal	11:50:26 PM
Manish Singh	May I take the remote access of your local computer?	11:51:16 PM
Marc Greenfeld	ok	11:51:27 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/4222366092">https://assist.acecloudhosting.com/join/4222366092</a>	11:51:33 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:51:36 PM
	Kindly paste this link in the browser of local computer and join the session.	11:51:41 PM
Marc Greenfeld	Here?	11:53:14 PM
	?	11:55:01 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:55:04 PM
	<i>The visitor's name and email address were changed.</i>	11:58:55 PM
	As the password reset is successfully done via My portal.	8 Aug, 12:03:39 AM



	Is there anything else I may help you with ?	12:03:41 AM
Marc Greenfeld	Thats it Thanks	12:05:29 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:05:35 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:05:39 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>	12:05:43 AM
	<i>Manish Singh has ended this chat session</i>	12:05:44 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Aug, 4:06:04 PM

#80836 krisika

Email: krisika@hkidata.com 📞 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 30 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript		Chat Duration : 46 Mins 24 Secs
krisika	Hello, I am your Acebuddy	26 Aug, 4:06:06 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	4:06:07 PM
	Whom Would You Like to Connect With?	4:06:07 PM
krisika	Technical Support (QB & App Hosting)	4:06:17 PM
Acebuddy	Welcome to Ace Support.	4:06:17 PM
	Please chose an option :	4:06:17 PM
krisika	I'd like to report an Issue	4:06:22 PM
Acebuddy	Please select an option!	4:06:22 PM
krisika	Other Issue	4:06:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:06:26 PM
krisika	Hi	4:06:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:06:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:06:40 PM
	<i>Deepak Taneja declined the transfer request.</i>	4:06:46 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	4:06:50 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	4:07:11 PM
krisika	Quickbook not open in all pc	4:07:37 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name, is it Priorware Solutions?	4:08:38 PM
krisika	Priorware.myrealdata.net	4:08:57 PM
	Hkidata01	4:09:02 PM
Shubham Maurya	We can see you do have an open ticket for QB slowness #756186 (Edited)	4:10:40 PM
krisika	U can proceed the server reboot	4:11:05 PM
Shubham Maurya	We can see that this is a recurring issue. Would you like us to proceed with further troubleshooting? Please let us know how you would like to proceed.	4:12:38 PM
krisika	U can proceed the server reboot	4:13:20 PM
	Yes	4:16:24 PM
Shubham Maurya	We understand Krisika, Troubleshooting process might be time consuming, but it will help us isolate the root cause of the issue and prevent it from recurring in the future. Please can you share a preferred time and timezone when we can do the troubleshoot on server?	4:16:27 PM
krisika		

	U can proceed the server reboot	4:17:08 PM
Shubham Maurya	Okay Krisika, As per your request we are proceeding with server reboot for now.	4:18:04 PM
krisika	Okay	4:18:14 PM
	Thank you	4:18:16 PM
Shubham Maurya	We will further investigate it to check root cause of the issue, So is there any time when we can perform this test on server when users are not working on quickbooks.	4:19:10 PM
krisika	All user are not working quickbook	4:20:01 PM
Shubham Maurya	We have rebooted the server please wait and check again after few minutes that are you able to use the QB application without any issue or not.	4:21:16 PM
krisika	Ok	4:22:38 PM
	Quickbook working now in all pc	4:25:23 PM
	Thank you	4:25:26 PM
Shubham Maurya	Thank you for the confirmation Krisika, We need few details from your end to further Investigate it.	4:27:08 PM
	>Is there any particular company file or every project file is facing this issue. >When does QuickBooks typically freeze (e.g., opening a file, running reports)? >Have you noticed if it freezes more in multi-user mode or single user? >Are there any error messages displayed when it freezes?  Please can you share these details so that we can Investigate it.	4:33:21 PM
krisika	Can you call us	4:37:27 PM
	On India number	4:37:32 PM
	?	4:37:36 PM
Shubham Maurya	Sure, Please share callback number and preferred time to call.	4:37:59 PM
krisika	Can you call nilay at us number 2294570732	4:38:20 PM
Shubham Maurya	Noted that, is there any specific time to call?	4:39:08 PM
krisika	Can you call now if possible?	4:39:26 PM
Shubham Maurya	Alright, We will arrange a callback with escalation team in next 15-20 minutes to solve it at earliest.	4:40:53 PM
	Would that be fine?	4:40:59 PM
	Are we still connected here?	4:48:37 PM
	Are we still connected here?	4:50:29 PM
	Are we still connected here?	4:52:18 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:52:25 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:52:28 PM
	<i>Shubham Maurya has ended this chat session</i>	4:52:31 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Aug, 10:20:26 PM

**#80539 Rob Riss/ Go West**  
**Email:** rob@justgowest.com 📞 19704938441  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** FT COLLINS  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 37 Mins 17 Secs

Rob Riss/ Go West	Hello, I am your Acebuddy	15 Aug, 10:20:26 PM
Acebuddy	Hello Rob, I'm your Ace Buddy. I'll be happy to assist you!	10:20:27 PM
	Whom Would You Like to Connect With?	10:20:27 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:57:43 PM
	Ended due to chat idle timeout	10:57:43 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details9 Aug, 10:13:45 PM

#80327 Michael L Millsap  
Email: kmillsap@cloudbooksllc.com ☎️ 5122037451  
Department: Support(QB & App Hosting)  
Operator: Acebuddy  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Microsoft Windows  
Browser: Google Chrome  
Device: Desktop  
City: SAN MARCOS  
State: Texas  
Country: UNITED STATES

Chat TranscriptChat Duration : 35 Mins 43 Secs

Michael L Millsap	Hello, I am your Acebuddy	9 Aug, 10:13:46 PM
Acebuddy	Hello Michael L Millsap, I'm your Ace Buddy. I'll be happy to assist you!	10:13:47 PM
	Whom Would You Like to Connect With?	10:13:47 PM
Michael L Millsap	Technical Support (QB & App Hosting)	10:13:57 PM
Acebuddy	Welcome to Ace Support.	10:13:57 PM
	Please chose an option :	10:13:57 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:49:30 PM
	Ended due to chat idle timeout	10:49:30 PM

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Aug, 3:40:12 PM


**#80891 Chase Perry**

**Email:** chase@eastcoastgearsupply.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:** 21 Secs  
**City:** LOUISBURG  
**State:** North Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 10 Secs

Chase Perry	Hello, I am your Acebuddy	27 Aug, 3:40:13 PM
Acebuddy	Hello Chase Perry, I'm your Ace Buddy. I'll be happy to assist you!	3:40:14 PM
	Whom Would You Like to Connect With?	3:40:14 PM
Chase Perry	Technical Support (QB & App Hosting)	3:40:22 PM
Acebuddy	Welcome to Ace Support.	3:40:22 PM
	Please chose an option :	3:40:22 PM
Chase Perry	I'd like to report an Issue	3:40:28 PM
Acebuddy	Please select an option!	3:40:28 PM
Chase Perry	Other Issue	3:40:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:40:36 PM
Chase Perry	I can not print from Quickbooks. I have a driver issue	3:40:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:40:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:40:55 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	3:41:05 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	3:41:09 PM
	Hello Chase	3:41:13 PM
Chase Perry	hello	3:41:19 PM
Sujeet Kumar Suman	How are you doing?	3:41:40 PM
	I will surely help you with this issue.	3:42:00 PM
Chase Perry	Fine - I can not print. Seems I have a driver issue with uni print	3:42:21 PM
Sujeet Kumar Suman	No worries, I will assist with this issue.	3:42:55 PM

	Are you the only one facing this issue, or are others experiencing it as well? (Edited)	3:43:11 PM
Chase Perry	I believe just me	3:43:41 PM
	happened yesterday	3:43:48 PM
Sujeet Kumar Suman	Thanks for the confirmation !	3:44:00 PM
	May I take the remote access of your local computer?	3:44:06 PM
Chase Perry	I hoped when server rebooted last night it would be fxed. I do not believe it rebooted last night. I was in the same instance in QB this morning. Alot of windows open that i previously closed	3:44:46 PM
	yes	3:44:56 PM
	take over	3:45:01 PM
Sujeet Kumar Suman	I will check it and work on resolving your issue permanently.	3:45:34 PM
	Kindly close all important tabs and documents for not to breach any security concern.	3:45:41 PM
Chase Perry	Im good	3:46:01 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/4992620500">https://assist.acecloudhosting.com/join/4992620500</a>	3:46:04 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:47:27 PM
	Thank you for your patience.	4:05:21 PM
	Please stay connected. We are still working to resolve your issue remotely.	4:05:22 PM
	Thank you for your patience.	4:19:51 PM
	We tried our best to resolve your issue, but the problem is with the Uniprint client on your local machine. We recommend coordinating with your local IT team and guiding them to reinstall the Uniprint client application on your machine.	4:19:52 PM
	Is there anything else I may help you with ?	4:20:08 PM
	Are we still connected here?	4:22:33 PM
	Are we still connected here?	4:24:17 PM
	Are we still connected here?	4:26:08 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:26:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:26:20 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	4:26:24 PM
<div></div>		



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	25 Aug, 10:30:30 PM
<b>#80817 sbhardwaj</b>	
<b>Email:</b> sbhardwaj@hmgroupllp.com	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Tushar Pharswan	
<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> 20 Secs	
<b>City:</b> RAICHUR	
<b>State:</b> Andhra Pradesh	
<b>Country:</b> INDIA	

Chat Transcript	Chat Duration : 8 Mins 55 Secs
sbhardwaj	Hello, I am your Acebuddy25 Aug, 10:30:30 PM
Acebuddy	Hello Shivam Bhardwaj, I'm your Ace Buddy. I'll be happy to assist you!10:30:31 PM
	Whom Would You Like to Connect With?10:30:31 PM
sbhardwaj	VDI/DaaS Support10:30:34 PM
Acebuddy	Please wait while we connect you to an available Representative.10:30:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i> 10:30:34 PM
	<i>Sushant accepted the chat transfer request.</i> 10:30:40 PM
Sushant	Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today.10:30:59 PM
	Please wait while we connect you our concern team.10:35:31 PM
	<i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i> 10:35:39 PM
	<i>Tushar accepted the chat transfer request.</i> 10:35:42 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.10:36:24 PM
	Hello Shivam10:36:45 PM
	Are we still connected here?10:38:11 PM
	Are we still connected here?10:39:10 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Aug, 9:07:32 PM

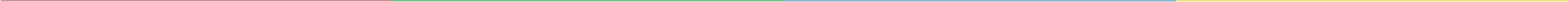
**#81003 kandyrae**  
**Email:** kandyrae@shaw.ca 📞 16047737223  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** COQUITLAM  
**State:** British Columbia  
**Country:** CANADA

Chat Transcript

Chat Duration : 34 Mins 51 Secs

kandyrae	Hello, I am your Acebuddy	29 Aug, 9:07:33 PM
Acebuddy	Hello Kandyrae, I'm your Ace Buddy. I'll be happy to assist you!	9:07:34 PM
	Whom Would You Like to Connect With?	9:07:34 PM
kandyrae	Technical Support (QB & App Hosting)	9:07:40 PM
Acebuddy	Welcome to Ace Support.	9:07:40 PM
	Please chose an option :	9:07:40 PM
kandyrae	I'd like to report an Issue	9:07:47 PM
Acebuddy	Please select an option!	9:07:47 PM
kandyrae	QuickBooks Issue	9:07:52 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:07:52 PM
kandyrae	QuickBooks Update	9:07:58 PM
Acebuddy		

	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	9:07:58 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	9:07:58 PM
	Do you need any further assistance on the topic?	9:07:58 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.	9:42:25 PM
Ended due to chat idle timeout		9:42:25 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details


8 Aug, 10:00:48 AM

**#80289 anis**  
**Email:** anis@advocate-accounting.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 40 Secs  
**City:** SEATTLE  
**State:** Washington  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 38 Secs

anis	Hello, I am your Acebuddy	8 Aug, 10:00:49 AM
Acebuddy	Hello Anis, I'm your Ace Buddy. I'll be happy to assist you!	10:00:50 AM
	Whom Would You Like to Connect With?	10:00:50 AM
anis	Technical Support (QB & App Hosting)	10:00:55 AM

Acebuddy	Welcome to Ace Support.	10:00:55 AM
	Please chose an option :	10:00:55 AM
anis	I'd like to report an Issue	10:01:02 AM
Acebuddy	Please select an option!	10:01:02 AM
anis	Other Issue	10:01:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:01:55 AM
anis	Error message: "The User Account Did Not Work. The user account used to connect to rdg.myrealdata.net (gateway) did not work. Try again."	10:02:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:02:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:02:50 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:02:56 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:03:04 AM
	Hello Anis, I will be surely assisting you with this. Kindly help me with your server name and user name?	10:03:35 AM
anis	AALLCATX2 and TaxAssociate	10:03:55 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	10:05:39 AM
	Please try now to login.	10:08:41 AM
anis	perfect, thank you!	10:09:14 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:09:22 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>	10:09:25 AM
	<i>Ashutosh Mishra has ended this chat session</i>	10:09:27 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Aug, 2:07:15 AM

**#80879 Melanie Hirsch**  
**Email:** m@hirschconsultants.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Vikas Singh Chauhan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 27 Secs  
**City:** SACRAMENTO  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 1 Sec

Melanie Hirsch	Hello, I am your Acebuddy	27 Aug, 2:07:16 AM
Acebuddy	Hello Melanie Hirsch, I'm your Ace Buddy. I'll be happy to assist you!	2:07:16 AM
	Whom Would You Like to Connect With?	2:07:16 AM
Melanie Hirsch	Technical Support (QB & App Hosting)	2:07:21 AM
Acebuddy	Welcome to Ace Support.	2:07:21 AM
	Please chose an option :	2:07:21 AM
Melanie Hirsch	I'd like to report an Issue	2:07:29 AM
Acebuddy	Please select an option!	2:07:29 AM
Melanie Hirsch	Other Issue	2:07:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:07:34 AM
Melanie Hirsch	757221	2:08:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:08:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:08:10 AM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	2:08:56 AM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	2:09:18 AM

Melanie Hirsch	Remote Desktop can't find the computer "Hirsch.myrealddata.net". This might mean that "Hirsch.myrealddata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 08/26/25 08:14:10 PM	2:09:49 AM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	2:10:53 AM
	I will surely help you with this issue.	2:11:00 AM
	May I take the remote access of your local computer?	2:11:18 AM
Melanie Hirsch	yes	2:11:33 AM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	2:12:11 AM
	<a href="https://assist.acecloudhosting.com/join/5262428461">https://assist.acecloudhosting.com/join/5262428461</a>	2:12:18 AM
	Kindly paste this link in the browser of local computer and join the session.	2:12:30 AM
	It seems, you are able to connect to server now via RDP.	2:16:38 AM
Melanie Hirsch	yes thanks	2:16:50 AM
Vikas Singh Chauhan	Is there anything else I may help you with ?	2:16:58 AM
Melanie Hirsch	no	2:17:03 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.	2:17:10 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>	2:17:15 AM
	<i>Vikas Singh Chauhan has ended this chat session</i>	2:17:17 AM



5 Aug, 12:13:19 AM

Visitor Details

#80129

nguyen

Email:

chinh\_cn@yahoo.com

4082096515

Department:

Support(QB & App Hosting)

Operator:

Abhay Kumar Saraswat

Website:

https://www.acecloudhosting.com/ace-support/

Operating System:

Microsoft Windows

Browser:

Google Chrome

Device:

Desktop

Average Response Time:

41 Secs

City:

JACKSONVILLE

State:

Florida

Country:

UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 11 Secs

nguyen	hello	5 Aug, 12:13:20 AM
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you further.	12:13:44 AM
nguyen	hello riten	12:13:51 AM
Riten	Hi Nguyen!, How can I help you today?	12:14:17 AM
nguyen	yes, I am currently using quickbook 2023	12:14:28 AM
	however, i saw at the discover hub	12:14:53 AM
	look like there is an option for me to upgrade to quickbook 2024	12:15:05 AM
	can i do the upgrade my self, or i must go through ace cloud?	12:15:20 AM
	update to quickbook 2024	12:15:47 AM
Riten	We can help you with the update Nguyen, let me connect you to support for the update.	12:16:23 AM
	<i>Riten is transferring the chat to Support(QB &amp; App Hosting).</i>	12:16:33 AM
nguyen	ok	12:16:50 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:17:32 AM
	hi Abhay	12:17:41 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:17:42 AM
	Hello	12:17:49 AM
nguyen	thank you	12:17:50 AM
Abhay Kumar Saraswat	How are you doing today?	12:17:54 AM
nguyen	i am fine, thank you	12:18:03 AM



Abhay Kumar Saraswat	Great.	12:18:12 AM
	Are you looking to update QuickBooks?	12:18:36 AM
nguyen	not yet, have a couple question before i make my decision	12:18:55 AM
	i saw at the discover hub on my software, there is an option for me to update to quickbook 2024	12:19:28 AM
Abhay Kumar Saraswat	Sure.	12:19:30 AM
	Please go ahead.	12:19:33 AM
	I will be surely assisting you with this.	12:19:41 AM
nguyen	the question is, will this update affects my current companies files ?	12:19:48 AM
Abhay Kumar Saraswat	No.	12:19:58 AM
nguyen	can i do the update myself?	12:20:07 AM
Abhay Kumar Saraswat	I would like you apologize but for security and compliance concern, you don't have admin rights to update the QuickBooks.	12:20:51 AM
	But we can do it for you.	12:21:01 AM
nguyen	oh, ok	12:21:06 AM
	let me back up the files first, then I will contact your office for the update	12:21:26 AM
	what info do you need when i decide to do the update?	12:22:06 AM
Abhay Kumar Saraswat	We need only your account name and the version of QuickBooks which you are looking to update.	12:22:49 AM
nguyen	my account name / like my user name with ace cloud ?	12:23:27 AM
Abhay Kumar Saraswat	Is this your account name: <b>SAIGON SERVICES</b> ?	12:24:11 AM
nguyen	correcc	12:24:17 AM
	corect	12:24:22 AM
	ok, sound good	12:24:40 AM
	i will contact you later when I decide to do the update	12:24:54 AM
	thank you kindly	12:24:57 AM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	12:25:06 AM
nguyen	that's all	12:25:32 AM
	thank you	12:25:33 AM
Abhay Kumar Saraswat	No worries.	12:25:40 AM
	You're welcome.	12:25:44 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this	12:25:46 AM

	chat.	
	<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>	12:25:50 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:25:54 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:25:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Aug, 4:52:16 AM

#80481 Mao Guarin

**Email:** pantro415@gmail.com 📞 3053203575

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

**Operator:** Anjainay Singh

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 51 Secs

**City:** MEDELLIN

**State:** Antioquia

**Country:** COLOMBIA

Chat Transcript

Chat Duration : 25 Mins 24 Secs

Mao Guarin	Hello, I am your Acebuddy	14 Aug, 4:52:17 AM
Acebuddy	Hello Mao Guarin, I'm your Ace Buddy. I'll be happy to assist you!	4:52:18 AM

	Whom Would You Like to Connect With?	4:52:18 AM
Mao Guarin	Technical Support (QB & App Hosting)	4:53:29 AM
Acebuddy	Welcome to Ace Support.	4:53:29 AM
	Please chose an option :	4:53:29 AM
Mao Guarin	I'd like to raise a Request	4:53:40 AM
Acebuddy	Please select your request type.	4:53:40 AM
Mao Guarin	Office 365 Addition	4:53:54 AM
Acebuddy	Please specify if you already have an Office365 subscription	4:53:55 AM
Mao Guarin	Reiniciar	4:54:07 AM
Acebuddy	Hello Mao Guarin, I'm your Ace Buddy. I'll be happy to assist you!	4:54:07 AM
	Whom Would You Like to Connect With?	4:54:07 AM
Mao Guarin	Technical Support (QB & App Hosting)	4:54:11 AM
Acebuddy	Welcome to Ace Support.	4:54:11 AM
	Please chose an option :	4:54:11 AM
Mao Guarin	I'd like to raise a Request	4:54:17 AM
Acebuddy	Please select your request type.	4:54:17 AM
Mao Guarin	Other Request	4:54:28 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.	4:54:28 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:54:28 AM
Mao Guarin	Yes, I'm facing issues with my server	4:54:35 AM
Acebuddy	Please select an option!	4:54:35 AM
Mao Guarin	Other Issue	4:54:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:54:39 AM
Mao Guarin	I need help to connection server	4:55:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:55:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:55:02 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:56:22 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Anjainay Singh.</i>	4:56:35 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:56:39 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:56:49 AM
	I understand your concern, could you please let me know since when you are facing this issue?	4:57:42 AM

Mao Guarin	Hello	4:58:18 AM
	How are you	4:58:18 AM
	I need to connect from abmac, but I don't have the connection to mac, can you send this information to the email of Sandra	4:59:15 AM
	CID72864	4:59:20 AM
Anjainay Singh	I am good Mao ,thankyou for asking.	5:00:41 AM
	So as I have understood that you need to connect to server from Mac, am I right?	5:01:19 AM
Mao Guarin	Yes sir	5:02:55 AM
	But I don't have to rod connection for mac	5:03:13 AM
	I do not remember what is the name for kac	5:03:30 AM
	Eso conection	5:03:46 AM
	Rdp conection*	5:03:59 AM
Anjainay Singh	Could you please confirm your username through which you login into the server? (Edited)	5:04:44 AM
Mao Guarin	Verónica	5:05:36 AM
Anjainay Singh	Thankyou for your confirmation.	5:06:08 AM
Mao Guarin	Tks	5:06:18 AM
Anjainay Singh	May I take the remote access of your local computer?	5:06:20 AM
Mao Guarin	I prefer to send me the information, because I don't have the computer to me	5:07:02 AM
Anjainay Singh	Sure I will send the setup instruction through email.	5:07:23 AM
Mao Guarin	Can you send to email of this account	5:07:45 AM
	This the email of Sandra	5:07:55 AM
	She is the boss	5:08:05 AM
	Pls	5:08:08 AM
	Copy to me pantro415@gmail.com	5:08:24 AM
Anjainay Singh	Sure , I will send the setup instruction on Sandra's email address.	5:08:25 AM
Mao Guarin	Tks	5:08:28 AM
	Sir	5:08:33 AM
Anjainay Singh	Is there anything else I may help you with ?	5:08:34 AM
Mao Guarin	I have another question	5:09:04 AM
Anjainay Singh	Sure Mao.	5:09:15 AM
Mao Guarin	I need to install Excel	5:09:28 AM
	What is the path for this	5:09:40 AM

Anjainay Singh	In order to install Excel first of all we need approval from [Sandra Mejia] (https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=23102000047526018) through email address to support@acecloudhosting.com in which she needs to mention to install Excel on server as charges for adding excel on server is \$5.99\user\month (Edited)	5:11:32 AM
	Are we still connected here?	5:13:56 AM
	Are we still connected here?	5:15:35 AM
	Are we still connected here?	5:16:50 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:17:40 AM
	Anjainay Singh has ended this chat session	5:17:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Aug, 8:45:32 PM

#80806 Lijun Chen

Email: joalvin2007@gmail.com

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: 42 Secs

City: PLYMOUTH

State: Michigan

Country: UNITED STATES

Chat Transcript			Chat Duration : 11 Mins 22 Secs
Lijun Chen	Hello, I am your Acebuddy		25 Aug, 8:45:33 PM
Acebuddy	Hello Lijun Chen, I'm your Ace Buddy. I'll be happy to assist you!		8:45:34 PM
	Whom Would You Like to Connect With?		8:45:34 PM

Lijun Chen	Technical Support (QB & App Hosting)	8:45:44 PM
Acebuddy	Welcome to Ace Support.	8:45:44 PM
	Please chose an option :	8:45:44 PM
Lijun Chen	I'd like to report an Issue	8:45:54 PM
Acebuddy	Please select an option!	8:45:54 PM
Lijun Chen	Other Issue	8:46:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:46:02 PM
Lijun Chen	One of my coworkers can not open his 2024 Lacerte Tax Planner saying there is an update available. However, my program works find.	8:47:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:47:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:47:13 PM
	<i>Tushar accepted the chat transfer request.</i>	8:47:23 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	8:47:27 PM
	Hello Lijun.	8:47:40 PM
	I will surely help you with this issue.	8:47:49 PM
Lijun Chen	Hi Tushar	8:47:51 PM
Tushar	Lijun may I know the Lacerte version is it 2022, 2023 or 2024?	8:48:37 PM
Lijun Chen	2024	8:48:42 PM
	2024 Lacerte Tax Planner	8:49:09 PM
Tushar	Okay Lijun the Lacerte 2024 will require a server reboot at the end of the update process, so kindly log of your active session as well as your coworker's session.	8:50:45 PM
	Once the update will be completed, I will email you at joalvin2007@gmail.com it will take around 10 minutes.	
	Is there anything else I may help you with ?	8:50:57 PM
	Are we still connected here?	8:52:22 PM
	Are we still connected here?	8:53:20 PM
Lijun Chen	let me do a quick check to have everyone save his/her work	8:54:10 PM
Tushar	I will be sharing the pop on the 2 active users' session and once everyone is logged of then only, I will initiate the update.	8:54:44 PM
Lijun Chen	please proceed.	8:55:19 PM
Tushar	Sure, I will be emailing you once the application gets update it will be around 10 minutes.	8:56:04 PM
Lijun Chen	Sounds good. Thank you	8:56:24 PM
Tushar	Is there anything else I may help you with ? Or should we proceed with the closer of this chat session.	8:56:27 PM

	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:56:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:56:43 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>	8:56:52 PM
	<i>Tushar has ended this chat session</i>	8:56:56 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Aug, 11:54:29 PM

**#80372 Denise Rodriguez**  
**Email:** denise.rodriguez@wavenet.net  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 46 Secs  
**City:** VALLEY VILLAGE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 43 Secs

Denise Rodriguez	Hello, I am your Acebuddy	11 Aug, 11:54:30 PM
Acebuddy	Hello Denise Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	11:54:31 PM



	Whom Would You Like to Connect With?	11:54:31 PM
Denise Rodriguez	Technical Support (QB & App Hosting)	11:54:45 PM
Acebuddy	Welcome to Ace Support.	11:54:45 PM
	Please chose an option :	11:54:45 PM
Denise Rodriguez	I'd like to report an Issue	11:54:53 PM
Acebuddy	Please select an option!	11:54:53 PM
Denise Rodriguez	QuickBooks Issue	11:55:03 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:55:03 PM
Denise Rodriguez	QuickBooks Login Issue	11:55:11 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:55:11 PM
	Was that helpful?	11:55:11 PM
Denise Rodriguez	No	11:56:41 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:56:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:56:41 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:58:34 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:58:56 PM
Denise Rodriguez	Thank you	11:59:14 PM
Manish Singh	How may I assist you?	12 Aug, 12:00:32 AM
	What error you getting while accessing server.	12:00:37 AM
Denise Rodriguez	username & password incorrect	12:01:59 AM
Manish Singh	If it is regarding QuickBooks company file, then you have to contact your QuickBooks Admin.	12:02:37 AM
	He/She is the one who can assist in resetting the password for you.	12:03:27 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:40:14 AM

*Ended due to chat idle timeout*

12:40:14 AM





	Once the update is done we will notify you over the email.	8:59:16 PM
karen	logged out - thanks	8:59:54 PM
Manish Singh	Is there anything else I may help you with ?	9:02:43 PM
	Are we still connected here?	9:03:44 PM
	Are we still connected here?	9:04:53 PM
karen	sorry - i can disconnect - you have the action	9:05:20 PM
Manish Singh	We have successfully updated Lacerte 2024	9:05:25 PM
	We will email you regarding the same.]	9:05:44 PM
	<i>Karen Page has ended this chat session</i>	9:05:46 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Aug, 1:59:34 AM

**#80923 Deanne Elise Zirker**  
**Email:** dzirker@humblebrands.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:** 15 Secs  
**City:** ALBUQUERQUE  
**State:** New Mexico  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 11 Secs

Deanne Elise Zirker	Hello, I am your Acebuddy	28 Aug, 1:59:35 AM
Acebuddy	Hello Deanne Elise Zirker, I'm your Ace Buddy. I'll be happy to assist you!	1:59:35 AM
	Whom Would You Like to Connect With?	1:59:35 AM

Deanne Elise Zirker	Technical Support (QB & App Hosting)	1:59:39 AM
Acebuddy	Welcome to Ace Support.	1:59:39 AM
	Please chose an option :	1:59:39 AM
Deanne Elise Zirker	I'd like to raise a Request	1:59:44 AM
Acebuddy	Please select your request type.	1:59:44 AM
Deanne Elise Zirker	Password Reset	1:59:48 AM
Acebuddy	Please select an option below	1:59:48 AM
Deanne Elise Zirker	Already Enrolled to Selfcare Portal	1:59:51 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:59:51 AM
	Do you need any further assistance on the topic?	1:59:51 AM
Deanne Elise Zirker	Yes	1:59:56 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:59:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:59:56 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	2:00:05 AM
Deanne Elise Zirker	I keep getting kicked out of chat	2:00:06 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	2:00:12 AM
	May I take the remote access of your local computer?	2:00:21 AM
Deanne Elise Zirker	yes	2:00:25 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	2:00:46 AM
	<a href="https://assist.acecloudhosting.com/join/5892735543">https://assist.acecloudhosting.com/join/5892735543</a>	2:00:52 AM
Deanne Elise Zirker	I did	2:00:53 AM
Sanyam Madan	Kindly paste this link in the browser of local computer and join the session.	2:00:57 AM
Deanne Elise Zirker	Are you in?	2:02:03 AM
Sanyam Madan	Not yet Deanne	2:02:21 AM
Deanne Elise Zirker	I gave access	2:02:33 AM
	Do you need me to try again	2:02:46 AM
Sanyam Madan	Please click on the link and open the downloaded file, and follow the instruction to connect with us.	2:02:46 AM
Deanne Elise Zirker	?	2:02:48 AM
Sanyam Madan	Let me send you another one	2:03:09 AM
	<a href="https://assist.acecloudhosting.com/join/1392796702">https://assist.acecloudhosting.com/join/1392796702</a>	2:03:30 AM
	Kindly paste this link in the browser of local computer and join the session.	2:03:55 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till	

	the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:04:41 AM
	Is there anything else I may help you with ?	2:21:18 AM
Deanne Elise Zirker	Hello	2:21:18 AM
	No, thank you	2:21:23 AM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	2:21:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:21:44 AM
	<i>Sanyam Madan has ended this chat session</i>	2:21:46 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Aug, 9:25:22 AM

**#80797 rhernandez**  
**Email:** rhernandez@docomopacific.com ☎ 16716864566  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 53 Secs  
**City:** HAGATNA  
**State:** Guam  
**Country:** GUAM

## Chat Transcript

Chat Duration : 1 Hour 19 Mins

rhernandez	Hello, I am your Acebuddy	25 Aug, 9:25:23 AM
Acebuddy	Hello Rhernandez, I'm your Ace Buddy. I'll be happy to assist you!	9:25:25 AM
	Whom Would You Like to Connect With?	9:25:25 AM
rhernandez	Technical Support (QB & App Hosting)	9:25:30 AM

Acebuddy	Welcome to Ace Support.	9:25:30 AM
	Please chose an option :	9:25:30 AM
rhernandez	I'd like to report an Issue	9:25:35 AM
Acebuddy	Please select an option!	9:25:36 AM
rhernandez	QuickBooks Issue	9:25:39 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:25:39 AM
rhernandez	QuickBooks is Frozen	9:25:44 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:25:44 AM
	Was that helpful?	9:25:44 AM
rhernandez	No	9:25:49 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:25:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:25:49 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:27:48 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:27:54 AM
	Hello Rhernandez	9:28:10 AM
	How may I assist you today?	9:28:25 AM
rhernandez	yes	9:29:03 AM
	i need urgnet help	9:29:07 AM
	remote desktop is crawling	9:29:12 AM
	i need a reboot	9:29:14 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:29:22 AM
rhernandez	RicardoHe	9:29:40 AM
	docompacific.myrealdata.net	9:29:48 AM
Shubham Kataria	Thank you for the information. Could you please confirm if the remote desktop is experiencing lag or if there is latency on the server?	9:30:40 AM
rhernandez	yeah its slow	9:30:52 AM
Shubham Kataria	Kindly confirm whether this issue is affecting all users or only you. Additionally, please clarify if the slowness is occurring across the entire server or only with a specific application.	9:32:33 AM
rhernandez	all users	9:33:20 AM
	im kicking everyone off	9:33:34 AM
Shubham Kataria	Alright, please allow me two minutes to check the same.	9:33:40 AM
rhernandez	going to backup QB first	9:33:40 AM

Shubham Kataria	Sure	9:34:16 AM
rhernandez	QB is really slow too	9:35:25 AM
Shubham Kataria	Alright, please confirm whether the slowness is occurring only in QuickBooks or across the entire server.	9:35:44 AM
rhernandez	server looks fine now after i kicked everyone off	9:36:02 AM
Shubham Kataria	Let me check if there is any update pending in QB or not	9:36:30 AM
rhernandez	ok	9:36:34 AM
	<i>9:37:12 AMShubham Kataria is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:58.76 KB )</i>  <i>There is updates pending in QB which may also cause slowness</i>	9:37:12 AM
	ok	9:37:17 AM
	can you update	9:37:23 AM
Shubham Kataria	Sure, Let me initiate the update, it will take around 15 minutes to complete.	9:37:51 AM
rhernandez	ok	9:37:55 AM
Shubham Kataria	Thank you	9:38:05 AM
rhernandez	I will wait	9:38:08 AM
Shubham Kataria	Alright, I will get back to you shortly.	9:38:37 AM
rhernandez	okay	9:39:27 AM
Shubham Kataria	The updates have been initiated; I will notify you here once they are complete.	9:40:06 AM
rhernandez	thanks	9:40:49 AM
Shubham Kataria	You're welcome	9:41:21 AM
	It appears there is an issue with the update, as it is not completing successfully. If you allow, may I proceed with reinstalling QuickBooks on the server to resolve this. (Edited)	9:42:56 AM
rhernandez	one sec	9:43:18 AM
	let me check if i can log in to backup	9:43:25 AM
Shubham Kataria	Sure	9:43:33 AM
rhernandez	ok go ahead and reinstall	9:44:39 AM
Shubham Kataria	Thank you	9:44:44 AM
	Kindly close QB on your end	9:45:47 AM
rhernandez	its closed	9:45:57 AM
Shubham Kataria	Alright, let me check again	9:46:18 AM
rhernandez	ok	9:46:21 AM
Shubham Kataria	Re-installing is in progress, please stay connected	9:47:15 AM



rhernandez	ok	9:47:18 AM
	what version are you installing	9:48:37 AM
Shubham Kataria	enterprise 2024	9:49:26 AM
rhernandez	ok 24.0?	9:49:43 AM
Shubham Kataria	Yes, Qb enterprise 24.0 the same version that was previously installed.	9:51:02 AM
rhernandez	ok	9:51:06 AM
Shubham Kataria	It will be completed in next 3-5 minutes after that I will install all the updates and reboot the server.	9:51:44 AM
rhernandez	ok	9:51:52 AM
	ok	9:52:21 AM
Shubham Kataria	Thank you for your patience.	9:52:31 AM
	I will get back to you shortly.	9:52:46 AM
rhernandez	ok'	9:52:50 AM
	<i>9:54:54 AMShubham Kataria is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:92.79 KB )</i> <i>All pending updates are now available, and I’m in the process of updating them to the latest versions</i>	9:54:54 AM
	ok	9:55:01 AM
	thank you	9:55:11 AM
Shubham Kataria	You're welcome	9:55:20 AM
rhernandez	hows it looking?	10:00:20 AM
	<i>10:00:45 AMShubham Kataria is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:58.27 KB )</i> <i>Critical Fixes are installing</i>	10:00:45 AM
	got it	10:00:59 AM
Shubham Kataria	All updates has been installed, Now I'm rebooting the server.	10:04:25 AM
rhernandez	ok	10:05:02 AM
Shubham Kataria	Server is up and running now. Please try to access. (Edited)	10:07:43 AM
rhernandez	ok	10:15:01 AM
	theres issued with D backup drive space to do a revuild to check the file	10:15:22 AM
Shubham Kataria	Let me check the available space in D drive	10:15:38 AM
rhernandez	ok	10:15:51 AM
	<i>10:16:52 AMShubham Kataria is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:12.49 KB )</i>	10:16:52 AM

	<i>Upon checking, I found that the D: drive has 0% free space available, which could also be contributing</i>	
	yeah	10:16:59 AM
	let me check the D	10:17:13 AM
Shubham Kataria	Sure	10:17:17 AM
rhernandez	backups	10:17:19 AM
Shubham Kataria	No problem, take your time.	10:17:37 AM
rhernandez	the backup folders.. those automatic backups have nothing to do with the current file right?	10:17:58 AM
	i can delete them	10:18:06 AM
Shubham Kataria	Yes, if they are not required, you may delete them to clear up the space	10:19:09 AM
rhernandez	ok	10:19:24 AM
	can you clear	10:19:36 AM
	im on the road	10:20:18 AM
Shubham Kataria	Kindly confirm which folder or files you would like to delete. Alternatively, you may access the D drive directly and remove any data that is no longer needed. Since the D drive contains client data, we prefer that any deletions be handled by the client to avoid removing anything important. (Edited)	10:21:46 AM
rhernandez	can you check D:/Backup	10:22:49 AM
	and just verify that its not connected to the current file	10:23:05 AM
	oi	10:24:18 AM
	i'll brb	10:24:22 AM
	5 minutes	10:24:24 AM
Shubham Kataria	Alright, we will verify and check which backup files are not connected to the current file and will inform you accordingly. This will be reviewed by our Senior team.	10:25:33 AM
	Are we still connected here?	10:27:25 AM
rhernandez	hello	10:28:16 AM
Shubham Kataria	Hi	10:28:22 AM
rhernandez	ok	10:28:30 AM
	i will wait	10:28:32 AM
Shubham Kataria	Sure, once the Senior team is in the office, they will review the files and update you accordingly. In the meantime, I'm adding 10 GB of space to ensure your work is not disrupted.	10:29:46 AM
rhernandez	ok	10:29:54 AM
	thank you	10:29:58 AM
	appreciate it	10:30:03 AM
Shubham Kataria	You're welcome, please allow me a minute to add the space.	10:30:16 AM
rhernandez		10:30:21 AM

	ok	
Shubham Kataria	I've added 10 GB of space for now. This temporary space will be removed once you've cleared up sufficient space on the D drive. (Edited)	10:31:36 AM
rhernandez	thats fine thank you	10:31:54 AM
	please email me so we can communicate on the backup	10:32:41 AM
	it is backing up now	10:32:53 AM
Shubham Kataria	Additionally, I noticed a spike in CPU utilization on the server. I will inform the Senior team so they can review the situation and add more vCPUs if necessary.	10:32:55 AM
rhernandez	ok thank you	10:33:02 AM
Shubham Kataria	Sure.	10:33:11 AM
	Kindly confirm if you're able to access QuickBooks now without any lag.	10:33:49 AM
rhernandez	checking	10:35:13 AM
Shubham Kataria	Alright	10:35:43 AM
	Kindly confirm if its working fine.	10:41:44 AM
	Are we still connected here?	10:42:16 AM
	Are we still connected here?	10:43:19 AM
	Are we still connected here?	10:44:19 AM
	As you are disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:44:57 AM
	<i>Shubham Kataria has ended this chat session</i>	10:45:00 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80859 Maggie

Email: maggie@myrtlebeach-cpa.com 📞 18434976668

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

26 Aug, 9:56:53 PM

**Browser:** Google Chrome  
**Device:** Desktop  
**City:** PEACHTREE CORNERS  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 45 Secs

Maggie	Hello, I am your Acebuddy	26 Aug, 9:56:54 PM
Acebuddy	Hello Maggie, I'm your Ace Buddy. I'll be happy to assist you!	9:56:55 PM
	Whom Would You Like to Connect With?	9:56:55 PM
Maggie	Technical Support (QB & App Hosting)	9:57:13 PM
Acebuddy	Welcome to Ace Support.	9:57:13 PM
	Please chose an option :	9:57:13 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:39:40 PM
	Ended due to chat idle timeout	10:39:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80856 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 56 Secs

info	Hello, I am your Acebuddy	26 Aug, 9:17:41 PM
Acebuddy	Hello Daniel Han, I'm your Ace Buddy. I'll be happy to assist you!	9:17:42 PM
	Whom Would You Like to Connect With?	9:17:42 PM
info	Technical Support (QB & App Hosting)	9:17:44 PM
Acebuddy	Welcome to Ace Support.	9:17:44 PM
	Please chose an option :	9:17:44 PM
info	I'd like to report an Issue	9:17:50 PM
Acebuddy	Please select an option!	9:17:50 PM
info	QuickBooks Issue	9:17:53 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:17:53 PM
info	Other QB related issue	9:18:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:18:01 PM
info	QB says that I have to verify subscription but when I try to I get an error	9:18:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:18:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:18:26 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:19:21 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:19:27 PM
info	Hello	9:19:31 PM
Sujeet Kumar Suman	Hello Daniel	9:19:35 PM
	How are you doing?	9:20:23 PM
info	good	9:20:26 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:20:50 PM
info	Server name is Bongryong.myrealdata.net and the user name is Daniel_BK	9:21:23 PM
Sujeet Kumar Suman	Thank you for the information.	9:21:47 PM
	Are you the only one experiencing this error, or are others facing the same issue as well?	9:21:53 PM
info	I am unsure	9:22:18 PM
	but it is for just this company	9:22:46 PM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	9:23:20 PM

info	Will do please hold on one moment I am checking if this problem is occurring on other computers	9:25:22 PM
Sujeet Kumar Suman	Sure, please take your time	9:25:39 PM
	<i>9:26:55 PM</i> info is sharing a file with you <a href="#"><i>image.png</i></a> - ( <i>Size:61.18 KB</i> )  <i>When I click on verify subscription this comes up</i>	9:26:55 PM
	Thank you for the screenshot.	9:27:26 PM
	Let me check that for you.	9:27:35 PM
	Thank you for your patience.	9:31:48 PM
	As checked, we found that the QuickBooks application has some pending updates. We need to update the application from the backend and also reboot the server to apply the changes.	9:31:50 PM
info	Ok does that mean everyone else should log off?	9:32:16 PM
Sujeet Kumar Suman	Yes.	9:32:31 PM
info	ok let me let everyone know	9:32:43 PM
Sujeet Kumar Suman	Yes please. Thanks in advance!	9:33:24 PM
info	Do you know how long this will take?	9:34:22 PM
	also I am messaging you on this server how will you let me know when I can log back in?	9:34:49 PM
	Hello?	9:35:57 PM
Sujeet Kumar Suman	The time required to update the application will entirely depend on the amount of data.	9:36:16 PM
info	ok and about the letting me know when its done issue?	9:36:51 PM
Sujeet Kumar Suman	Sure, once the server is back online, we will update you accordingly.	9:36:59 PM
	Yes, I am here. Apologies, I was working in the backend to update the application.	9:37:45 PM
info	ok everyone is logged out and I will be logging out now	9:37:50 PM
Sujeet Kumar Suman	Not yet; you and Rosa are still logged on to the server.	9:38:33 PM
	As of now, only Rosa is active on the server.	9:39:47 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	9:42:38 PM



# Chat Transcript

Hello, I am your Acebuddy

**#80619 Maricel**  
**Email:** admin@taxwisecorp.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Maurya  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 2 Mins 27 Secs  
**City:** SANTA RITA  
**State:** Zambales  
**Country:** PHILIPPINES

Maricel	Hello, I am your Acebuddy	18 Aug, 8:56:04 PM
Acebuddy	Hello Liza Joy Jimenez, I'm your Ace Buddy. I'll be happy to assist you!	8:56:05 PM
	Whom Would You Like to Connect With?	8:56:05 PM
Maricel	Technical Support (QB & App Hosting)	8:56:12 PM
Acebuddy	Welcome to Ace Support.	8:56:12 PM
	Please chose an option :	8:56:12 PM
Maricel	I'd like to report an Issue	8:56:21 PM
Acebuddy	Please select an option!	8:56:22 PM
Maricel	Other Issue	8:56:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:56:25 PM
Maricel	I cannot connect to rdp	8:56:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:56:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:56:42 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:56:45 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:56:54 PM
Maricel	hello	8:56:55 PM
Shubham Maurya	Have you restarted?	8:57:03 PM
Maricel	yes	8:57:07 PM
Shubham Maurya		



	Alright, let me share another link here.	8:57:22 PM
	<a href="https://assist.acecloudhosting.com/join/6782161550">https://assist.acecloudhosting.com/join/6782161550</a>	8:57:38 PM
	Kindly paste this link in the browser of local computer and join the session.	8:57:46 PM
Maricel	ok	8:57:55 PM
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.	8:58:09 PM
Maricel	I will agree and download again?	9:00:28 PM
Shubham Maurya	Yes please download again using this link.	9:00:42 PM
Maricel	when i double click, same is appearing	9:02:14 PM
Shubham Maurya	Is this your personal system or office system?	9:03:14 PM
Maricel	my personal	9:04:36 PM
	i mean personal computer	9:05:36 PM
	this is office system	9:05:47 PM
	it says again another instance of zoho is running	9:06:51 PM
	<i>9:07:22 PMShubham Maurya is sharing a file with you</i> <i><a href="#">Taxwise RDP files.zip</a> - ( Size:12.67 KB )</i>	9:07:22 PM
	<i>Download this and open RDP file with your name and try to login, as we made the required changes in t</i>	
	ok	9:08:46 PM
	i still cannot log in	9:11:29 PM
	<i>9:12:06 PMMaricel is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:25.96 KB )</i>	9:12:06 PM
Shubham Maurya	Can you please confirm if you're connected to the same network as earlier?	9:13:28 PM
Maricel	yes	9:15:21 PM
	please double check my IP	9:15:47 PM
Shubham Maurya	Please perform below steps to get the right IP on your system and let me know.  *Steps to check IP configuration:* >Press Windows + R to open the Run dialog box. >Type cmd and press Enter to open the Command Prompt. >In the Command Prompt window, type ipconfig and press Enter.	9:15:56 PM
	<i>9:17:48 PMMaricel is sharing a file with you</i> <i><a href="#">image (1).png</a> - ( Size:249.68 KB )</i>	9:17:48 PM
	<i>this is what Zack told us to check our IP</i>	
	This will also work, Thank you please hold on let me try to refresh IP list and add this IP again.	9:19:02 PM
	Will let you know once done.	9:19:10 PM
Maricel	ok, thank you	9:20:14 PM

Shubham Maurya	Okay, I'll be working with backend team and this might take 10-15 min. I'll try to update you as early as possible.	9:24:11 PM
Maricel	Ok, please	9:27:19 PM
Shubham Maurya	Thank you for the patience Liza, Sorry for the long hold.	9:38:25 PM
	Please try to connect now and check.	9:38:34 PM
Maricel	Ok,	9:39:04 PM
	I still cannot connect	9:39:57 PM
	9:40:23 PMMaricel is sharing a file with you <a href="#">1_image.png</a> - ( Size:20.99 KB )	9:40:23 PM
Shubham Maurya	Okay, as per the configuration everything seems fine.  let me know the speed which you are getting to check if it's due to latency issue or not.  kindly perform below steps and share me screen shot of it.  Go to <b>www.speedtest.net</b> Click the big <b>“Go”</b> button in the center of the screen. The test will take about <b>30-60 seconds</b> to measure: <b>Download speed</b> <b>Upload speed</b> <b>Ping/Latency</b> Once complete, you'll see the results on the screen.	9:44:03 PM
Maricel	ok	9:44:23 PM
	9:45:34 PMMaricel is sharing a file with you <a href="#">1_image.png</a> - ( Size:160.75 KB )	9:45:34 PM
	please see	9:46:30 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	9:47:26 PM
Maricel	ok	9:47:46 PM
Shubham Maurya	Please share a callback number and preferred time, so that our escalation team can get in touch with you at earliest to solve it on priority as everything seems fine but still you are unable to login.	9:48:59 PM
Maricel	7038313581	9:49:33 PM
	they can call now	9:49:54 PM
Shubham Maurya	Sure, please let me share the details with the escalation team.	9:50:40 PM
	They will be calling you within next 5 minutes, Please hold on and appreciate your patience while working on this issue.	9:52:52 PM
Maricel	ok, thank you	9:54:04 PM
Shubham Maurya	If you want we can close this chat session, as you are getting assisted by escalation team at the moment. Is there anything else apart from this we can help at the moment Liza?	9:59:08 PM
	Are we still connected here?	10:05:09 PM

	Are we still connected here?	10:06:12 PM
	Are we still connected here?	10:07:01 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.	10:08:01 PM
	<i>Shubham Maurya has ended this chat session</i>	10:08:04 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Aug, 3:22:58 AM

**#80436 shirley**  
**Email:** shirley@mgvinc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Vikas Singh Chauhan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 28 Secs  
**City:** VICTORIA  
**State:** British Columbia  
**Country:** CANADA

Chat Transcript

Chat Duration : 22 Mins 52 Secs

shirley	Hello, I am your Acebuddy	13 Aug, 3:22:59 AM
Acebuddy	Hello Shirley, I'm your Ace Buddy. I'll be happy to assist you!	3:23:00 AM
	Whom Would You Like to Connect With?	3:23:00 AM
shirley	Technical Support (QB & App Hosting)	3:23:40 AM
Acebuddy	Welcome to Ace Support.	3:23:40 AM
	Please chose an option :	3:23:40 AM
shirley	I'd like to raise a Request	3:23:58 AM

Acebuddy	Please select your request type.	3:23:58 AM
shirley	Other Request	3:24:28 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:24:28 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:24:28 AM
shirley	Yes, I'm facing issues with my server	3:24:35 AM
Acebuddy	Please select an option!	3:24:35 AM
shirley	QuickBooks Issue	3:24:41 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:24:41 AM
shirley	Other QB related issue	3:24:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:24:58 AM
shirley	I need to setup in a new computer	3:25:27 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:25:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:25:28 AM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	3:25:40 AM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	3:25:52 AM
shirley	Hi Vikas	3:26:27 AM
Vikas Singh Chauhan	Hello Shirley, how can I assist you today ?	3:26:38 AM
shirley	I need to setup quickbooks in a new computer	3:27:00 AM
Vikas Singh Chauhan	Do you want to setup the RDP in new computer to connect to server ?	3:27:48 AM
shirley	Si	3:28:13 AM
	Yes	3:28:23 AM
Vikas Singh Chauhan	Okay.	3:28:33 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:28:42 AM
	And is it for the account name <b>Market Group Ventures Inc ?</b>	3:29:16 AM
shirley	Yes	3:30:04 AM
	CID: CID73814 Account Name: CID73814 User added: Shirley Mejia (shirley.m@myrealdata.net)	3:30:23 AM
Vikas Singh Chauhan	Thanks for the confirmation !	3:30:26 AM
	May I take the remote access of your local computer?	3:30:44 AM
shirley	yes	3:31:29 AM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	3:31:40 AM
	<a href="https://assist.acecloudhosting.com/join/1142930486">https://assist.acecloudhosting.com/join/1142930486</a>	3:31:57 AM

	Kindly paste this link in the browser of local computer and join the session.	3:32:05 AM
shirley	Yes\ ready	3:32:38 AM
Vikas Singh Chauhan	We are connected now.	3:33:56 AM
	Allow me to setup the RDP on your computer.	3:34:09 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:34:16 AM
	Is there anything else I may help you with ?	3:43:19 AM
	Are we still connected here?	3:44:23 AM
	Are we still connected here?	3:45:05 AM
	Are we still connected here?	3:45:26 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:45:48 AM
	<i>Vikas Singh Chauhan has ended this chat session</i>	3:45:52 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Aug, 11:27:17 PM

**#80060 exactproducts**  
**Email:** exactproducts@yahoo.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**City:** YUCAIPA  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 42 Secs

exactproducts	Hello, I am your Acebuddy	1 Aug, 11:27:18 PM
Acebuddy	Hello Tracey Xu, I'm your Ace Buddy. I'll be happy to assist you!	11:27:19 PM
	Whom Would You Like to Connect With?	11:27:19 PM
exactproducts	Technical Support (QB & App Hosting)	11:27:29 PM
Acebuddy	Welcome to Ace Support.	11:27:29 PM
	Please chose an option :	11:27:29 PM
exactproducts	I'd like to raise a Request	11:27:40 PM
Acebuddy	Please select your request type.	11:27:40 PM
exactproducts	Password Reset	11:27:45 PM
Acebuddy	Please select an option below	11:27:45 PM
exactproducts	Not Enrolled to Selfcare Portal	11:28:08 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:28:08 PM
	Do you need any further assistance on the topic?	11:28:08 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.	2 Aug, 12:10:01 AM
	Ended due to chat idle timeout	12:10:01 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	2 Aug, 1:19:35 AM
<b>#80069 Austin McCollum</b>	
<b>Email:</b> amccollum@antegowheels.com	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Acebuddy	
<b>Website:</b> https://www.acecloudhosting.com/support-chat.php	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Mozilla Firefox	
<b>Device:</b> Desktop	
<b>City:</b> NEWNAN	

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

Chat Transcript

Chat Duration : 37 Mins 33 Secs

Austin McCollum	Hello, I am your Acebuddy	2 Aug, 1:19:36 AM
Acebuddy	Hello Austin Mccollum, I'm your Ace Buddy. I'll be happy to assist you!	1:19:37 AM
	Whom Would You Like to Connect With?	1:19:37 AM
Austin McCollum	Technical Support (QB & App Hosting)	1:19:47 AM
Acebuddy	Welcome to Ace Support.	1:19:47 AM
	Please chose an option :	1:19:47 AM
Austin McCollum	I'd like to raise a Request	1:19:56 AM
Acebuddy	Please select your request type.	1:19:56 AM
Austin McCollum	Other Request	1:20:07 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.	1:20:08 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:20:08 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.	1:57:09 AM
	Ended due to chat idle timeout	1:57:09 AM



Chat Transcript

Hello, I am your Acebuddy

29 Aug, 5:54:07 PM

#80989 jeff.b

Email: jeff.b@sunrisesanitation.com ☎ 12403218627

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows



**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 54 Secs  
**City:** OAKLAND  
**State:** Maryland  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 49 Mins 39 Secs

jeff.b	Hello, I am your Acebuddy	29 Aug, 5:54:07 PM
Acebuddy	Hello Jeff Beal, I'm your Ace Buddy. I'll be happy to assist you!	5:54:09 PM
	Whom Would You Like to Connect With?	5:54:09 PM
jeff.b	Technical Support (QB & App Hosting)	5:54:22 PM
Acebuddy	Welcome to Ace Support.	5:54:22 PM
	Please chose an option :	5:54:22 PM
jeff.b	I'd like to report an Issue	5:54:30 PM
Acebuddy	Please select an option!	5:54:30 PM
jeff.b	Password Reset	5:54:35 PM
Acebuddy	Please select an option below	5:54:35 PM
jeff.b	Already Enrolled to Selfcare Portal	5:54:41 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	5:54:41 PM
	Do you need any further assistance on the topic?	5:54:41 PM
jeff.b	Yes	5:56:06 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:56:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:56:06 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:56:19 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:56:36 PM
jeff.b	Thank you. When resetting our passwords in the self portal we are given an error message that our Account is found missing in active directory	5:58:15 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:58:53 PM
jeff.b	Would that be my personal user name or the user name for the company?	6:00:44 PM
Shubham Maurya	Username which you are using for RDP login in or even your business name will help us to locate your account.	6:02:15 PM
jeff.b	CID75421	6:03:25 PM

Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	6:03:33 PM
jeff.b	SunriseSSvc.myrealdata.net	6:03:34 PM
Shubham Maurya	Thanks for your patience !	6:05:19 PM
	We can see that user name : <b>JeffBeal</b> is enrolled for self care portal. Please try to use this username again and let us know if you are able to reset your password.	6:06:54 PM
	<i>6:10:51 PM</i> jeff.b is sharing a file with you <a href="#">image.png</a> - ( Size:22.7 KB )	6:10:51 PM
jeff.b	I got the same error. All users within the selfcare portal have so far	6:11:26 PM
Shubham Maurya	Thank you for sharing the error message.	6:13:40 PM
	May I take the remote access of your local computer?	6:13:44 PM
jeff.b	Yes that is fine	6:16:21 PM
Shubham Maurya	Jeff, before providing the access we please suggest you to use the below link to generate the password and use that as a new password : <a href="https://nordpass.com/password-generator/">https://nordpass.com/password-generator/</a>	6:16:37 PM
	Jeff please try this once, if this doesn't work we can proceed to trouble shoot the error encounter via taking the remote access.	6:17:43 PM
jeff.b	We are still receiving the error	6:18:53 PM
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.	6:19:35 PM
jeff.b	Ok	6:20:02 PM
Shubham Maurya	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/5522528044">https://assist.acecloudhosting.com/join/5522528044</a>	6:20:05 PM
	Let me transfer you to a specialist who can better address your concern.	6:27:08 PM
	<i>Shubham Maurya is transferring the chat to Onboarding.</i>	6:27:15 PM
	As per discussion over the remote session, The issue is resolved.	6:43:30 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:43:32 PM
	<i>Jeff Beal has ended this chat session</i>	6:43:47 PM



1 Aug, 3:40:06 AM

Visitor Details

#80026 Todd Ubel

Email: todd@coloradocleanup.com 📞 13038413881

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: ENGLEWOOD

State: Colorado

Country: UNITED STATES

Chat Duration : 39 Mins 33 Secs

Todd Ubel	Hello, I am your Acebuddy	1 Aug, 3:40:08 AM
Acebuddy	Hello Todd Ubel, I'm your Ace Buddy. I'll be happy to assist you!	3:40:08 AM
	Whom Would You Like to Connect With?	3:40:08 AM
Todd Ubel	Technical Support (QB & App Hosting)	3:40:18 AM
Acebuddy	Welcome to Ace Support.	3:40:18 AM
	Please chose an option :	3:40:18 AM
Todd Ubel	I'd like to raise a Request	3:40:26 AM
Acebuddy	Please select your request type.	3:40:26 AM
Todd Ubel	Other Request	3:40:36 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:40:36 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:40:36 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.	4:19:41 AM
	Ended due to chat idle timeout	4:19:41 AM



20 Aug, 5:48:01 PM

Visitor Details

#80702 yusufnajib1

Email: yusufnajib1@gmail.com 📞 7774511

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: MANJAI KUNDA

State: Banjul

Country: GAMBIA

Chat Duration : 13 Mins 46 Secs

Chat Transcript

yusufnajib1	Hello, I am your Acebuddy	20 Aug, 5:48:03 PM
Acebuddy	Hello Yusu Najib, I'm your Ace Buddy. I'll be happy to assist you!	5:48:04 PM
	Whom Would You Like to Connect With?	5:48:04 PM
yusufnajib1	Technical Support (QB & App Hosting)	5:48:25 PM
Acebuddy	Welcome to Ace Support.	5:48:25 PM
	Please chose an option :	5:48:25 PM
yusufnajib1	I'd like to report an Issue	5:48:32 PM
Acebuddy	Please select an option!	5:48:32 PM
yusufnajib1	Other Issue	5:48:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:48:45 PM
yusufnajib1	potential security risks support for windows 10 is ending, this dialog is popping on our rdp	5:49:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:49:52 PM
	Acebuddy (bot) forwarded the chat request	5:49:52 PM
	Shubham Maurya accepted the chat transfer request.	5:49:59 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:50:13 PM
yusufnajib1	ok	5:50:26 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:50:35 PM
yusufnajib1		

	MFHGroup1.myrealdata.net	5:51:29 PM
	myrealdata\accounts1	5:51:39 PM
	<i>5:52:17 PM</i> <i>yusufnajib1 is sharing a file with you</i> <a href="#">Potential security risk support for windows 10 is ending.jpg</a> - ( Size:79.33 KB )	5:52:17 PM
Shubham Maurya	Thank you for the information Yusu, Please kindly allow 2 minutes to check the same.	5:52:57 PM
yusufnajib1	ok	5:53:13 PM
Shubham Maurya	<p>Thank you for the patience Yusu and for bringing this notification to our attention. We do have an update regarding this popup message.</p> <p>We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the *Ace Cloud Hosting (ACH) server*, your application is hosted on a *server-based operating system.*</p> <p>We assure you that:</p> <div><p>The version of the operating system installed on our servers is *fully compatible* with your QuickBooks application.</p><p>We *regularly apply all latest security patches and updates* released by Microsoft without any delay.</p><p>There is *no action required from your side* regarding this Windows 10 notification for your ACH-hosted QuickBooks.</p></div> <p>Your hosted environment remains fully secure, compliant, and optimized for performance.</p>	5:57:15 PM
	You can click on "Please do not show this message again" to prevent it from reoccurring, that's completely fine.	5:58:30 PM
yusufnajib1	ok thanks	5:59:33 PM
Shubham Maurya	You are most welcome!	5:59:44 PM
	Is there anything else I may help you with ?	5:59:48 PM
yusufnajib1	thanks thats all for today	6:00:28 PM
Shubham Maurya	Have a good one!	6:00:42 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>	6:00:45 PM
		6:00:54 PM

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

Yusu Najib has ended this chat session

6:01:49 PM

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Aug, 7:29:25 PM

#80565 diane

Email: diane@hfhmsc.org 📞 5593103654

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: FLUSHING

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 21 Secs

diane	Hello, I am your Acebuddy	16 Aug, 7:29:25 PM
Acebuddy	Hello Diane, I'm your Ace Buddy. I'll be happy to assist you!	7:29:27 PM
	Whom Would You Like to Connect With?	7:29:27 PM
diane	Technical Support (QB & App Hosting)	7:29:34 PM
Acebuddy	Welcome to Ace Support.	7:29:34 PM
	Please chose an option :	7:29:34 PM
diane	I'd like to report an Issue	7:29:41 PM
Acebuddy	Please select an option!	7:29:41 PM
diane	Password Reset	7:29:44 PM
Acebuddy	Please select an option below	7:29:44 PM

diane	Not Enrolled to Selfcare Portal	7:30:11 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	7:30:11 PM
	Do you need any further assistance on the topic?	7:30:11 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:02:47 PM

Ended due to chat idle timeout

8:02:47 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Aug, 3:48:56 AM

**#80092 brandy**  
**Email:** brandy@bamaccountingtaxservices.com 📞 15713641914  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 17 Secs  
**City:** ELIZABETH CITY  
**State:** North Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 17 Secs

brandy	Hello, I am your Acebuddy	4 Aug, 3:48:57 AM
Acebuddy	Hello Brandy Mims, I'm your Ace Buddy. I'll be happy to assist you!	3:48:59 AM
	Whom Would You Like to Connect With?	3:48:59 AM
brandy	VDI/DaaS Support	3:49:04 AM
Acebuddy	Please wait while we connect you to an available Representative.	3:49:04 AM

Acebuddy (bot) forwarded the chat request

3:49:04 AM



brandy	okay	3:49:07 AM
	<i>Priyanshu accepted the chat transfer request.</i>	3:49:15 AM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu. How may I assist you?	3:49:40 AM
brandy	Hi, I am not able to log into my remote desktop. I keep getting an error message. My ticket number is 744681.	3:49:44 AM
Priyanshu	Thank you for sharing us the ticket ID.	3:50:23 AM
	I have reviewed the ticket you mentioned and it seems that your request is currently being handled by different team	3:50:48 AM
brandy	Can you transfer me to them?	3:51:02 AM
Priyanshu	Sure, please let me transfer your this chat request to the concerned team so that they may better assist you on this.	3:51:25 AM
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	3:51:41 AM
brandy	okay thank you	3:51:41 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	3:52:09 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	3:52:21 AM
brandy	okay	3:52:27 AM
Shubham Kataria	Hello Brandy	3:52:45 AM
brandy	Hi, I am not able to log into my remote desktop. I keep getting an error message. My ticket number is 744681.	3:53:06 AM
Shubham Kataria	Kindly confirm if you're receiving any error while accessing remote desktop	3:53:07 AM
brandy	I am, let me try it again and I will send you the error message	3:53:45 AM
Shubham Kataria	Sure, take your time	3:54:13 AM
	<i>3:54:33 AM</i> <i>brandy is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:10.42 KB )	3:54:33 AM
	May I take the remote access of your local computer?	3:54:43 AM
brandy	sure	3:55:03 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	3:55:09 AM
brandy	I did	3:55:17 AM
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/8462950047">https://assist.acecloudhosting.com/join/8462950047</a>	3:55:27 AM
	Kindly paste this link in the browser of local computer and join the session.	3:55:32 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:57:45 AM
	Thank you for your patience.	4:15:17 AM

brandy	Thank you	4:15:25 AM
Shubham Kataria	As per the remote conversation your issue has been resolved	4:15:37 AM
	You're welcome	4:15:42 AM
	Is there anything else I may help you with ?	4:15:45 AM
brandy	No thank you	4:15:59 AM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	4:16:04 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:16:09 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>	4:16:11 AM
brandy	okay	4:16:13 AM
	<i>Shubham Kataria has ended this chat session</i>	4:16:15 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80459 Jennifer Rogers

Email: [jconnell@creeksideinvestors.com](mailto:jconnell@creeksideinvestors.com) 📞 12486010202

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: 32 Secs

13 Aug, 10:28:20 PM

**City:** LINCOLN PARK  
**State:** Michigan  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 54 Mins

Jennifer Rogers	Hello, I am your Acebuddy	13 Aug, 10:28:21 PM
Acebuddy	Hello Jennifer Rogers, I'm your Ace Buddy. I'll be happy to assist you!	10:28:21 PM
	Whom Would You Like to Connect With?	10:28:21 PM
Jennifer Rogers	Technical Support (QB & App Hosting)	10:28:33 PM
Acebuddy	Welcome to Ace Support.	10:28:33 PM
	Please chose an option :	10:28:33 PM
Jennifer Rogers	I'd like to report an Issue	10:28:37 PM
Acebuddy	Please select an option!	10:28:37 PM
Jennifer Rogers	QuickBooks Issue	10:28:42 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:28:42 PM
Jennifer Rogers	Other QB related issue	10:28:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:28:53 PM
Jennifer Rogers	it is saying i need to download file doctor which im not doing	10:29:11 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:29:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:29:12 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	10:29:30 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	10:29:46 PM
Jennifer Rogers	thank you	10:29:53 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	10:30:37 PM
	I will surely help you with this issue.	10:30:46 PM
	Kindly help me with your server name and user name?	10:30:57 PM
Jennifer Rogers	NicoleCo	10:31:23 PM
Vikas Singh Chauhan	Okay, this is for Creek Side Investor ?	10:32:11 PM
Jennifer Rogers	yes	10:32:20 PM
Vikas Singh Chauhan	Thanks for the confirmation !	10:32:27 PM
	Let me connect to server.	10:32:45 PM

Jennifer Rogers	ok	10:33:57 PM
Vikas Singh Chauhan	Accept the session connect prompt on the server.	10:34:26 PM
	Are you getting any prompt ? (Edited)	10:34:37 PM
Jennifer Rogers	i dont see it	10:34:54 PM
	got it	10:35:42 PM
Vikas Singh Chauhan	May I take the remote access of your local computer?	10:36:21 PM
Jennifer Rogers	yes	10:36:34 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	10:36:42 PM
	<a href="https://assist.acecloudhosting.com/join/8472362305">https://assist.acecloudhosting.com/join/8472362305</a>	10:36:59 PM
Jennifer Rogers	got it	10:37:00 PM
Vikas Singh Chauhan	Kindly paste this link in the browser of local computer and join the session.	10:37:07 PM
Jennifer Rogers	did it work	10:38:44 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.	10:39:29 PM
	Are we still connected here?	10:50:07 PM
	<i>10:55:19 PMVikas Singh Chauhan is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:25.32 KB )</i>	10:55:19 PM
	Please stay connected.	11:10:00 PM
	Please reconnect to the server and try to open the file again.	11:14:03 PM
	Are we still connected here?	11:20:09 PM
	Are we still connected here?	11:21:33 PM
	Are we still connected here?	11:22:06 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:22:19 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	11:22:21 PM



# Chat Transcript

Hello, I am your Acebuddy

**#80241 Michelle Karns**  
**Email:** mkarns@tsfa.org 📞 15125280806  
**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:** 37 Secs  
**City:** LEANDER  
**State:** Texas  
**Country:** UNITED STATES

Michelle Karns	Hello, I am your Acebuddy	7 Aug, 3:06:05 AM
Acebuddy	Hello Michelle Karns, I'm your Ace Buddy. I'll be happy to assist you!	3:06:05 AM
	Whom Would You Like to Connect With?	3:06:05 AM
Michelle Karns	Technical Support (QB & App Hosting)	3:06:12 AM
Acebuddy	Welcome to Ace Support.	3:06:12 AM
	Please chose an option :	3:06:12 AM
Michelle Karns	I'd like to report an Issue	3:06:19 AM
Acebuddy	Please select an option!	3:06:20 AM
Michelle Karns	QuickBooks Issue	3:06:24 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:06:24 AM
Michelle Karns	QuickBooks Login Issue	3:06:32 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	3:06:32 AM
	Was that helpful?	3:06:32 AM
Michelle Karns	No	3:06:39 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:06:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:06:39 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	3:06:59 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	3:07:02 AM
Michelle Karns	Hi Sanyam	3:07:22 AM

Sanyam Madan	Hello Michelle , how are you doing	3:07:33 AM
Michelle Karns	We added two new users to our account and they do not see Quickbooks in the portal. Can you please assist?	3:07:42 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:07:48 AM
Michelle Karns	Server Name - TSFA.myrealdata.net	3:10:03 AM
	Michelle_Ka is my username	3:10:26 AM
	Theirs are different, of course	3:10:37 AM
Sanyam Madan	we kindly request you to share the usernames of the users who are currently facing the issue.	3:10:58 AM
Michelle Karns	erin.m1@myrealdata.net	3:11:45 AM
	latara.s@myrealdata.net	3:11:55 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	3:12:10 AM
	This is taking more time than usual, please hold on for some more time	3:18:10 AM
Michelle Karns	Thank you	3:19:15 AM
Sanyam Madan	Could you please confirm whether Latara has ever logged into the server since her user account was created?	3:21:40 AM
	Michelle	3:22:36 AM
Michelle Karns	She may not have. She is remote. Can we proceed without that confirmation?	3:23:24 AM
Sanyam Madan	It appears that the QuickBooks shortcut was not added to the users' desktops. We have now added it for Erin, but we will need Latara to log in first so that we can add the QuickBooks shortcut to her desktop as well.	3:24:25 AM
Michelle Karns	Thank you! I will ask her to do so and then contact support for assistance. Thank you so much for your help.	3:25:01 AM
Sanyam Madan	Is there anything else I may help you with ?	3:25:14 AM
Michelle Karns	No. I appreciate your help	3:26:29 AM
	Have a wonderful day!	3:26:32 AM
Sanyam Madan	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.	3:26:42 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:26:51 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	3:26:53 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> ).	



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Aug, 1:24:53 AM

**#80466 Anurag**

**Email:** ithelpdesk@honorvettech.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:** GAUTAM BUDDHA NAGAR

**State:** Uttar Pradesh

**Country:** INDIA

Chat Transcript

Chat Duration : 10 Mins 50 Secs

Anurag	Hello, I am your Acebuddy	14 Aug, 1:24:54 AM
Acebuddy	Hello Anurag, I'm your Ace Buddy. I'll be happy to assist you!	1:24:54 AM
	Whom Would You Like to Connect With?	1:24:54 AM
Anurag	Technical Support (QB & App Hosting)	1:25:04 AM
Acebuddy	Welcome to Ace Support.	1:25:04 AM
	Please chose an option :	1:25:04 AM
Anurag	I'd like to report an Issue	1:25:25 AM
Acebuddy	Please select an option!	1:25:25 AM
Anurag	Password Reset	1:25:31 AM
Acebuddy	Please select an option below	1:25:31 AM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details


11 Aug, 1:58:24 AM

**#80338 donaldsmith44**  
**Email:** donaldsmith44@outlook.com 📞 17249913701  
**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:** BUTLER  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Min 21 Secs

donaldsmith44	Hello, I am your Acebuddy	11 Aug, 1:58:25 AM
Acebuddy	Hello Donald A Smith, I'm your Ace Buddy. I'll be happy to assist you!	1:58:26 AM
	Whom Would You Like to Connect With?	1:58:26 AM
donaldsmith44	Technical Support (QB & App Hosting)	1:58:49 AM
Acebuddy	Welcome to Ace Support.	1:58:49 AM
	Please chose an option :	1:58:49 AM
donaldsmith44	I'd like to raise a Request	1:58:56 AM
Acebuddy	Please select your request type.	1:58:56 AM
donaldsmith44	Other Request	1:59:10 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.	1:59:10 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:59:10 AM

donaldsmith44	No, That'll be all!	1:59:47 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	1:59:47 AM
	<i>Acebuddy has ended this chat session</i>	1:59:47 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Aug, 7:48:03 PM

**#80401 Evan Giniger**

**Email:** eginiger@driglobal.com 📞 12122091175

**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:** 33 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 41 Secs

Evan Giniger	Hello, I am your Acebuddy	12 Aug, 7:48:04 PM
Acebuddy	Hello Evan Giniger, I'm your Ace Buddy. I'll be happy to assist you!	7:48:05 PM
	Whom Would You Like to Connect With?	7:48:05 PM
Evan Giniger	Technical Support (QB & App Hosting)	7:48:08 PM
Acebuddy	Welcome to Ace Support.	7:48:08 PM
	Please chose an option :	7:48:08 PM
Evan Giniger	I'd like to report an Issue	7:48:19 PM
Acebuddy	Please select an option!	7:48:19 PM
Evan Giniger	Other Issue	7:48:23 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:48:23 PM
Evan Giniger	Installation not completing	7:48:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:48:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:48:34 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:48:55 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:49:01 PM
	Hello Evan	7:49:05 PM
Evan Giniger	hi	7:49:10 PM
Sujeet Kumar Suman	How are you doing?	7:49:12 PM
Evan Giniger	Fine thanks. We are a new client and I am trying to iinstall but the installation does not complete. It starts then seems to get stuck for over 5 minutes	7:49:53 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:51:08 PM
Evan Giniger	DynamicRes.myrealddata.net	7:52:03 PM
	EvanGiniger	7:52:06 PM
	I installed on one PC last night but need a second today	7:52:17 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	7:53:03 PM
	Thank you for your patience.	7:58:54 PM
	Could you please confirm the name of the application you would like us to install on the server?	7:59:31 PM
Evan Giniger	The name?	7:59:49 PM
	I want to install the ACE portal link on my desktop	7:59:59 PM
	that is all	8:00:01 PM
	I cannot get the install file to run	8:00:07 PM
Sujeet Kumar Suman	Got it.	8:00:12 PM
	May I take the remote access of your local computer?	8:00:20 PM
Evan Giniger	I need to call you back	8:00:38 PM
Sujeet Kumar Suman	Sure, please provide us with your contact number, time zone, and available time.	8:01:15 PM
	In the meantime, you can download the RDP setup from the link below: <a href="https://www.acecloudhosting.com/downloads/">https://www.acecloudhosting.com/downloads/</a>	8:02:29 PM
	Server name : DynamicRes.myrealddata.net User name : EvanGiniger	8:03:07 PM
	Could you please confirm whether you are using a Mac, Windows, or Chromebook?	8:04:01 PM
	Are we still connected here?	8:05:56 PM

	Are we still connected here?	8:07:55 PM
	Are we still connected here?	8:09:29 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.	8:09:41 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:09:45 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Aug, 8:32:42 PM

**#80223 dana**  
**Email:** dana@ameristarroofing.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:** MARCELINE  
**State:** Missouri  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 23 Secs

dana	Hello, I am your Acebuddy	6 Aug, 8:32:43 PM
Acebuddy	Hello Dana, I'm your Ace Buddy. I'll be happy to assist you!	8:32:44 PM
	Whom Would You Like to Connect With?	8:32:44 PM
dana	Technical Support (QB & App Hosting)	8:32:54 PM
Acebuddy	Welcome to Ace Support.	8:32:54 PM
	Please chose an option :	8:32:54 PM
	<i>dana has ended this chat session</i>	8:33:06 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Aug, 2:22:42 PM

**#80528 Sirirat**  
**Email:** si@jollelogistic.com ☎ +6695 392 9555  
**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:** 1 Min 10 Secs  
**City:** BANG NAM PRIAO  
**State:** Phra Nakhon Si Ayutthaya  
**Country:** THAILAND

Chat Transcript

Chat Duration : 22 Mins 40 Secs

Sirirat	Hello, I am your Acebuddy	15 Aug, 2:22:43 PM
Acebuddy	Hello Sirirat, I'm your Ace Buddy. I'll be happy to assist you!	2:22:44 PM
	Whom Would You Like to Connect With?	2:22:44 PM
Sirirat	Technical Support (QB & App Hosting)	2:22:55 PM
Acebuddy	Welcome to Ace Support.	2:22:55 PM
	Please chose an option :	2:22:55 PM
Sirirat	I'd like to report an Issue	2:22:59 PM
Acebuddy	Please select an option!	2:22:59 PM
Sirirat	Other Issue	2:23:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:23:05 PM
Sirirat	server name : TJFlowers.myrealdata.net	2:23:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:23:32 PM
Acebuddy (bot) forwarded the chat request		2:23:32 PM

	<i>Ankit declined the transfer request.</i>	2:23:35 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:23:40 PM
Sirirat	nnot log in server	2:23:41 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	2:23:47 PM
Sirirat	I need to talk with supporter	2:23:55 PM
Sujeet Kumar Suman	Hello Sirirat	2:24:01 PM
Sirirat	Hello Sujeet Kumar Suman	2:24:15 PM
	I have a problem about cannot login server	2:24:27 PM
	please kindly check for me	2:24:34 PM
Sujeet Kumar Suman	I am available for support.	2:24:40 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:24:52 PM
Sirirat	now show error code : 0x3000016	2:24:58 PM
	please help me to check	2:25:13 PM
Sujeet Kumar Suman	I will surely help you with this issue.	2:25:26 PM
Sirirat	server nam : TJFlowers.myrealdata.net	2:25:27 PM
	please go ahead	2:25:43 PM
	I'm waitning your slove problem	2:26:02 PM
Sujeet Kumar Suman	Could you please confirm if only you are facing this problem or if someone else is also experiencing the same issue?	2:26:45 PM
Sirirat	all of user cannot login at the same time	2:27:06 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	2:27:41 PM
Sirirat	this morning for my time zone can use mormally but this afternoon have problem until now	2:28:03 PM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	2:29:24 PM
Sirirat	yes please	2:29:35 PM
Sujeet Kumar Suman	We are still checking from the background. Thank you for your patience in advance.	2:34:25 PM
Sirirat	ok	2:34:35 PM
	I'm still here, waiting you check	2:34:46 PM
Sujeet Kumar Suman	Thank you for your patience.	2:37:23 PM
	Kindly try accessing the server now.	2:37:58 PM
Sirirat	let me try	2:38:07 PM
Sujeet Kumar Suman	Sure, please take your time.	2:38:13 PM
Sirirat		

	I will inform my workmate to login also	2:38:51 PM
	a moment please	2:38:56 PM
Sujeet Kumar Suman	Sure, we will wait for your confirmation.	2:39:33 PM
Sirirat	can log in now	2:41:54 PM
Sujeet Kumar Suman	Thanks for the confirmation !	2:42:15 PM
	Is there anything else I may help you with ?	2:42:21 PM
Sirirat	the problem is ?	2:42:22 PM
	Anyway I can log in server now , no other thing , thank you for helping us	2:44:11 PM
Sujeet Kumar Suman	As checked, the server was rebooted and was stuck on updating Windows, so we rebooted the server again.	2:44:29 PM
	Most Welcome.	2:44:46 PM
	Is there anything else I may help you with ?	2:44:49 PM
	Thanks for the confirmation !	2:45:00 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>	2:45:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:45:11 PM
	<i>Sirirat has ended this chat session</i>	2:45:23 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80290 krisika

8 Aug, 2:14:33 PM



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

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 1 Min 12 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

Chat Transcript

Chat Duration : 55 Mins 10 Secs

krisika	Hello, I am your Acebuddy	8 Aug, 2:14:34 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	2:14:35 PM
	Whom Would You Like to Connect With?	2:14:35 PM
krisika	Technical Support (QB & App Hosting)	2:14:37 PM
Acebuddy	Welcome to Ace Support.	2:14:37 PM
	Please chose an option :	2:14:37 PM
krisika	I'd like to report an Issue	2:14:43 PM
Acebuddy	Please select an option!	2:14:43 PM
krisika	Other Issue	2:14:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:14:51 PM
krisika	Hi	2:15:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:15:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:15:45 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:15:51 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	2:15:57 PM
	Hello Kriska	2:16:03 PM
	How are you doing?	2:16:10 PM
krisika	NJ-43 PN Restaurants LLC qb company not open only user name HKiDATA01 & HKiDATA03	2:17:47 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	2:18:00 PM
	<i>2:19:00 PM</i> krisika is sharing a file with you <a href="#">1754642910603683883209740164185.jpg</a> - ( Size:3.58 MB )	2:19:00 PM

	<i>This error</i>	
	Could you please help us with a company name?	2:20:11 PM
krisika	Popeyes NJ-43 PN Restaurants LLC	2:20:38 PM
Sujeet Kumar Suman	I totally understand that, but this is the company file name. Please help us with your server name.	2:22:28 PM
	Thank you for the screenshot.	2:22:46 PM
krisika	Priorware.myrealdata.net	2:23:03 PM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	2:23:23 PM
krisika	Ok	2:23:29 PM
Sujeet Kumar Suman	Thank you for your patience.	2:26:21 PM
	We've made some changes on the backend. Could you please ask them to close the QuickBooks application and try accessing the company file again?	2:26:22 PM
krisika	Popeyes NJ-43 PN Restaurants LLC	2:26:59 PM
	<i>2:27:40 PMkrisika is sharing a file with you</i> <a href="#">17546434223045650700017533429776.jpg</a> - ( Size:4.18 MB )	2:27:40 PM
	<i>This error</i>	
Sujeet Kumar Suman	I will surely help you with this issue.	2:28:51 PM
	Could you please confirm if this is occurring for only two users, or are other users also facing the same error?	2:28:52 PM
krisika	Only 2 users in qb file not open	2:29:33 PM
	User name Hkidata01 and Hkidata03	2:29:56 PM
Sujeet Kumar Suman	Thanks for the confirmation !	2:30:01 PM
	Let me look into it for you.	2:30:36 PM
krisika	Ok	2:31:29 PM
Sujeet Kumar Suman	Kindly guide them to close the QuickBooks application, as we are making some changes on the backend	2:33:43 PM
	Thank you for your patience.	2:35:47 PM
	Kindly guide them to try opening the company file and let us know if they are still facing the issue.	2:35:48 PM
	Are we still connected here?	2:38:24 PM
krisika	Qb file not open	2:39:02 PM
Sujeet Kumar Suman	May I take the remote access of Hkidata01 server?	2:39:30 PM
krisika	<i>2:39:30 PMkrisika is sharing a file with you</i> <a href="#">17546441438255681677160316454230.jpg</a> - ( Size:3.03 MB )	2:39:30 PM
	<i>This issue</i>	
	Yes	2:40:04 PM

Sujeet Kumar Suman	Kindly guide Hkidata01 for approval.	2:41:27 PM
	Hello Krisika	2:45:57 PM
	Thank you for your patience.	2:46:01 PM
	As we have guided the user Hkidata01 to log out from the server and log back in, could you please also guide Hkidata03 to do the same? After that, they can try to access the company file.	2:47:12 PM
	<i>2:47:58 PM</i> krisika is sharing a file with you <a href="#">17546446220086027506461816114226.jpg</a> - ( Size:2.83 MB )  <i>Server logout and back open but qb company not open</i>	2:47:58 PM
	We sincerely apologize for the inconvenience. Let me check with my senior, kindly allow me a moment.	2:49:01 PM
krisika	Ok	2:49:57 PM
	Quickbook in not show	2:52:59 PM
Sujeet Kumar Suman	Krisika ,Could you please explain this?	2:53:51 PM
	I am sorry I did not get this.	2:54:03 PM
	It seems you dont want me to launch the company file through QB application.	2:54:30 PM
krisika	Quickbook in not show company file but only PN company folder in show company file	2:55:35 PM
Sujeet Kumar Suman	Please let me try to open the file from Quickbooks , It will show there after we open it for one time from the application itself.	2:56:09 PM
	Shall I proceed?	2:56:19 PM
	There seems an issue with the file location	2:59:40 PM
	let me check this.	2:59:45 PM
krisika	Not open qb company file	3:00:53 PM
Sujeet Kumar Suman	It is opening correctly now, Allow me to delete the test folder	3:02:11 PM
	The issue has been fixed,	3:04:08 PM
	Is there anything else I may help you with ?	3:04:11 PM
krisika	Yes	3:04:18 PM
	User name Hkidata01 in open qb company file but user name Hkidata03 in not open qb company file	3:04:58 PM
Sujeet Kumar Suman	We have also made the change for the same user, Hkidata03.	3:05:33 PM
	Kindly guide them to try accessing the company file again.	3:06:07 PM
	As I connected to the server with user Hkidata03, the user was also able to access the company file	3:08:43 PM
krisika	Qb company file open in Hkidata03 user name	3:09:12 PM
	Thank you	3:09:15 PM
Sujeet Kumar Suman	Most welcome.	3:09:21 PM

	Is there anything else I may help you with ?	3:09:24 PM
krisika	No	3:09:28 PM
	Thank you	3:09:34 PM
Sujeet Kumar Suman	Thanks for the confirmation !	3:09:35 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>	3:09:38 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:09:42 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	3:09:45 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80146 FREIGHT AND LOGISTICS

Email: [accounting@freightandlogistics.com](mailto:accounting@freightandlogistics.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 51 Secs

City: LYNWOOD

State: California

Country: UNITED STATES

5 Aug, 7:56:52 AM

Chat Transcript		Chat Duration : 58 Mins 28 Secs
FREIGHT AND LOGISTICS	Hello, I am your Acebuddy	5 Aug, 7:56:53 AM
Acebuddy	Hello Freight And Logistics, I'm your Ace Buddy. I'll be happy to assist you!	7:56:54 AM
	Whom Would You Like to Connect With?	7:56:54 AM
FREIGHT AND LOGISTICS	Technical Support (QB & App Hosting)	7:56:57 AM
Acebuddy	Welcome to Ace Support.	7:56:57 AM
	Please chose an option :	7:56:57 AM
FREIGHT AND LOGISTICS	I'd like to raise a Request	7:57:04 AM
Acebuddy	Please select your request type.	7:57:04 AM
FREIGHT AND LOGISTICS	Other Request	7:57:25 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.	7:57:25 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:57:25 AM
FREIGHT AND LOGISTICS	Yes, I'm facing issues with my server	7:57:33 AM
Acebuddy	Please select an option!	7:57:33 AM
FREIGHT AND LOGISTICS	QuickBooks Issue	7:57:36 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:57:36 AM
FREIGHT AND LOGISTICS	Other QB related issue	7:57:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:57:45 AM
FREIGHT AND LOGISTICS	Ticket #744557, wrong QB file was downloaded.	7:58:20 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:58:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:58:21 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	7:58:38 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	7:58:49 AM
FREIGHT AND LOGISTICS	Hi Ashutos	7:59:10 AM
	On friday i had an issue with QB. and the agent help me but the wronf file was downloaded. Felipe recovery the correct file and he is telling me to call you guys, so I can have the correct file as well.	8:00:22 AM
Ashutosh Mishra	I will surely help you with this issue.	8:00:39 AM
FREIGHT AND		8:00:47 AM

LOGISTICS	thanks	
Ashutosh Mishra	Kindly allow me two minutes to check the same.	8:00:49 AM
FREIGHT AND LOGISTICS	pleae use the ticket number I provided before	8:01:12 AM
Ashutosh Mishra	Yes I am checking the ticket. I can assist you to find the right company file on the server.	8:02:45 AM
	May I take the remote access of your server?	8:02:54 AM
FREIGHT AND LOGISTICS	sure	8:03:07 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	8:03:13 AM
FREIGHT AND LOGISTICS	Felipe told me to let you know: Just give Ace a call and let them know the file name is 1Aug_shippi, inc. - qb 2018 propremier - Copy.qbw. They should be able to connect and that is it. You can reference case #744557. please text me with any issues.	8:04:56 AM
Ashutosh Mishra	Yes I have opened the file, please enter your password.	8:05:31 AM
	Kindly allow me two minutes to make some changes from backend.	8:07:18 AM
FREIGHT AND LOGISTICS	sure	8:07:29 AM
Ashutosh Mishra	Please enter password.	8:08:47 AM
FREIGHT AND LOGISTICS	That was the same issue I was having on Friday	8:10:27 AM
	Do you know why is keeps happening?	8:10:37 AM
Ashutosh Mishra	This is an unexpected error, I will check from the backend to find the root cause and let you know.	8:11:54 AM
FREIGHT AND LOGISTICS	Thank you!	8:12:13 AM
Ashutosh Mishra	Do you have admin password?	8:21:36 AM
	I apologize for the trouble you’ve experienced. We can try one more thing and that is to create a new user to test if the issue is with the current user profile.	8:35:13 AM
FREIGHT AND LOGISTICS	sure	8:35:29 AM
	antyhing you think will help	8:35:41 AM
Ashutosh Mishra	May I know if this issue is also occuring on Felipe's login? (Edited)	8:37:23 AM
FREIGHT AND LOGISTICS	He said eveyrhing was fine on his side.	8:37:44 AM
	My user had change 3 times during this year	8:38:23 AM
Ashutosh Mishra	Please login with admin credentials i will check right away.	8:38:52 AM
FREIGHT AND LOGISTICS	sorry	8:40:02 AM
Ashutosh Mishra	The issue seems to be with your particular profile as with the new testuser we are able to open the company file, please allow me few minutes to check from backend and assist you further.	8:44:08 AM
FREIGHT AND	sure. Thanks	8:44:27 AM



LOGISTICS		
	we can change the login	8:44:37 AM
	if that's what we need.	8:44:47 AM
Ashutosh Mishra	Thank you for your patience.	8:49:37 AM
	Let's create new user credentials for you.	8:50:05 AM
FREIGHT AND LOGISTICS	Should we delete the others?	8:52:57 AM
	perfect thanks	8:53:01 AM
Ashutosh Mishra	Yes	8:54:04 AM
FREIGHT AND LOGISTICS	Thank you	8:54:54 AM
Ashutosh Mishra	Is there anything else I may help you with ?	8:55:01 AM
FREIGHT AND LOGISTICS	no thanks	8:55:09 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:55:15 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>	8:55:18 AM

*Ashutosh Mishra has ended this chat session*

8:55:22 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80736 Test Account

21 Aug, 8:08:43 PM



**Email:** test@test.com 📞 +917878787878  
**Department:** Support(QB & App Hosting)  
**Operator:** Vishal Dharan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

Chat Transcript

Chat Duration : 34 Secs

Test Account	Hello, I am your Acebuddy	21 Aug, 8:08:45 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	8:08:46 PM
	Whom Would You Like to Connect With?	8:08:46 PM
Test Account	Technical Support (QB & App Hosting)	8:08:47 PM
Acebuddy	Welcome to Ace Support.	8:08:47 PM
	Please chose an option :	8:08:47 PM
Test Account	I'd like to report an Issue	8:08:52 PM
Acebuddy	Please select an option!	8:08:52 PM
Test Account	Other Issue	8:08:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:08:57 PM
Test Account	test	8:09:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:09:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:09:01 PM
	<i>Vishal Dharan accepted the chat transfer request.</i>	8:09:11 PM
	<i>test has ended this chat session</i>	8:09:19 PM



Visitor Details

5 Aug, 4:58:51 AM

#80144 Frank  
Email: frank@standardus.com ☎ 630-289-9500  
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: 26 Secs  
City: HANOVER PARK  
State: Illinois  
Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 1 Sec

Frank	Hello, I am your Acebuddy	5 Aug, 4:58:52 AM
Acebuddy	Hello Frank, I'm your Ace Buddy. I'll be happy to assist you!	4:58:53 AM
	Whom Would You Like to Connect With?	4:58:53 AM
Frank	Technical Support (QB & App Hosting)	4:58:58 AM
Acebuddy	Welcome to Ace Support.	4:58:58 AM
	Please chose an option :	4:58:58 AM
Frank	I'd like to raise a Request	4:59:04 AM
Acebuddy	Please select your request type.	4:59:04 AM
Frank	Setup Ace Server	4:59:09 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	4:59:09 AM
Frank	Microsoft Windows	4:59:17 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	4:59:17 AM
	Do you need any further assistance on the topic?	4:59:17 AM
Frank	Yes	5:03:24 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:03:24 AM
	Acebuddy (bot) forwarded the chat request	5:03:24 AM
	Abhay Kumar Saraswat accepted the chat transfer request.	5:03:33 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you	5:03:38 AM

	today.	
	I will be surely assisting you with this.	5:04:23 AM
	Is this for account: <b>Standard Industrial And Auto Equip Inc.</b> ?	5:04:39 AM
Frank	Thank you... yes..I am trying to install the rdp .. server name should be CID69221 and user name I have is Robert.b1	5:05:01 AM
Abhay Kumar Saraswat	Thank you for the information.	5:06:02 AM
	As I checked, the user is created through <b>MyPortal</b> tool.	5:07:06 AM
Frank	I believe it was.. but I need to add access to this new computer	5:07:38 AM
Abhay Kumar Saraswat	And there is an option to download the RDP setup file.	5:07:43 AM
	Okay.	5:08:07 AM
	Do you know the password for the user?	5:08:18 AM
Frank	I do... but it has not worked for me	5:09:10 AM
Abhay Kumar Saraswat	No worries. I'll assist you in this.	5:09:42 AM
	I need to take remote access of the <b>PC</b> where you're setting up the RDP file to log in to the ACE server.	5:10:41 AM
Frank	Please do so... email is Robert@standardus.com	5:11:12 AM
Abhay Kumar Saraswat	Let me send the remote link on your given email address.	5:11:39 AM
	Prior providing the access, I would suggest the user to close any important documents at his end.	5:12:48 AM
	Remote link sent on your given email address.	5:13:11 AM
Frank	There's nothing on this computer yet, but thank you	5:13:24 AM
Abhay Kumar Saraswat	Or you can click on this link to join the remote session:  <a href="https://assist.acecloudhosting.com/join/7652923406">https://assist.acecloudhosting.com/join/7652923406</a>	5:14:07 AM
	Kindly paste this link in the browser of local computer and join the session.	5:14:13 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:15:34 AM
	Thank you for your patience.	5:32:53 AM
	Is there anything else I may help you with ?	5:32:57 AM
Frank	All set! Thank you for the great service!	5:33:27 AM
Abhay Kumar Saraswat	My pleasure to assist you.	5:33:38 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:33:41 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

	conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	5:33:47 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:33:51 AM

*Abhay Kumar Saraswat has ended this chat session*

5:33:54 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Aug, 8:28:27 PM

**#80176 catherine.cochran**  
**Email:** catherine.cochran@titanagllc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** DYER  
**State:** Tennessee  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 58 Secs

catherine.cochran	Hello, I am your Acebuddy	5 Aug, 8:28:28 PM
Acebuddy	Hello Catherine.cochran, I'm your Ace Buddy. I'll be happy to assist you!	8:28:28 PM
	Whom Would You Like to Connect With?	8:28:28 PM
catherine.cochran		

	Technical Support (QB & App Hosting)	8:28:34 PM
Acebuddy	Welcome to Ace Support.	8:28:34 PM
	Please chose an option :	8:28:34 PM
catherine.cochran	I'd like to report an Issue	8:28:38 PM
Acebuddy	Please select an option!	8:28:39 PM
catherine.cochran	Other Issue	8:28:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:28:44 PM
catherine.cochran	My QB is frozen and I cannot close it out\	8:28:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:28:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:28:59 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	8:29:43 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	8:29:48 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:29:50 PM
catherine.cochran	Where do I find that?	8:30:10 PM
Yash Kalra	Catherine, you can find it in the RDP icon that you use to connect to the server. (Edited)	8:31:03 PM
	Or else please let me know your company name	8:31:51 PM
catherine.cochran	Titan Ag	8:31:57 PM
Yash Kalra	Kindly allow me two minutes to check the same.	8:32:15 PM
	Please confirm if your username is: TAG_Catherine	8:32:54 PM
catherine.cochran	Yes it is	8:33:14 PM
Yash Kalra	To help me assist you better, please answer the following questions:  1. Is this issue affecting a single user or all users accessing the file? 2. At what specific point does the file freeze? (e.g., while using a particular functionality or accessing a specific document)	8:34:38 PM
catherine.cochran	Single user and i tried closing quickbooks, and it froze	8:35:03 PM
Yash Kalra	Please stay connected while we are making some changes from the backend in order to resolve this issue.	8:35:45 PM
catherine.cochran	Thank you	8:37:21 PM
Yash Kalra	Is there anything else I may help you with ?	8:37:37 PM
catherine.cochran	That is all	8:37:53 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:37:58 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:38:11 PM

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

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

8:38:17 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/>)

*Yash Kalra has ended this chat session*

8:38:26 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 11 Aug, 5:39:13 AM

**#80343 shari**  
**Email:** shari@jkservicesinc.com ☎ 18054079440  
**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:** 21 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript ----- Chat Duration : 10 Mins 58 Secs

shari	Hello, I am your Acebuddy	11 Aug, 5:39:14 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	5:39:15 AM
	Whom Would You Like to Connect With?	5:39:15 AM
shari	Technical Support (QB & App Hosting)	5:39:30 AM

Acebuddy	Welcome to Ace Support.	5:39:30 AM
	Please chose an option :	5:39:30 AM
shari	I'd like to report an Issue	5:39:35 AM
Acebuddy	Please select an option!	5:39:35 AM
shari	Other Issue	5:39:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:39:58 AM
shari	Hi - we have the new JK Services Enterprise server. The Beacon file was transferred over but it isn't allowing me to open the file to convert it to Enterprise	5:40:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:40:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:40:55 AM
	<i>Gaurav kumar declined the transfer request.</i>	5:41:00 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	5:41:34 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	5:41:37 AM
	Hello Shari	5:41:41 AM
shari	hi	5:41:49 AM
Shashwat Verma	I will surely help you with this issue.	5:42:10 AM
	Can we check the file on the remote session on the server side?	5:42:45 AM
shari	yes	5:43:23 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	5:43:29 AM
shari	I am connected now to the server and the help chat is on the server	5:43:41 AM
Shashwat Verma	Okay	5:44:06 AM
	Let me send you the invite	5:44:15 AM
	Kindly accept	5:44:40 AM
	Got the issue	5:44:59 AM
	Let me make the required changes from backend.	5:45:25 AM
shari	ok	5:45:31 AM
Shashwat Verma	We have made the required changes, to implement the changes we have to reboot the server	5:46:32 AM
	Shall we proceed with the same?	5:46:43 AM
	It may take 2-3 mins to server get up back, once it rebooted file will be accessible by the QB	5:47:38 AM
	Shall we?	5:47:47 AM



shari	yes	5:47:48 AM
Shashwat Verma	Thanks	5:47:51 AM
shari	I will lose this chat	5:48:00 AM
Shashwat Verma	This chat may get disconnected as it is initiated from the server side, nevertheless we follow-up on email or you can re-initiate the chat	5:48:45 AM
shari	I'm connecting to chat outsider of the remote	5:49:01 AM
Shashwat Verma	Sure,	5:49:07 AM
	User requested that they are initiating another chat, outside the server side	5:50:09 AM

*Shashwat Verma has ended this chat session*

5:50:12 AM



