

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 8:52:20 PM

**#76382 Cindy Keeney**  
**Email:** ckeeney@mdcollision.net  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 24 Secs  
**City:** WESTMINSTER  
**State:** Maryland  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 54 Secs

Cindy Keeney	Hello, I am your Acebuddy	30 Apr, 8:52:21 PM
Acebuddy	Hello Ckeeney, I'm your Ace Buddy. I'll be happy to assist you!	8:52:22 PM
	Whom Would You Like to Connect With?	8:52:22 PM
Cindy Keeney	Technical Support (QB & App Hosting)	8:52:39 PM
Acebuddy	Welcome to Ace Support.	8:52:39 PM
	Please chose an option :	8:52:39 PM
Cindy Keeney	I'd like to report an Issue	8:52:50 PM
Acebuddy	Please select an option!	8:52:50 PM
Cindy Keeney	QuickBooks Issue	8:52:54 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:52:54 PM
Cindy Keeney	Other QB related issue	8:53:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:53:11 PM
Cindy Keeney	screen is black and white and i can't click anything. it kicked me out and turned black and white	8:53:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:53:34 PM
Acebuddy (bot) forwarded the chat request		8:53:34 PM

	<i>Shashwat Verma accepted the chat transfer request.</i>	8:53:44 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:53:47 PM
	Hello Ckeeney	8:53:54 PM
Cindy Keeney	hello!	8:54:00 PM
Shashwat Verma	I will surely help you with this issue.	8:54:09 PM
Cindy Keeney	thanks!	8:54:28 PM
Shashwat Verma	So its occurs while using QB or for whole server?	8:54:30 PM
Cindy Keeney	do you want to remote in? its quickbooks	8:54:39 PM
Shashwat Verma	No first will try from our end	8:54:57 PM
	Kindly allow me two minutes to check the same.	8:54:59 PM
Cindy Keeney	okay thanks so much!	8:55:05 PM
Shashwat Verma	May I know the username you are using to login the server?	8:56:03 PM
Cindy Keeney	cindy	8:56:10 PM
Shashwat Verma	Could you please confirm the CID of your account or the server name?	8:57:00 PM
Cindy Keeney	i don't know what that means	8:57:18 PM
Shashwat Verma	No problem, let me transfer the chat to the concerned team who have the access of <b>Maryland Collision Center.</b>	8:57:52 PM
	<i>Shashwat Verma is transferring the chat to Onboarding.</i>	8:58:01 PM
Cindy Keeney	okay thanks	8:58:07 PM
	<i>ckeeney has ended this chat session</i>	8:59:16 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75481 Megan Streeter

Email: megan@truckeeoverheaddoor.net 📞 15305871967

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

11 Apr, 9:05:23 PM

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 33 Secs

**City:** TRUCKEE

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 46 Secs

Megan Streeter	Hello, I am your Acebuddy	11 Apr, 9:05:25 PM
Acebuddy	Hello Megan Streeter, I'm your Ace Buddy. I'll be happy to assist you!	9:05:26 PM
	Whom Would You Like to Connect With?	9:05:26 PM
Megan Streeter	Technical Support (QB & App Hosting)	9:05:30 PM
Acebuddy	Welcome to Ace Support.	9:05:30 PM
	Please chose an option :	9:05:30 PM
Megan Streeter	I'd like to report an Issue	9:05:36 PM
Acebuddy	Please select an option!	9:05:36 PM
Megan Streeter	QuickBooks Issue	9:05:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:05:40 PM
Megan Streeter	QuickBooks Login Issue	9:05:48 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:05:48 PM
	Was that helpful?	9:05:48 PM
Megan Streeter	No	9:06:01 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:06:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:06:02 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:06:05 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:06:16 PM
Megan Streeter	Hi, yesterday we updated our Quickbooks and it was working fine but now today when trying to login it says the action requires windows admininstrator pwermissions	9:06:46 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:07:05 PM
Megan Streeter	I think the server nameis Truckee Overhead Door, my username is MeganStr	9:07:36 PM
Ashutosh Mishra	Thanks for the confirmation !	9:08:01 PM

	Kindly allow me two minutes to check the same.	9:08:06 PM
Megan Streeter	okay thank you	9:08:10 PM
Ashutosh Mishra	Thank you for your patience.	9:13:55 PM
	May I take the remote access of your server?	9:14:11 PM
Megan Streeter	yeah no problem	9:14:30 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:16:09 PM
Megan Streeter	k	9:16:25 PM
Ashutosh Mishra	Once ready please accept the message on server.	9:17:58 PM
Megan Streeter	i logged out so just let me know when we can try again	9:23:21 PM
Ashutosh Mishra	Sure, i am rebooting the server as of now.	9:24:12 PM
	I will let you know when you can log in.	9:24:31 PM
Megan Streeter	ok thank you	9:24:47 PM
Ashutosh Mishra	Please log in now and check.	9:27:18 PM
Megan Streeter	okay ill let you onow!	9:28:16 PM
	yay thank you!	9:30:04 PM
	I am asking others to test it	9:30:13 PM
	Great! It should work for everyone as the changes are made from backend for all users.	9:30:32 PM
	Is there anything else I may help you with ?	9:30:41 PM
Megan Streeter	no you were so helpful, thanks again!	9:30:53 PM
	have a nice day :)	9:30:59 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:31:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:31:06 PM
Ashutosh Mishra has ended this chat session		9:31:11 PM



#76108 Holmberg

Email: jack.b.holmberg@gmail.com 📞 18142032931

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: COUDERSPORT

State: Pennsylvania

Country: UNITED STATES

Holmberg	Hello, I am your Acebuddy	25 Apr, 8:26:30 PM
Acebuddy	Hello Jack Holmberg, I'm your Ace Buddy. I'll be happy to assist you!	8:26:31 PM
	Whom Would You Like to Connect With?	8:26:31 PM
Holmberg	Technical Support (QB & App Hosting)	8:26:38 PM
Acebuddy	Welcome to Ace Support.	8:26:38 PM
	Please chose an option :	8:26:38 PM
Holmberg	I'd like to raise a Request	8:26:51 PM
Acebuddy	Please select your request type.	8:26:51 PM
Holmberg	Office 365 Addition	8:26:57 PM
Acebuddy	Please specify if you already have an Office365 subscription	8:26:57 PM
Holmberg	I already have O365 license	8:27:08 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	8:27:08 PM
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>	8:27:08 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	8:27:08 PM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	8:27:08 PM
	Do you need any further assistance on the topic?	8:27:08 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.	9:03:15 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Apr, 10:53:55 PM

**#75579 mbylancik**  
**Email:** mbylancik@pipnj.org 📞 12015522264  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 16 Secs  
**City:** SECAUCUS  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 50 Mins 44 Secs

mbylancik	Hello, I am your Acebuddy	14 Apr, 10:53:56 PM
Acebuddy	Hello Mark Bylancik, I'm your Ace Buddy. I'll be happy to assist you!	10:53:57 PM
	Whom Would You Like to Connect With?	10:53:57 PM
mbylancik	Technical Support (QB & App Hosting)	10:54:03 PM
Acebuddy	Welcome to Ace Support.	10:54:03 PM
	Please chose an option :	10:54:03 PM
mbylancik	I'd like to raise a Request	10:54:11 PM
Acebuddy	Please select your request type.	10:54:11 PM
mbylancik	Reboot your Server	10:54:22 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	10:54:22 PM



	Do you need any further assistance on the topic?	10:54:22 PM
mbylancik	Yes	10:54:31 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:54:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:54:31 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	10:55:48 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	10:55:59 PM
	Hello Mark, How are you doing today ?	10:56:18 PM
mbylancik	Hi Rohan, I'd like to follow up on two tickets: 676912 (low storage) and 677593 (QB update error)	10:56:49 PM
	Not sure if the two are related so wanted to see if I can address both with you today. The QB update error is giving my users a message that says "Hold tight, we're updating your Quickbooks" but they've been getting that message since 7:00am EST and have not been able to log in	10:57:50 PM
	and I got an email for ticket 676912 telling me there was low storage on the server - I'm not sure if the two issues are related (low storage causing the Quickbooks error)	10:58:20 PM
Rohan Prajapati	I will surely help you with this issue.	10:59:17 PM
	Kindly allow me 5-6 minutes to check the same.	10:59:24 PM
mbylancik	Absolutely, thank you for your assistance	11:01:45 PM
Rohan Prajapati	Please check the QuickBooks Update issue now	11:06:02 PM
mbylancik	Ok one moment	11:07:51 PM
Rohan Prajapati	Sure take your time	11:09:26 PM
mbylancik	Ok the users are getting a new error message:	11:11:27 PM
	"QuickBooks has reached the maximum number of unregistered hours. To continue using QuickBooks, you must register now and our Customer Support agent will help you through the registration process"	11:11:58 PM
	I sent your technicians the license and product number for setup purposes, do you need those sent again?	11:12:17 PM
Rohan Prajapati	Please check now	11:14:23 PM
mbylancik	Waiting on my team to try it, thanks for your patience	11:16:54 PM
Rohan Prajapati	Is it working fine now ?	11:21:53 PM
mbylancik	Unclear, my users are saying they couldn't see the company file in the new version and are hesitant to try and install it on their own	11:23:01 PM
	What's the best way to get you a copy of the QB company file for you to assist with the migration?	11:23:12 PM
Rohan Prajapati	Yes, a new version of QuickBooks has been installed on the server.	11:23:54 PM
	They would need to navigate the file to Client Data	11:24:11 PM
mbylancik	Is that a folder on the server?	11:24:24 PM
	Can you show me the file pathway so I can direct them?	11:24:33 PM


Rohan Prajapati	Sure	11:24:44 PM
	May I take the remote access of your server?	11:24:46 PM
mbylancik	Yes, but to be clear this computer does not have server access at the moment, I'm working with another user who does.	11:25:14 PM
	If you're able to remote in to the server that's fine	11:25:21 PM
Rohan Prajapati	Yes Please let me know the username of that user	11:25:42 PM
mbylancik	ksantos	11:25:51 PM
	the company file should be on the desktop labeled "partnersinprevention backup 4-14-25"	11:28:07 PM
	or something close to that	11:28:11 PM
	<i>11:28:24 PMRohan Prajapati is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:7.75 KB</i> )  <i>These are active users associated with your account</i>	11:28:24 PM
	KhadijahSa@myrealdata.net	11:28:47 PM
	would be the user we want	11:28:53 PM
Rohan Prajapati	I hope you now know what you need to do	11:29:40 PM
mbylancik	?	11:30:12 PM
Rohan Prajapati	Please watch the steps to navigate the file	11:30:39 PM
mbylancik	Are you demonstrating live on the server?	11:30:55 PM
Rohan Prajapati	Yes I've accessed this user's remote session	11:31:21 PM
	Are you able to see the screen ?	11:31:38 PM
mbylancik	Ok she's watching go ahead	11:31:46 PM
Rohan Prajapati	I have shown the same	11:32:12 PM
mbylancik	I apologize I'm navigating blindly here - does it appear she's moving the file correctly?	11:34:00 PM
	or are you able to give the user direct instructions through your remote session>	11:34:47 PM
Rohan Prajapati	Yes I'm checking this error that she is getting	11:34:59 PM
	I'm checking this from the backend	11:35:07 PM
	Please ask her to check now	11:36:39 PM
mbylancik	Will do	11:36:58 PM
Rohan Prajapati	Is it good now ?	11:37:28 PM
mbylancik	Standby, she says it's updating	11:38:19 PM
Rohan Prajapati	Sure take your time	11:38:29 PM
	I believe it seems to be good now as she can work in the file.	11:42:08 PM
mbylancik	Great, I'm waiting for the user to confirm that they're set	11:42:32 PM



Rohan Prajapati	Okay Mark but they are making changes to QB file.	11:43:20 PM
mbylancik	Ok just got the all clear from them, thank you for your patience	11:44:03 PM
Rohan Prajapati	Is there anything else I may help you with ?	11:44:20 PM
mbylancik	No that's all thanks, I appreciate your help	11:44:30 PM
Rohan Prajapati	Thanks for the confirmation !	11:44:35 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:44:37 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:44:38 PM

*Rohan Prajapati has ended this chat session*

11:44:41 PM



# Chat Transcript

## Hello, I am your Acebuddy

Visitor Details

#75042 Ace

Email: [ace@divinehauling.com](mailto:ace@divinehauling.com) 📞 18326869444

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: HOUSTON

State: Texas

Country: UNITED STATES

2 Apr, 8:19:09 PM

Ace	Hello, I am your Acebuddy	2 Apr, 8:19:10 PM
Acebuddy	Hello Ace, I'm your Ace Buddy. I'll be happy to assist you!	8:19:11 PM
	Whom Would You Like to Connect With?	8:19:11 PM
Ace	Technical Support (QB & App Hosting)	8:19:18 PM
Acebuddy	Welcome to Ace Support.	8:19:18 PM
	Please chose an option :	8:19:18 PM
Ace	I'd like to report an Issue	8:19:27 PM
Acebuddy	Please select an option!	8:19:27 PM
Ace	Password Reset	8:19:36 PM
Acebuddy	Please select an option below	8:19:36 PM
Ace	Not Enrolled to Selfcare Portal	8:20:30 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.	8:20:30 PM
	Do you need any further assistance on the topic?	8:20:30 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.	9:01:57 PM
	Ended due to chat idle timeout	9:01:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75582 help

Email: help@triadcybersolutions.com 📞 3362999989

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

**Device:** Desktop  
**Average Response Time:** 48 Secs  
**City:** ROBSTOWN  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 38 Secs

help	Hello, I am your Acebuddy	14 Apr, 11:13:36 PM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	11:13:37 PM
	Whom Would You Like to Connect With?	11:13:37 PM
help	Managed IT	11:13:41 PM
Acebuddy	Please wait while we connect you to an available Representative.	11:13:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:13:41 PM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	11:13:46 PM
help	hello you guys use fabula tech for usb redirection to derver??	11:14:20 PM
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?	11:14:30 PM
help	hello you guys use fabula tech for usb redirection to derver??	11:15:39 PM
Pradeep Kumar	Alright, let me transfer the chat to the concerned team.	11:16:21 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	11:16:28 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:16:34 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:16:38 PM
	Hello	11:16:50 PM
help	?????	11:16:55 PM
Anurag Sharma	Could you please elaborate your issue?	11:17:26 PM
help	answer me please	11:17:38 PM
	as it shows license expired	11:17:51 PM
	and unable to use signature pad	11:18:04 PM
	so please tell me	11:18:13 PM
Anurag Sharma	We setup the RDP on the user's local computer. Which the user's use to login into the server.	11:18:49 PM
	I deeply apologize for the inconvenience caused to you.	11:19:04 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:19:11 PM
help	you guys use fabula tech??????	11:19:44 PM
	???	11:20:31 PM

	TPCCSVR.myrealdata.net LaverneM	11:20:59 PM
Anurag Sharma	We don't particular use Fabula Tech but yes it is compatible on the server.	11:21:50 PM
help	ok now whats next	11:22:27 PM
	resolve the issue please	11:22:38 PM
Anurag Sharma	Do you want to use Febula Tech on the server?	11:22:47 PM
	May I take the remote access of your local computer?	11:23:10 PM
help	I want to use the signature pad	11:24:27 PM
	and as far as I know It can be redirected without it	11:24:57 PM
	sure please	11:25:05 PM
Anurag Sharma	Okay	11:25:46 PM
help	??	11:26:55 PM
Anurag Sharma	Please allow me 2-3 minutes to check the same.	11:27:14 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:28:22 PM
help	ok	11:30:05 PM
	connect	11:30:08 PM
	and always chat here	11:30:32 PM
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/2792747337">https://assist.acecloudhosting.com/join/2792747337</a>	11:30:37 PM
help	not on the remote session	11:30:40 PM
Anurag Sharma	Kindly paste this link in the browser of local computer and join the session.	11:30:40 PM
help	make it sure	11:30:45 PM
Anurag Sharma	Okay	11:30:46 PM
help	paste in pc or server	11:32:01 PM
Anurag Sharma	PC	11:32:09 PM
help	wqaiting for confirmatyion	11:34:33 PM
Anurag Sharma	Okay	11:34:38 PM
help	???	11:35:08 PM
	what next	11:35:12 PM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:35:40 PM
help	chat here maan	11:37:24 PM
Anurag Sharma	It seems like your monthly license is expired.	11:37:56 PM

	I would request you to please contact the application support they will assist you better to resolve the issue . (Edited)	11:38:21 PM
help	means you guys did'nt setip this?	11:40:08 PM
Anurag Sharma	Actually this application works on license basis. And while checking on the remote session we found that it is a license issue.	11:41:28 PM
help	yes I already know this	11:41:49 PM
	just tell me if you guys setup this before or not	11:42:06 PM
Anurag Sharma	We can setup the application on the server. But I deeply apologize that we do not have any capability of providing the license of this application.	11:43:38 PM
	You may need to contact the application support. Only they can assist you with this license expiration issue.	11:44:26 PM
	I hope you can understand.	11:44:36 PM
help	can't we redirect it without this app	11:45:20 PM
Anurag Sharma	Could you please confirm what you want to redirect?	11:46:15 PM
	For what purpose you use this application ?	11:47:18 PM
help	topaz sig pad	11:49:06 PM
Anurag Sharma	I am so sorry but for that you need to use Fabula Tech only.	11:51:21 PM
	That too with a license.	11:51:30 PM
	Are we still connected here?	11:53:05 PM
	Are we still connected here?	11:54:43 PM
	Are we still connected here?	11:55:08 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.	11:55:10 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:55:12 PM

*Anurag Sharma has ended this chat session*

11:55:14 PM



#75477 Scott Burke

Email: dsburkecpa@gmail.com 📞 8594332299

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: GEORGETOWN

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 23 Secs

Scott Burke	Hello, I am your Acebuddy	11 Apr, 8:31:33 PM
Acebuddy	Hello Kayla Leslie, I'm your Ace Buddy. I'll be happy to assist you!	8:31:35 PM
	Whom Would You Like to Connect With?	8:31:35 PM
Scott Burke	Technical Support (QB & App Hosting)	8:31:40 PM
Acebuddy	Welcome to Ace Support.	8:31:40 PM
	Please chose an option :	8:31:40 PM
Scott Burke	I'd like to report an Issue	8:31:46 PM
Acebuddy	Please select an option!	8:31:46 PM
Scott Burke	Other Issue	8:31:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:31:50 PM
Scott Burke	drake won't open again	8:31:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:31:59 PM
	Acebuddy (bot) forwarded the chat request	8:31:59 PM
	Shashwat Verma accepted the chat transfer request.	8:32:55 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:32:59 PM
	Hello kayla	8:33:04 PM
Scott Burke	Hi	8:33:09 PM
Shashwat Verma	I will surely help you with this issue.	8:33:15 PM
Scott Burke	You just helped a few minutes ago. I stepped away to scan some documents and it timed me out so I logged back in and now drake won't open again	8:33:55 PM
Shashwat Verma	Okay	8:33:59 PM



	May I take the remote access of your server?	8:34:04 PM
Scott Burke	yes	8:34:17 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:34:23 PM
	issue resolved on remote session.	8:37:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:37:52 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:37:54 PM
	<i>Shashwat Verma has ended this chat session</i>	8:37:57 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75397 Catherine Croteau

**Email:** catherine@paudio.com ☎ 17814318708

**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:** FORTUNA

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 Mins

Catherine Croteau	Hello, I am your Acebuddy	10 Apr, 3:37:36 AM
Acebuddy	Hello Catherine Croteau, I'm your Ace Buddy. I'll be happy to assist you!	3:37:37 AM
	Whom Would You Like to Connect With?	3:37:37 AM
Catherine Croteau	Technical Support (QB & App Hosting)	3:38:08 AM
Acebuddy	Welcome to Ace Support.	3:38:08 AM
	Please chose an option :	3:38:08 AM
Catherine Croteau	I'd like to report an Issue	3:38:18 AM
Acebuddy	Please select an option!	3:38:18 AM
Catherine Croteau	QuickBooks Issue	3:38:34 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:38:34 AM
Catherine Croteau	Other QB related issue	3:38:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:38:40 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.	4:19:36 AM

Ended due to chat idle timeout

4:19:36 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 3:42:38 AM

#75713 Vijay Chattha

**Email:** gwyns@vsc.co 📞 510-813-1669

**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 40 Secs

**City:** EMERYVILLE

**State:** California

Vijay Chattha	Hello, I am your Acebuddy	17 Apr, 3:42:39 AM
Acebuddy	Hello Gwyn Stahlhut, I'm your Ace Buddy. I'll be happy to assist you!	3:42:40 AM
	Whom Would You Like to Connect With?	3:42:40 AM
Vijay Chattha	Technical Support (QB & App Hosting)	3:42:46 AM
Acebuddy	Welcome to Ace Support.	3:42:47 AM
	Please chose an option :	3:42:47 AM
Vijay Chattha	I'd like to report an Issue	3:42:53 AM
Acebuddy	Please select an option!	3:42:53 AM
Vijay Chattha	QuickBooks Issue	3:43:00 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:43:00 AM
Vijay Chattha	Other QB related issue	3:43:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:43:07 AM
Vijay Chattha	I can not send emails. I can't verify my password.	3:43:35 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:43:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:43:36 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:44:27 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:44:36 AM
Vijay Chattha	Hi Ashutosh. I just got on the phone with a live person. I don't need to chat.	3:45:12 AM
Ashutosh Mishra	Sure, i will disconnect the chat if that is the case.	3:48:24 AM
	You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:48:36 AM
	<i>Ashutosh Mishra has ended this chat session</i>	3:48:38 AM



**#75776 Mark Rumpke**  
**Email:** mark@rumpkedemolition.com 📞 15139679970  
**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:** 19 Secs  
**City:** LOVELAND  
**State:** Ohio  
**Country:** UNITED STATES

Mark Rumpke	Hello, I am your Acebuddy	18 Apr, 6:32:19 PM
Acebuddy	Hello Mark Rumpke, I'm your Ace Buddy. I'll be happy to assist you!	6:32:20 PM
	Whom Would You Like to Connect With?	6:32:20 PM
Mark Rumpke	Technical Support (QB & App Hosting)	6:32:26 PM
Acebuddy	Welcome to Ace Support.	6:32:26 PM
	Please chose an option :	6:32:26 PM
Mark Rumpke	I'd like to report an Issue	6:32:35 PM
Acebuddy	Please select an option!	6:32:35 PM
Mark Rumpke	QuickBooks Issue	6:32:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:32:40 PM
Mark Rumpke	QuickBooks is Frozen	6:32:45 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	6:32:45 PM
	Was that helpful?	6:32:45 PM
Mark Rumpke	No	6:33:04 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:33:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:33:05 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:33:21 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:33:25 PM
	Hello mark	6:33:29 PM

	I will surely help you with this issue.	6:33:37 PM
Mark Rumpke	Our quickbooks is frozen on one computer and others can't access it because it is in Single User mode	6:34:48 PM
Shashwat Verma	Okay, Is this the first time you are facing this issue?	6:35:08 PM
Mark Rumpke	Yes	6:35:59 PM
Shashwat Verma	Okay	6:36:49 PM
Mark Rumpke	name of company with Ace account is RDES Incorporated. Database is Driveway Dumpsters 2024	6:36:51 PM
Shashwat Verma	Thanks for the confirmation !	6:37:02 PM
	As of now no instance of Qb is active on server	6:37:17 PM
	Try now to access the QB now	6:37:27 PM
Mark Rumpke	Still frozen	6:39:12 PM
Shashwat Verma	Let me check	6:39:50 PM
Mark Rumpke	Still says someone is in Single User mode. Only person in QB still has a frozen account	6:40:47 PM
Shashwat Verma	Okay, so you want to open the QB file in multi-user mode	6:41:07 PM
	Right? (Edited)	6:41:10 PM
Mark Rumpke	Yes	6:41:16 PM
Shashwat Verma	May I take the remote access of your server?	6:41:27 PM
Mark Rumpke	Yes	6:41:37 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	6:41:44 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:42:10 PM
	As per the remote session, we have resolved your freezing and multi-user mode.	6:49:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:49:09 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>	6:49:11 PM
	<i>Shashwat Verma has ended this chat session</i>	6:49:14 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 4:53:33 AM

**#75400 Nathan Urry**  
**Email:** techs@cr-t.com 📞 13853251678  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 12 Secs  
**City:** LOS ANGELES  
**State:** Indiana  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 56 Secs

Nathan Urry	Hello, I am your Acebuddy	10 Apr, 4:53:34 AM
Acebuddy	Hello Nathan Urry, I'm your Ace Buddy. I'll be happy to assist you!	4:53:35 AM
	Whom Would You Like to Connect With?	4:53:35 AM
Nathan Urry	Managed IT	4:53:38 AM
Acebuddy	Please wait while we connect you to an available Representative.	4:53:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:53:38 AM
	<i>Shubham accepted the chat transfer request.</i>	4:53:46 AM
Nathan Urry	Is this an Ace VPN IP address 207.60.102.228?	4:53:51 AM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	4:53:56 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:54:32 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:54:34 AM
	Hello Nathan	4:54:39 AM
	Are we still connected here?	4:57:29 AM



Nathan Urry	yes	5:01:59 AM
Anurag Sharma	How can I assist you?	5:02:19 AM
Nathan Urry	Is this an Ace VPN IP address 207.60.102.228?	5:02:26 AM
Anurag Sharma	Nathan could you please elaborate your issue?	5:03:42 AM
	Are we still connected here?	5:06:05 AM
Nathan Urry	yes	5:06:16 AM
	Is this an Ace VPN IP address 207.60.102.228?	5:06:23 AM
Anurag Sharma	Nathan this is the IP address of your server.	5:08:41 AM
	Is there anything else I can help you with?	5:09:21 AM
	Are we still connected here?	5:10:29 AM
	Are we still connected here?	5:11:11 AM
	Are we still connected here?	5:12:21 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.	5:12:22 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:12:25 AM

Anurag Sharma has ended this chat session

5:12:30 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 14 Apr, 10:46:21 PM

#75577 chrisl

Email: chrisl@lathamseeds.com ☎ 15154801120

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: GRIMES

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 41 Secs

chrisl	Hello, I am your Acebuddy	14 Apr, 10:46:22 PM
Acebuddy	Hello Chris Latham, I'm your Ace Buddy. I'll be happy to assist you!	10:46:23 PM
	Whom Would You Like to Connect With?	10:46:23 PM
chrisl	Technical Support (QB & App Hosting)	10:46:27 PM
Acebuddy	Welcome to Ace Support.	10:46:27 PM
	Please chose an option :	10:46:27 PM
chrisl	I'd like to report an Issue	10:46:37 PM
Acebuddy	Please select an option!	10:46:37 PM
chrisl	Other Issue	10:46:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:46:45 PM
chrisl	I was logged into our remote server and I was in QuickBooks when my computer said I needed to reboot. My screen went black and wasn't letting me do anything else. I then rebooted, but now when I get back in, I just get a black screen.	10:47:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:47:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:47:53 PM
chrisl	I'd like to see if someone can end my previous session as another user says that I'm still in QuickBooks.	10:48:19 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:48:20 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:48:23 PM
	Hello Chris	10:48:27 PM
chrisl	Hi, I don't know if you see my previous chat or not, but my computer rebooted and I'm trying to get back into a remote session of QuickBooks and it says I'm in there, but I just have a black screen. I think someone may need to cease my previous connection so I can get back in.	10:50:06 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:50:33 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:50:37 PM
chrisl	Yes, I believe the server name is Latham HiTechINC.myrealdata.net and the username is chrisl@lathamseeds.com.	10:51:12 PM
Anurag Sharma	Thanks for the confirmation !	10:51:36 PM
	Chris could you please confirm that if you face this issue regularly	10:52:36 PM
chrisl	Not very often	10:53:28 PM
Anurag Sharma		

	Okay	10:53:37 PM
	Are you the only one facing this issue?	10:53:47 PM
chrisl	Yes, at this time...	10:54:00 PM
Anurag Sharma	Okay	10:54:04 PM
	I have successfully logged you out from the server. Please check if the issue is now resolved.	10:54:15 PM
	Are we still connected here?	10:56:04 PM
	Are we still connected here?	10:57:19 PM
	Are we still connected here?	10:58:58 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.	10:58:59 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:59:01 PM
	<i>Anurag Sharma has ended this chat session</i>	10:59:04 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Apr, 11:40:10 PM

**#75585 Christi Berryhill**  
**Email:** berryhillsewer@gmail.com 📞 8067621066  
**Department:** Support(QB & App Hosting)  
**Operator:** Sanyam Madan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 4 Mins 2 Secs  
**City:** LUBBOCK  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 42 Secs

Christi Berryhill	Hello, I am your Acebuddy	14 Apr, 11:40:11 PM
Acebuddy	Hello Millard Berryhill, I'm your Ace Buddy. I'll be happy to assist you!	11:40:12 PM
	Whom Would You Like to Connect With?	11:40:12 PM
Christi Berryhill	Technical Support (QB & App Hosting)	11:40:25 PM
Acebuddy	Welcome to Ace Support.	11:40:25 PM
	Please chose an option :	11:40:25 PM
Christi Berryhill	I'd like to raise a Request	11:40:32 PM
Acebuddy	Please select your request type.	11:40:32 PM
Christi Berryhill	Application Update	11:40:44 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	11:40:44 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	11:40:44 PM
Christi Berryhill	Yes	11:40:49 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:40:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:40:49 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:40:56 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:41:08 PM
Christi Berryhill	We just had quickbooks upgraded and now we can not email the invoices i need help	11:41:42 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:41:59 PM
Christi Berryhill	QBNXTENT1.myrealddata.net MillardB1.NENT1	11:42:49 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	11:43:29 PM
Christi Berryhill	ok	11:43:33 PM
Sanyam Madan	May I take the remote access of your server?	11:44:57 PM
Christi Berryhill	yes	11:45:02 PM
Sanyam Madan	please accept the request	11:45:59 PM
Christi Berryhill	ok	11:46:29 PM
Sanyam Madan	As per discussion over the remote session, The issue is resolved by setting up your default browser	15 Apr, 12:17:35 AM
	Is there anything else I may help you with ?	12:17:43 AM
Christi Berryhill	the other computer will not send emails either	12:19:53 AM
	do i need to have her start a new chat so you can get on her computer	12:20:47 AM
Sanyam Madan	yes , we can help her in resolving the issue	12:21:19 AM

Christi Berryhill	ok	12:21:28 AM
Sanyam Madan	Is there anything else I may help you with ?	12:21:37 AM
	Are we still connected here?	12:23:08 AM
Christi Berryhill	that is all thank you	12:25:05 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:25:15 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>	12:25:19 AM
	<i>Sanyam Madan has ended this chat session</i>	12:25:54 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76346 Shannon Rubin

Email: beachstacc@gmail.com ☎ 13862670531

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Illinois

Country: UNITED STATES

30 Apr, 2:28:12 AM

Shannon Rubin	Hello, I am your Acebuddy	30 Apr, 2:28:13 AM
Acebuddy	Hello Beachstacc, I'm your Ace Buddy. I'll be happy to assist you!	2:28:14 AM
	Whom Would You Like to Connect With?	2:28:14 AM
Shannon Rubin	Technical Support (QB & App Hosting)	2:28:23 AM
Acebuddy	Welcome to Ace Support.	2:28:23 AM
	Please chose an option :	2:28:23 AM
Shannon Rubin	I'd like to raise a Request	2:28:30 AM
Acebuddy	Please select your request type.	2:28:31 AM
Shannon Rubin	Server Resource Addition	2:28:53 AM
Acebuddy	Please select the resource type you'd like to add	2:28:53 AM
Shannon Rubin	Setback	2:29:11 AM
Acebuddy	Please select your request type.	2:29:11 AM
Shannon Rubin	Other Request	2:29:24 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.	2:29:24 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:29:24 AM
Shannon Rubin	Setback	2:29:51 AM
Acebuddy	Please select the resource type you'd like to add	2:29:51 AM
Shannon Rubin	Setback	2:29:55 AM
Acebuddy	Please select your request type.	2:29:55 AM
Shannon Rubin	Change in Applications	2:30:06 AM
Acebuddy	Please select your desired option!	2:30:06 AM
Shannon Rubin	Application Addition	2:30:12 AM
Acebuddy	Please select your Application	2:30:12 AM
Shannon Rubin	Other Application	2:30:20 AM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email.	2:30:20 AM
	<ul style="list-style-type: none"><li>• Application name and version</li><li>• Setup/Installer download link (if any)</li><li>• Activation Code / License information</li><li>• Any other info/guide needed to install the application.</li></ul>	2:30:20 AM
	We will update you via email once the installation is complete.	



	Application Addition usually takes 1-2 Hour(s)	2:30:20 AM
	Do you need any further assistance on the topic?	2:30:20 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:02:52 AM

Ended due to chat idle timeout

3:02:52 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Apr, 7:35:54 PM

**#75152 docs**  
**Email:** docs@qsteels.com  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 39 Secs  
**City:** ROANOKE  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 40 Secs

docs	Hello, I am your Acebuddy	4 Apr, 7:35:54 PM
Acebuddy	Hello Rabiya Shafiq, I'm your Ace Buddy. I'll be happy to assist you!	7:35:55 PM
	Whom Would You Like to Connect With?	7:35:55 PM
docs	Technical Support (QB & App Hosting)	7:36:00 PM
Acebuddy	Welcome to Ace Support.	7:36:00 PM
	Please chose an option :	7:36:00 PM
docs	I'd like to report an Issue	7:36:07 PM

Acebuddy	Please select an option!	7:36:07 PM
docs	Password Reset	7:36:16 PM
Acebuddy	Please select an option below	7:36:16 PM
docs	Already Enrolled to Selfcare Portal	7:36:21 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:36:21 PM
	Do you need any further assistance on the topic?	7:36:21 PM
docs	Yes	7:36:27 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:36:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:36:27 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:36:56 PM
docs	hello	7:37:05 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:37:09 PM
	<i>7:37:23 PMdocs is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:446.81 KB )</i>	7:37:23 PM
	<i>I am getting this today</i>	
docs	I don't remember the password	7:37:36 PM
Sharath Kumar	one moment please	7:38:08 PM
	Rabiya, I understand you do not remember your password and hence are unable to sign into the server	7:39:46 PM
	However, in order to reset your password an authorized contact such as Mitesh or Akanksha will have to send in a request	7:40:28 PM
docs	why is it even randomly asking me for the server password today?	7:41:08 PM
	It never does.	7:41:11 PM
Sharath Kumar	You may even reach out to them and have one of them reset your password from Myportal	7:41:25 PM
	Do you mean you have the password saved and never have to enter the password while signing into the server	7:42:12 PM
docs	I just connect to the server and it only asked for password for Rom	7:42:38 PM
	Yes, I have it saved. It never asks for password. This screen doesnt even open up.	7:43:04 PM
Sharath Kumar	Understood, the tool will ask you to put in the password from time to time as a security measure	7:44:10 PM
	I have made sure that your account is active and enabled and with the right password you should be able to sign in	7:45:29 PM
docs	None of the passwords are working	7:47:17 PM
Sharath Kumar	Though for your password reset, I do need an email confirmation from authorized contacts (Edited)	7:47:21 PM
docs	yes, akanksha will do it.	7:50:24 PM

Sharath Kumar	That's great. Anything else that I may assist you with.	7:51:06 PM
docs	No, that's all. Thanks	7:51:26 PM
Sharath Kumar	<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>	7:52:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:52:30 PM
	<i>Sharath Kumar has ended this chat session</i>	7:52:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 10:58:33 AM

**#76070 davidDavid kirchenbaum**  
**Email:** david@robkellermd.com 📞 9548503656  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 25 Secs  
**City:** ASWAN  
**State:** Aswan  
**Country:** EGYPT

Chat Transcript

Chat Duration : 40 Mins 46 Secs

kirchenbaum	Hello, I am your Acebuddy	AM
Acebuddy	Hello David Kirchenbaum, I'm your Ace Buddy. I'll be happy to assist you!	10:58:36 AM
	Whom Would You Like to Connect With?	10:58:36 AM
davidDavid kirchenbaum	Technical Support (QB & App Hosting)	10:58:45 AM
Acebuddy	Welcome to Ace Support.	10:58:45 AM
	Please chose an option :	10:58:45 AM
davidDavid kirchenbaum	I'd like to report an Issue	10:58:54 AM
Acebuddy	Please select an option!	10:58:54 AM
davidDavid kirchenbaum	Other Issue	10:59:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:59:00 AM
davidDavid kirchenbaum	can't log in	10:59:14 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:59:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:59:14 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:59:21 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:59:28 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:59:33 AM
davidDavid kirchenbaum	davidkirchenbaum is my user name not sure what the server name is	11:01:12 AM
Shubham Kataria	Okay, no problem.	11:01:24 AM
	Could you please confirm if you're receiving any error while login	11:01:44 AM
davidDavid kirchenbaum	no error message.. I am in Egypt could that be why it won't log me in	11:02:35 AM
Shubham Kataria	Understood	11:02:49 AM
	May I take the remote access of your local computer?	11:02:55 AM
davidDavid kirchenbaum	yes	11:03:06 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	11:03:25 AM
	<a href="https://assist.acecloudhosting.com/join/1192533756">https://assist.acecloudhosting.com/join/1192533756</a>	11:03:28 AM
	Kindly paste this link in the browser of local computer and join the session.	11:03:32 AM
	Please join this remote session link	11:07:10 AM
davidDavid kirchenbaum	did it work	11:07:40 AM
Shubham Kataria	No, I'm still waiting to join you	11:08:14 AM

	Are you able to join the link?	11:09:33 AM
davidDavid kirchenbaum	no so far	11:09:53 AM
Shubham Kataria	https://assist.acecloudhosting.com/join/1192533756	11:10:36 AM
	Paste the above link on your local computer browser and allow all the required permissions (Edited)	
davidDavid kirchenbaum	not working	11:12:18 AM
Shubham Kataria	Please share the error which you're receiving while joining this link.	11:12:48 AM
	Are we still connected here?	11:13:52 AM
davidDavid kirchenbaum	not sure why it is not working	11:14:23 AM
Shubham Kataria	Please share the screenshot of the screen where you're trying to join the session	11:15:16 AM
	Because we require your remote session to assist you	11:15:33 AM
davidDavid kirchenbaum	are you in	11:16:58 AM
Shubham Kataria	Yes, thank you	11:17:13 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.	11:17:17 AM
	To resolve the issue, we needed to reboot the local computer, which caused the chat to disconnect. However, the remote session will reconnect, so we are ending the session now.	11:39:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:39:19 AM

*Shubham Kataria has ended this chat session*

11:39:21 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75640 Chuck Vogel

Email: cvogel@snellingstl.com 📞 314-309-2523

Department: Support(QB & App Hosting)

Operator: Rohan

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

16 Apr, 12:20:59 AM

**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** ANTIOCH  
**State:** Tennessee  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 38 Secs

Chuck Vogel	Hello, I am your Acebuddy	16 Apr, 12:21:01 AM
Acebuddy	Hello Chuck Vogel, I'm your Ace Buddy. I'll be happy to assist you!	12:21:01 AM
	Whom Would You Like to Connect With?	12:21:01 AM
Chuck Vogel	Technical Support (QB & App Hosting)	12:21:08 AM
Acebuddy	Welcome to Ace Support.	12:21:08 AM
	Please chose an option :	12:21:08 AM
Chuck Vogel	I'd like to report an Issue	12:21:18 AM
Acebuddy	Please select an option!	12:21:18 AM
Chuck Vogel	QuickBooks Issue	12:21:23 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:21:23 AM
Chuck Vogel	QuickBooks Update	12:21:28 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	12:21:28 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	12:21:28 AM
	Do you need any further assistance on the topic?	12:21:28 AM
Chuck Vogel	Yes	12:21:43 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:21:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:21:43 AM
	<i>Gaurav Kumar declined the transfer request.</i>	12:21:56 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	12:22:39 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	12:22:43 AM
	Hello Chuck, How are you doing today ?	12:22:53 AM
Chuck Vogel	Fine, thanks. I keep getting the requirement to update my quickbooks . I have a license subscription	12:23:46 AM



	that includes upgrades. What does it take to upgrade my desktop version to the latest?	
Rohan Prajapati	That's great! Kindly send the license details from your registered email address. We will install the latest version during the night hours and update you via email once it's done.	12:24:51 AM
	Note: We will need the license details for the latest version, not the current one. If you're unsure about this, you can log in to the Intuit Camps Portal or contact the Intuit team for assistance.	12:25:59 AM
	You can send the license details to this email "support@acecloudhosting.com"	12:27:10 AM
Chuck Vogel	What is the intuit camps portal? I have the license number and product number from my Intuit Online account.	12:27:34 AM
Rohan Prajapati	That's the intuit Account that you are referring.	12:28:01 AM
	Okay if you already have the license details for the latest QuickBooks then send it as requested and will proceed with the installation during the night hour. (Edited)	12:28:31 AM
	Is there anything else I may help you with ?	12:28:33 AM
Chuck Vogel	no	12:28:45 AM
Rohan Prajapati	Thanks for the confirmation !	12:29:33 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:29:35 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 quality@acecloudhosting.com.</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>	12:29:37 AM
	<i>Rohan Prajapati has ended this chat session</i>	12:29:39 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76323 Heather Cody

29 Apr, 10:57:19 PM

**Email:** heather@thewrengroupinc.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** BOLIVIA

**State:** North Carolina

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 56 Secs

Heather Cody	Hello, I am your Acebuddy	29 Apr, 10:57:20 PM
Acebuddy	Hello Heather Cody, I'm your Ace Buddy. I'll be happy to assist you!	10:57:21 PM
	Whom Would You Like to Connect With?	10:57:21 PM
Heather Cody	Technical Support (QB & App Hosting)	10:57:30 PM
Acebuddy	Welcome to Ace Support.	10:57:31 PM
	Please chose an option :	10:57:31 PM
Heather Cody	I'd like to raise a Request	10:57:41 PM
Acebuddy	Please select your request type.	10:57:41 PM
Heather Cody	Password Reset	10:57:46 PM
Acebuddy	Please select an option below	10:57:46 PM
Heather Cody	Not Enrolled to Selfcare Portal	10:57:53 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.	10:57:53 PM
	Do you need any further assistance on the topic?	10:57:53 PM
Heather Cody	Yes	10:58:02 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:58:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:58:02 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:58:09 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:58:13 PM
	Hello Heather	10:58:22 PM
Heather Cody	Hi Anurag!	10:58:26 PM
	Can you send me a link to setup a portal so I can rest my password?	10:58:35 PM

	I have been locked out of my desktop for days now and am in need of it urgently	10:58:50 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:58:59 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:59:02 PM
Heather Cody	RDGATL.myrealdata.net	10:59:29 PM
	WrenGroup.myrealdata.net	10:59:37 PM
Anurag Sharma	Thanks for the confirmation !	10:59:58 PM
	We would recommend you to register yourself on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ) to manage password of the server. You'll be able to change or reset the password of the server without having to contact support.	11:00:13 PM
Heather Cody	I dont have logins there	11:00:41 PM
Anurag Sharma	You can click on forgot password and can change your Selfcare credentials as well.	11:02:19 PM
	Is there anything else I may help you with ?	11:02:43 PM
	Are we still connected here?	11:03:22 PM
Heather Cody	Trying to make sure that works	11:03:49 PM
	does this need to be done yearly?	11:04:32 PM
Anurag Sharma	It will definitely work. If incase you face any issues. You can reach out to us again and we will be happy to assist you.	11:04:47 PM
	The password gets expired in 90 days. So you need to reset it in every 90 days.	11:05:31 PM
	I hope all your queries are addressed.	11:05:59 PM
	Are we still connected here?	11:06:07 PM
	Are we still connected here?	11:07:10 PM
	Are we still connected here?	11:07:12 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.	11:07:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:07:14 PM
<i>Anurag Sharma has ended this chat session</i>		11:07:17 PM



# Chat Transcript

Hello, I am your Acebuddy

#75472 krisika

Email: krisika@hkidata.com 📞 7383092838

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 17 Secs

City: BORSAD

State: Gujarat

Country: INDIA

krisika	Hello, I am your Acebuddy	11 Apr, 7:31:29 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	7:31:30 PM
	Whom Would You Like to Connect With?	7:31:30 PM
krisika	Technical Support (QB & App Hosting)	7:31:44 PM
Acebuddy	Welcome to Ace Support.	7:31:44 PM
	Please chose an option :	7:31:44 PM
krisika	I'd like to report an Issue	7:31:49 PM
Acebuddy	Please select an option!	7:31:49 PM
krisika	Other Issue	7:31:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:31:52 PM
krisika	Hi	7:31:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:31:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:31:59 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:32:10 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:32:22 PM
	Hi Krisika, how may I assist you today	7:32:31 PM
krisika	Quickbook not open	7:32:55 PM
Sharath Kumar	Sorry to hear that, Could you confirm that the issue is just with you and not with other users	7:33:59 PM
	Are we still connected here?	7:35:51 PM

krisika	Yes	7:36:03 PM
	Borsad location quickbook not open	7:36:42 PM
Sharath Kumar	let me connect to the server and check why is that happening, one moment please	7:37:37 PM
krisika	Ok	7:39:13 PM
Sharath Kumar	Thank you for your patience.	7:39:46 PM
	I am sending the request to share your server screen	7:40:06 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:40:11 PM
krisika	Ok	7:40:51 PM
Sharath Kumar	checking it from the admin account	7:44:42 PM
	one moment please	7:44:45 PM
krisika	Ok	7:45:35 PM
Sharath Kumar	are other users able to access QB?	7:46:46 PM
krisika	Other user not open quickbook	7:47:26 PM
Sharath Kumar	could you please check with other users to see if we can restart the server	7:51:50 PM
krisika	Check now but other user qb not open	7:52:58 PM
Sharath Kumar	yes, I am also having the same issue	7:53:45 PM
	Can we restart the server	7:53:52 PM
krisika	Ok	7:53:59 PM
Sharath Kumar	please ask other users to save work and logoff	7:54:16 PM
	they can sign back in 5 minutes	7:54:22 PM
krisika	Ok	7:54:26 PM
	Waite	7:56:35 PM
Sharath Kumar	sure, no problem	7:56:50 PM
krisika	Call nilay sir, then restart server	8:01:01 PM
Sharath Kumar	unfortunately, I do not have access to phones. I can email him and wait for his response.	8:01:45 PM
	In the meantime, I am checking if anything can be done to resolve this without restarting the server	8:02:16 PM
	I have tried a few settings but still QB won't open. A server restart will be required.	8:06:01 PM
	Can I let the users know that server will restart in 5 minutes and then restart it?	8:06:27 PM
	try accessing QB now as it is working for me	8:09:24 PM
	Krisika, I had to end all of the QB sessions for user on the server, and once I did that I was able to launch QuickBooks	8:10:40 PM
krisika	Ok	8:11:14 PM

	No	8:11:42 PM
Sharath Kumar	try the QB reset option and then start QB	8:12:07 PM
krisika	Ok	8:13:17 PM
Sharath Kumar	what about now?	8:14:20 PM
	I see QB is open for you as per the task manager	8:14:32 PM
	Are we still connected here?	8:15:25 PM
krisika	Yes	8:15:31 PM
Sharath Kumar	were you able to open QUickBooks	8:15:56 PM
krisika	Wait	8:16:29 PM
Sharath Kumar	sure! can you also check with others	8:18:12 PM
krisika	Quickbook open in all pc	8:19:15 PM
	Thank you	8:19:18 PM
Sharath Kumar	glad to hear that (Edited)	8:19:45 PM
	Is there anything else I may help you with ?	8:20:02 PM
krisika	No	8:20:05 PM
	Thank you	8:20:10 PM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	8:20:28 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:20:31 PM
	<i>Sharath Kumar has ended this chat session</i>	8:20:34 PM



# Chat Transcript





Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:10:14 AM
	Hello	12:10:17 AM
Jonathan Witherow	HI	12:10:22 AM
Shashwat Verma	I will surely help you with this issue.	12:10:27 AM
Jonathan Witherow	I had an employee leave my company and i need to reset the passwords	12:10:39 AM
Shashwat Verma	Do you have the myportal access?	12:11:05 AM
Jonathan Witherow	no	12:11:11 AM
	actually i see a portal login info	12:11:45 AM
	what's the address for the portal?	12:11:51 AM
	I can see if it works	12:11:58 AM
Shashwat Verma	Let me share you	12:12:06 AM
	<a href="https://myportal.acecloudhosting.com/login">myportal.acecloudhosting.com/login</a>	12:12:16 AM
	Here is the Link	12:12:22 AM
	username will be your CID of the account	12:12:36 AM
Jonathan Witherow	ok that worked i got in	12:13:31 AM
	where do i go to change passwords	12:13:39 AM
Shashwat Verma	Open user section in that	12:13:50 AM
	You will get the edit option in each user details, there will be option to reset also	12:14:26 AM
Jonathan Witherow	I think i see it, let me try it	12:15:03 AM
Shashwat Verma	Sure	12:15:22 AM
Jonathan Witherow	then how do i update the password in my executable file to connect?	12:16:31 AM
Shashwat Verma	It gets automatically reset for RDP too.	12:17:00 AM
Jonathan Witherow	But my employee may still have that executable file	12:17:21 AM
Shashwat Verma	Now he/she will not able to access the server without new password, even they have that file	12:17:53 AM
	If you want to remove that user access from now, you can also choose disable option	12:18:22 AM
Jonathan Witherow	yes, but how do I update the file on my side with the new password?	12:18:27 AM
Shashwat Verma	Once you reset the password from myportal, it get updated for all RDP files present.	12:18:57 AM
Jonathan Witherow	this makes no sense	12:19:09 AM
	if it updates to the RDP file then the employee won't need to have the new password	12:19:26 AM
	hello?	12:20:46 AM
Shashwat Verma	Yes, once you have changed the password, they will not able to enter server with old password by that file, they have to enter new password once if they want to access the server	12:20:53 AM

Jonathan Witherow	i just clicked on the old executable file	12:21:26 AM
	and it let me in without asking for new password	12:21:32 AM
Shashwat Verma	Have you changed the password correctly, let me remote in to check the same	12:21:59 AM
	May I take the remote access of your local computer?	12:22:21 AM
Jonathan Witherow	yes i changed it correct,	12:23:03 AM
Shashwat Verma	Okay let me check	12:23:12 AM
Jonathan Witherow	yes go ahead and remote connect	12:23:14 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	12:23:44 AM
	<a href="https://assist.acecloudhosting.com/join/1162711392">https://assist.acecloudhosting.com/join/1162711392</a>	12:23:48 AM
	Kindly Click on the link and open the downloaded file.	12:23:58 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:25:58 AM
	as per the remote session, we have helped you to reset the password from myportal	12:39:43 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:39:46 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>	12:39:48 AM
	<i>Shashwat Verma has ended this chat session</i>	12:39:50 AM



#75150 **Becky Rivard**  
**Email:** becky@beckyrivardcpa.com 📞 15304489276  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 19 Secs  
**City:** TRUCKEE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 7 Secs

Becky Rivard	Hello, I am your Acebuddy	4 Apr, 6:42:46 PM
Acebuddy	Hello Becky, I'm your Ace Buddy. I'll be happy to assist you!	6:42:47 PM
	Whom Would You Like to Connect With?	6:42:47 PM
Becky Rivard	Technical Support (QB & App Hosting)	6:42:50 PM
Acebuddy	Welcome to Ace Support.	6:42:50 PM
	Please chose an option :	6:42:50 PM
Becky Rivard	I'd like to raise a Request	6:42:58 PM
Acebuddy	Please select your request type.	6:42:58 PM
Becky Rivard	Other Request	6:43:08 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.	6:43:09 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:43:09 PM
Becky Rivard	Yes, I'm facing issues with my server	6:43:36 PM
Acebuddy	Please select an option!	6:43:37 PM
Becky Rivard	Other Issue	6:43:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:43:47 PM
Becky Rivard	Application update	6:43:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:43:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:43:59 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	6:44:05 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	6:44:19 PM

	Hello Becky	6:44:34 PM
Becky Rivard	Hi. I just submitted ticket number 672822. I need my lacerte 2024 and 2023 updates installed and a server reboot. I won't be able to use the program until this is done.	6:45:14 PM
Sharath Kumar	Understood, I am on it	6:45:32 PM
Becky Rivard	Thank you. I just saw you message and logged off.	6:46:22 PM
Sharath Kumar	I am updating the application	6:47:10 PM
	I will keep you posted on email once this is done	6:47:29 PM
Becky Rivard	Thank you so much	6:47:46 PM
Sharath Kumar	Anything else that I may assist you with?	6:47:56 PM
Becky Rivard	No that's it.	6:48:03 PM
Sharath Kumar	<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>	6:48:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:48:19 PM

Sharath Kumar has ended this chat session

6:48:54 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Apr, 12:28:48 PM

**#75294 Laksh**  
**Email:** laksh@taxbyby.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows

**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 36 Secs  
**City:** NALLARALLAPALLI  
**State:** Andhra Pradesh  
**Country:** INDIA

Chat Transcript

Chat Duration : 10 Mins 53 Secs

Laksh	Hello, I am your Acebuddy	8 Apr, 12:29:11 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:30:17 PM
	Are we still connected here?	12:32:18 PM
Laksh	yes	12:32:24 PM
Shubham Kataria	Kindly confirm, How may I assist you today	12:32:50 PM
Laksh	My Server is very slow access companies and posting the transactions	12:33:17 PM
	Am not able post transaction and Its very slow to access it	12:33:17 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	12:33:36 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:33:39 PM
Laksh	Roman	12:34:18 PM
	Taxbyby.myrealdata	12:34:57 PM
Shubham Kataria	Thank you for the information.	12:35:10 PM
	Could you please confirm if you're the only user who is facing this issue or everyone is facing the same	12:35:35 PM
Laksh	okay	12:35:37 PM
Shubham Kataria	Please confirm this	12:36:58 PM
	Are we still connected here?	12:38:08 PM
	Are we still connected here?	12:39:20 PM
	Are we still connected here?	12:40:08 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.	12:41:02 PM
	Shubham Kataria has ended this chat session	12:41:05 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 11:57:34 PM

#76139 Nathan Urry

Email: techs@cr-t.com 📞 13853251678

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: 54 Secs

City: DRAPER

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 59 Secs

Nathan Urry	Hello, I am your Acebuddy	25 Apr, 11:57:34 PM
Acebuddy	Hello Nathan Urry, I'm your Ace Buddy. I'll be happy to assist you!	11:57:35 PM
	Whom Would You Like to Connect With?	11:57:35 PM
Nathan Urry	Managed IT	11:57:43 PM
Acebuddy	Please wait while we connect you to an available Representative.	11:57:43 PM
	Acebuddy (bot) forwarded the chat request	11:57:44 PM
	Shubham accepted the chat transfer request.	11:58:00 PM
Nathan Urry	I have access to myportal and can login. I cannot log in to my RDP. Please help me get access to my RDP. Thanks in advance	11:58:35 PM
	Shubham is transferring the chat to Support(QB & App Hosting).	11:58:41 PM
	Tushar accepted the chat transfer request.	11:59:34 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	26 Apr, 12:00:05 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:00:14 AM
Nathan Urry	Clearwater Landscaping	12:00:26 AM
	Nathan Urry	12:00:30 AM
Tushar	Kindly allow me two minutes to check the same.	12:01:08 AM

	Thank you for waiting.	12:03:49 AM
	May I take the remote access of your local computer?	12:03:54 AM
Nathan Urry	yes	12:04:34 AM
Tushar	Prior providing the access, I would suggest you to close any important documents at your end.	12:04:45 AM
Nathan Urry	k	12:04:52 AM
Tushar	<a href="https://assist.acecloudhosting.com/join/2252896579">https://assist.acecloudhosting.com/join/2252896579</a>	12:05:40 AM
	Kindly Click on the link and open the downloaded file.	12:05:43 AM
Nathan Urry	are you in?	12:06:51 AM
	It shows me that you are	12:06:56 AM
Tushar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:07:36 AM
Nathan Urry	k	12:07:52 AM
Tushar	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.	12:39:33 AM
	<i>Ended due to chat idle timeout</i>	12:39:34 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75570 Angelita Palmer

Email: angelita@smokejackbbq.com 📞 16788363122

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: WILMINGTON

State: Delaware

14 Apr, 9:44:52 PM



Country: UNITED STATES

Chat Transcript


Chat Duration : 13 Mins 37 Secs

Angelita Palmer	Hello, I am your Acebuddy	14 Apr, 9:44:52 PM
Acebuddy	Hello Angelita, I'm your Ace Buddy. I'll be happy to assist you!	9:44:53 PM
	Whom Would You Like to Connect With?	9:44:53 PM
Angelita Palmer	Technical Support (QB & App Hosting)	9:45:02 PM
Acebuddy	Welcome to Ace Support.	9:45:02 PM
	Please chose an option :	9:45:02 PM
Angelita Palmer	I'd like to report an Issue	9:45:09 PM
Acebuddy	Please select an option!	9:45:09 PM
Angelita Palmer	QuickBooks Issue	9:45:13 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:45:13 PM
Angelita Palmer	Other QB related issue	9:45:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:45:19 PM
Angelita Palmer	ticket ID 677576 I need this done as I am trying to train Brook in this company file.	9:45:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:45:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:45:48 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	9:46:44 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:47:18 PM
Angelita Palmer	Hi	9:47:25 PM
Sharath Kumar	Hi Angelita, looking into your request, one moment please	9:47:38 PM
Angelita Palmer	Ok	9:47:43 PM
Sharath Kumar	Thank you for your patience.	9:51:44 PM
Angelita Palmer	Sure+	9:51:51 PM
Sharath Kumar	I see that my colleague is already looking into this, may I know the location of this particular company file on the server	9:52:13 PM
Angelita Palmer	I have no idea. You guys set it up.	9:52:49 PM
Sharath Kumar	no worries, I will have my colleague find the file and provide Brook with the appropriate access	9:56:02 PM
Angelita Palmer	ok	9:56:15 PM
Sharath Kumar	I will have him reply to the same ticket once done	9:56:15 PM
Angelita Palmer	Thank you	9:56:22 PM

Sharath Kumar	Is there anything else I may help you with ?	9:56:51 PM
Angelita Palmer	No that's it, I appreciate it	9:57:01 PM
Sharath Kumar	My pleasure	9:57:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:57:54 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>	9:57:57 PM

*Sharath Kumar has ended this chat session*

9:58:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75079 Catherine Sudo

Email: [cathysudo@gmail.com](mailto:cathysudo@gmail.com) 📞 213-709-6222

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: NORTH HOLLYWOOD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 41 Secs

Catherine Sudo	Hello, I am your Acebuddy	3 Apr, 6:19:39 AM
Acebuddy	Hello Catherine Sudo, I'm your Ace Buddy. I'll be happy to assist you!	6:19:49 AM
	Whom Would You Like to Connect With?	6:19:49 AM
Catherine Sudo	Technical Support (QB & App Hosting)	6:19:56 AM
Acebuddy	Welcome to Ace Support.	6:19:56 AM
	Please chose an option :	6:19:56 AM
Catherine Sudo	I'd like to raise a Request	6:20:05 AM
Acebuddy	Please select your request type.	6:20:05 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.	6:52:29 AM
	Ended due to chat idle timeout	6:52:29 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Apr, 10:14:40 PM

#75833 Carlos

**Email:** carlos@americanfalt.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 55 Secs

Carlos	Hello, I am your Acebuddy	21 Apr, 10:14:41 PM

Acebuddy	Hello Carlos, I'm your Ace Buddy. I'll be happy to assist you!	10:14:41 PM
	Whom Would You Like to Connect With?	10:14:41 PM
Carlos	Technical Support (QB & App Hosting)	10:14:55 PM
Acebuddy	Welcome to Ace Support.	10:14:55 PM
	Please chose an option :	10:14:55 PM
Carlos	I'd like to raise a Request	10:15:02 PM
Acebuddy	Please select your request type.	10:15:02 PM
Carlos	Password Reset	10:15:11 PM
Acebuddy	Please select an option below	10:15:11 PM
Carlos	Already Enrolled to Selfcare Portal	10:15:18 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:15:18 PM
	Do you need any further assistance on the topic?	10:15:18 PM
Carlos	Yes	10:15:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:15:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:15:24 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	10:17:17 PM
	<i>Sharath Kumar is transferring the chat to Anurag Sharma.</i>	10:17:36 PM
Carlos	Hi, I am having problems logging in with a new user that was created	10:17:58 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	10:18:06 PM
	Hello Carlos, could you please let me know more about your concern with the new user account	10:18:34 PM
	<i>Anurag Sharma declined the transfer request.</i>	10:19:00 PM
Carlos	This is the new user, but I am not able to log in, I am not able to reset the password	10:19:28 PM
	User added: Admin Americanflat (admin.a1@myrealdata.net)	10:19:30 PM
Sharath Kumar	one moment while I check this user account for you	10:20:05 PM
Carlos	Thank you	10:20:13 PM
	This is what I get Forgot Password × Unable to process the request. Please try again after sometime.	10:21:03 PM
	It does not matter what I put, if I put admin.a1@myrealdata.net, if I put admin.a1,	10:22:15 PM
	if I put administrtor@americanflat.com. I always get that error.	10:22:33 PM
Sharath Kumar	Thank you for your patience, I have checked your account and it appears to be active and enabled.	10:23:18 PM
	<i>10:24:06 PMCarlos is sharing a file with you</i> <a href="#">ace1.png</a> - ( Size:69.14 KB )	10:24:06 PM
	Carlos I get this	10:24:10 PM

Sharath Kumar	and is that on self care portal?	10:24:22 PM
	selfcare.acecloudhosting.com/	10:24:41 PM
Carlos	This link <a href="https://myportal.acecloudhosting.com/forget_password">https://myportal.acecloudhosting.com/forget_password</a>	10:24:41 PM
Sharath Kumar	no sir, this is for authorized contacts to manage their user accounts on the server.	10:25:22 PM
	Authorized contact would be Paul	10:25:32 PM
Carlos	Let me check the other link	10:26:02 PM
Sharath Kumar	You'll need to sign into this one and select forgot password <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>	10:26:15 PM
Carlos	I think I am in, I was accessing the wrong link. Thank you	10:28:32 PM
Sharath Kumar	glad to hear that you got in	10:29:49 PM
	is there anything that I may assist you with	10:29:56 PM
Carlos	This should be it. Thank you very much	10:30:22 PM
Sharath Kumar	Alright sir, do let us know if you come up with any other issue and we will definitely help you resolve it.	10:31:23 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>	10:31:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:31:30 PM
	<i>Sharath Kumar has ended this chat session</i>	10:31:36 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75223 Nega Teshome

6 Apr, 3:44:59 AM

**Email:** nega.teshome@thebridgecpas.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 14 Secs

**City:** ARLINGTON

**State:** Virginia

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 30 Secs

Nega Teshome	Hello, I am your Acebuddy	6 Apr, 3:45:00 AM
	Can you please make the update now?	3:45:19 AM
	I am really behind and I need to use the system now.	3:45:35 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:46:07 AM
	Hello Nega	3:46:12 AM
	Sure	3:46:20 AM
	Let me start the needful now.	3:46:36 AM
Nega Teshome	We chatted earlier and I am having trouble over the same issue.	3:46:43 AM
Shashwat Verma	I will surely help you with this issue.	3:46:47 AM
Nega Teshome	The server needs window updates.	3:47:16 AM
Shashwat Verma	Nega, let me do the update now	3:47:18 AM
	We have initiated the update.	3:47:49 AM
Nega Teshome	Thank you for your help.	3:48:23 AM
Shashwat Verma	Allow me 2 mins	3:48:35 AM
Nega Teshome	Let me know when it ended.	3:48:40 AM
Shashwat Verma	Sure, will inform you within 20-30 mins.	3:49:20 AM
	Is there anything else I may help you with ?	3:50:20 AM
Nega Teshome	everyone in my office is pissed now.	3:52:33 AM
Shashwat Verma	Allow me 2 mins (Edited)	3:52:41 AM
Nega Teshome	They can't work on it because of the update.	3:52:57 AM
	Can you do Tax Corner 1, Tax Corner 2 and Tax Corner 3.	3:53:19 AM
Shashwat Verma	Could you please elaborate which application is not working without an update. (Edited)	3:53:24 AM

Nega Teshome	ATX.	3:53:33 AM
	All three servers are not working.	3:53:45 AM
Shashwat Verma	Can I check the issue at your end?	3:53:52 AM
	May I take the remote access of your local computer?	3:53:58 AM
Nega Teshome	Yes.	3:54:00 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	3:54:09 AM
	<a href="https://assist.acecloudhosting.com/join/3402002277">https://assist.acecloudhosting.com/join/3402002277</a>	3:54:22 AM
	Kindly Click on the link and open the downloaded file.	3:54:24 AM
	ATX issue resolved on remote session.	4:15:21 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	4:15:23 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:15:24 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>	4:15:29 AM

*Shashwat Verma has ended this chat session*

4:15:31 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75002 john

Email: john@claritymba.com 📞 415.491.1099

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

2 Apr, 2:19:42 AM



**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 32 Secs  
**City:** SAN RAFAEL  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 29 Mins

john	Hello, I am your Acebuddy	2 Apr, 2:19:43 AM
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!	2:19:43 AM
	Whom Would You Like to Connect With?	2:19:43 AM
john	Technical Support (QB & App Hosting)	2:19:54 AM
Acebuddy	Welcome to Ace Support.	2:19:54 AM
	Please chose an option :	2:19:54 AM
john	Setback	2:19:58 AM
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!	2:19:58 AM
	Whom Would You Like to Connect With?	2:19:58 AM
john	Technical Support (QB & App Hosting)	2:20:03 AM
Acebuddy	Welcome to Ace Support.	2:20:03 AM
	Please chose an option :	2:20:03 AM
john	I'd like to report an Issue	2:20:09 AM
Acebuddy	Please select an option!	2:20:09 AM
john	Other Issue	2:20:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:20:12 AM
john	re 670878 and several other tickets, the session for user Admin_CMBA is frozen, please reset session. Not related to Quickbooks, seems to be a powershell memory issue. Thanks	2:20:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:20:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:20:49 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:22:21 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:22:23 AM
	Hello John	2:23:14 AM
john	hello Anurag! sorry to bother you again on this issue	2:23:21 AM
	no idea why the system can't handle this, seems a simple process	2:23:43 AM

Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:24:19 AM
	Could you please elaborate your issue?	2:24:31 AM
john	I have an RPA application on my machine - Fortra Automate - to help automate repetitive processes	2:25:30 AM
	several of the tasks I've written involves opening a windows folder an running a Powershell script to create a list of the files in that folder, and export this list in csv format for import to a Google spreadsheet for further downstream work	2:26:17 AM
	it seems that if more than one of the powershell tasks runs in sequence, the session freezes - the error does not happen every time I do this	2:26:57 AM
	first of the month tasks creates more of an opportunity for this issue to happen	2:27:25 AM
	each time, I cannot reset the session from my side, I have to contact support - you reset the session and all is well until the next time	2:27:57 AM
	I'm exploring alternatives to powershell for this list creation but that takes time	2:28:23 AM
Anurag Sharma	Okay	2:30:11 AM
	Please allow me 2-3 minutes to check the same.	2:30:26 AM
john	thank you	2:30:54 AM
Anurag Sharma	I can understand your issue. Please let me check the resources on the server.	2:32:48 AM
	Can you try to mirror the situation right now?	2:33:46 AM
john	my session is frozen, I cannot interact at all	2:34:05 AM
Anurag Sharma	Sure, let me unfreeze the session for you.	2:34:29 AM
john	ah - it seems you reset the session for user John_CMBA	2:34:55 AM
	the session that is affected is Admin+CMBA, user John_CMBA seems unaffected by these recurring issues	2:35:23 AM
	sorry. "Admin_CMBA"	2:35:34 AM
Anurag Sharma	Okay	2:35:48 AM
john	ok there it is - I will log back in now	2:36:32 AM
Anurag Sharma	Sure, please take your time	2:37:28 AM
john	ok, so to test, I will run a few of these tasks concurrently, as this is what was happening last time the session was frozen	2:38:35 AM
	you will monitor system resources on your side to detect anything unusual	2:39:04 AM
	just waiting for one more system resource to come online	2:39:18 AM
Anurag Sharma	Okay, please go ahead.	2:40:00 AM
john	ok I started the sequence - can you see the desktop activity from your side?	2:41:24 AM
	I notice that it seems that the tasks are able to complete, before the system freezes up - not sure why that would be the case but perhaps that gives some insight into the error	2:42:19 AM
Anurag Sharma		

	Yes, I can see the RAM spike but it is under 60%	2:42:24 AM
john	ok, first task has completed	2:42:36 AM
Anurag Sharma	Okay	2:42:42 AM
	John, could you please confirm if you encounter the issue when you are the only one working on the server? (Edited)	2:43:43 AM
john	i am always the only one on the server - I am the only one left in the company	2:44:02 AM
	hard to find good help these days	2:44:10 AM
Anurag Sharma	Okay	2:44:12 AM
john	I have both of my sessions (Admin__CMBA and John_CMBA) active - I don't remember when this has not been the case but the John_CMBA sessions have been entirely unaffected so far	2:44:53 AM
Anurag Sharma	☺	2:45:06 AM
	Okay	2:45:19 AM
	Please confirm if you are facing this issue again.	2:45:43 AM
john	ok, three of five tasks have completed successfully, no issue yet - but the issue usually comes at the end	2:46:05 AM
Anurag Sharma	Okay	2:48:53 AM
john	all tasks have completed, and my session is now forzen	2:49:05 AM
Anurag Sharma	John as per now I can see no issues with the server resources.	2:49:10 AM
john	ok	2:49:24 AM
Anurag Sharma	May I take the remote access of your local computer?	2:49:42 AM
john	sure	2:49:46 AM
Anurag Sharma	tasks were running from john or admin?	2:50:08 AM
john	admin	2:50:12 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:50:27 AM
john	I cannot accept the request as my session is frozen - I can allow you to access the host computer	2:50:47 AM
Anurag Sharma	Sure I can understand. May I know if you have ever tried to run the task from the user John ? (Edited)	2:51:57 AM
john	no, the application has only one license	2:52:12 AM
Anurag Sharma	Okay	2:52:31 AM
	<a href="https://assist.acecloudhosting.com/join/1152087411">https://assist.acecloudhosting.com/join/1152087411</a>	2:52:45 AM
	Kindly paste this link in the browser of local computer and join the session.	2:52:49 AM
	This message has been deleted	2:54:53 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.	2:55:03 AM

john	ok	2:55:15 AM
Anurag Sharma	Let me try to reset your profile and see if that works.	2:56:46 AM
john	ok	2:56:51 AM
Anurag Sharma	Can I try it right now.	2:56:51 AM
john	sure	2:56:54 AM
	i don	2:57:04 AM
	i am not quite sure what the reset means for my user experience but I guess we have to do it	2:57:23 AM
Anurag Sharma	Yeah sure let me do it. If something goes wrong we can roll it back.	2:59:03 AM
	Please stay connected for a while.	2:59:13 AM
john	ok	3:01:02 AM
Anurag Sharma	Please stay connected	3:20:48 AM
john	still here	3:20:54 AM
Anurag Sharma	Please stay connected	3:45:18 AM
john	still here	3:45:26 AM
Anurag Sharma	The issue seems to be resolved now.	3:48:21 AM
john	I suppose that's all I need until the next time which hopefully will neer come	3:48:25 AM
Anurag Sharma	Is there anything else I may help you with ?	3:48:26 AM
john	that's it - thank you so much!	3:48:35 AM
Anurag Sharma	Thanks for the confirmation !	3:48:40 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:48:43 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:48:46 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!	3:48:49 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Anurag Sharma has ended this chat session</i>	3:48:53 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 10:10:26 PM

#75962 MARYRHR

**Email:** maryrhr@q.com ☎ 3034348448

**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:** 30 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 6 Secs

MARYRHR	Hello, I am your Acebuddy	23 Apr, 10:10:27 PM
Acebuddy	Hello Maryrhr, I'm your Ace Buddy. I'll be happy to assist you!	10:10:28 PM
	Whom Would You Like to Connect With?	10:10:28 PM
MARYRHR	Technical Support (QB & App Hosting)	10:24:32 PM
Acebuddy	Welcome to Ace Support.	10:24:32 PM
	Please chose an option :	10:24:32 PM
MARYRHR	Restart	10:24:47 PM
Acebuddy	Hello Maryrhr, I'm your Ace Buddy. I'll be happy to assist you!	10:24:47 PM
	Whom Would You Like to Connect With?	10:24:47 PM
MARYRHR	Sales & Solutions	10:25:07 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	10:25:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:25:07 PM
	<i>Dikshant Yadav declined the transfer request.</i>	10:25:10 PM

	<i>Akash accepted the chat transfer request.</i>	10:25:11 PM
MARYRHR	why doesn't your support telephone number work?	10:25:30 PM
Akash	My apologies. Let me transfer you to support right away.	10:25:49 PM
	<i>Akash is transferring the chat to Support(QB &amp; App Hosting).</i>	10:25:55 PM
MARYRHR	i am trying to see if you could host me, i don't have a hosting yet	10:26:19 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:26:24 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:26:42 PM
	I understand you want to avail Ace hosting services, is that correct?	10:27:25 PM
	Are we still connected here?	10:31:01 PM
	Are we still connected here?	10:33:03 PM
	Are we still connected here?	10:36:11 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.	10:37:31 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:37:34 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details


23 Apr, 9:01:44 PM

**#75958 Ezra Dilger**  
**Email:** reception@rortax.com 📞 7633189052  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 33 Secs  
**City:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES



Ezra Dilger	Hello, I am your Acebuddy	23 Apr, 9:01:45 PM
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!	9:01:46 PM
	Whom Would You Like to Connect With?	9:01:46 PM
Ezra Dilger	Technical Support (QB & App Hosting)	9:01:48 PM
Acebuddy	Welcome to Ace Support.	9:01:48 PM
	Please chose an option :	9:01:48 PM
Ezra Dilger	I'd like to raise a Request	9:01:52 PM
Acebuddy	Please select your request type.	9:01:52 PM
Ezra Dilger	Restart	9:01:56 PM
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!	9:01:56 PM
	Whom Would You Like to Connect With?	9:01:56 PM
Ezra Dilger	Technical Support (QB & App Hosting)	9:02:01 PM
Acebuddy	Welcome to Ace Support.	9:02:01 PM
	Please chose an option :	9:02:01 PM
Ezra Dilger	I'd like to report an Issue	9:02:06 PM
Acebuddy	Please select an option!	9:02:06 PM
Ezra Dilger	Other Issue	9:02:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:02:09 PM
Ezra Dilger	Lacerte 2024 needs an update	9:02:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:02:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:02:19 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:03:48 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	9:03:57 PM
Ezra Dilger	Hello	9:04:02 PM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:06:22 PM
Ezra Dilger	Server name is RORTax Username is Reception.R	9:06:38 PM
Shivam Singh	Thanks for the information. Allow me 2 minutes to check the same.	9:07:04 PM
	Okay yes, I can install the update. Please wait while I initiate the update.	9:12:13 PM
Ezra Dilger	Thank you!	9:12:22 PM
Shivam Singh	Also, nobody is logged in right now.	9:12:34 PM



Ezra Dilger	Ok	9:13:14 PM
Shivam Singh	could you please check now	9:14:12 PM
	I have updated the application	9:14:21 PM
Ezra Dilger	Sure, just one moment. Did you reset the server too?	9:14:32 PM
Shivam Singh	Is it still showing any update pending at your end	9:14:34 PM
	No	9:14:40 PM
Ezra Dilger	In the past, they've had to do that in order to finalize the updates	9:15:00 PM
Shivam Singh	please check if the constraint comes up, we will do it thereafter.	9:15:45 PM
Ezra Dilger	Ok, just one moment	9:15:53 PM
Shivam Singh	Sure, Take your time	9:16:11 PM
Ezra Dilger	Thank you for waiting. Looks like the update was successful	9:17:48 PM
	Thanks!	9:17:50 PM
Shivam Singh	Great	9:17:55 PM
	Is there anything else I may help you with ?	9:17:58 PM
Ezra Dilger	No, that will be all	9:18:08 PM
Shivam Singh	Great	9:18:24 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:18:30 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:18:34 PM
	<i>Shivam Singh has ended this chat session</i>	9:18:36 PM
		

Hello, I am your Acebuddy

Visitor Details

30 Apr, 3:23:08 PM

30 Apr, 3:23:08 PM

**#76359 krisika**

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

**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: 33 Secs**

City: BORSAD

**State:** Gujarat

Country: INDIA

Chat Transcript Chat Duration : 13 Mins 35 Secs

Chat Duration : 13 Mins 35 Secs

krisika	Hello, I am your Acebuddy	30 Apr, 3:23:09 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	3:23:09 PM
	Whom Would You Like to Connect With?	3:23:09 PM
krisika	Technical Support (QB & App Hosting)	3:23:26 PM
Acebuddy	Welcome to Ace Support.	3:23:26 PM
	Please chose an option :	3:23:26 PM
krisika	I'd like to report an Issue	3:23:31 PM
Acebuddy	Please select an option!	3:23:31 PM
krisika	Other Issue	3:23:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:23:36 PM
krisika	Hi	3:23:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:24:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:24:00 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	3:24:09 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	3:24:20 PM
krisika	Quickbook not open in all pc	3:24:51 PM
	<i>3:25:27 PMkrisika is sharing a file with you</i> <a href="#">17460069011742548025823784045583.jpg</a> - ( Size:4.27 MB )	3:25:27 PM
	<i>This error</i>	



**Device:** Desktop  
**Average Response Time:** 26 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 7 Secs

Fenil Shah	Hello, I am your Acebuddy	1 Apr, 11:24:28 AM
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!	11:24:29 AM
	Whom Would You Like to Connect With?	11:24:29 AM
Fenil Shah	Technical Support (QB & App Hosting)	11:24:44 AM
Acebuddy	Welcome to Ace Support.	11:24:44 AM
	Please chose an option :	11:24:44 AM
Fenil Shah	Restart	11:25:05 AM
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!	11:25:05 AM
	Whom Would You Like to Connect With?	11:25:05 AM
Fenil Shah	Managed IT	11:25:14 AM
Acebuddy	Please wait while we connect you to an available Representative.	11:25:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:25:14 AM
	<i>Suneetha Barre accepted the chat transfer request.</i>	11:25:20 AM
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?	11:25:39 AM
Fenil Shah	We want to server backup because one folder is missing	11:26:55 AM
Suneetha Barre	Surely , I will assist you on this	11:27:16 AM
Fenil Shah	okay	11:27:23 AM
Suneetha Barre	Kindly confirm your Business name	11:27:28 AM
Fenil Shah	Sk Tax Addison	11:27:35 AM
Suneetha Barre	Thank you for sharing details with us. Kindly allow me to transfer this chat to our concerned Team	11:28:17 AM
Fenil Shah	ya sure	11:28:27 AM
	<i>Suneetha Barre is transferring the chat to Support(QB &amp; App Hosting).</i>	11:28:42 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:28:48 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:28:56 AM

Fenil Shah	okay	11:29:06 AM
Shubham Kataria	Please confirm on which server your folder is missing and specify the folder's location.	11:29:53 AM
Fenil Shah	Server names is SkTaxaddison2	11:30:42 AM
Shubham Kataria	Kindly confirm the location and the folder name so that we can check for the back up	11:31:15 AM
Fenil Shah	Wait	11:31:30 AM
Shubham Kataria	Sure, please take your time	11:31:37 AM
Fenil Shah	location is client data folder	11:34:06 AM
	and folder name is Chirag k patel group	11:34:28 AM
Shubham Kataria	thank you for the information	11:35:26 AM
	Kindly allow me two minutes to check this	11:36:13 AM
Fenil Shah	Client data (\\207.60.96.230) (Z:) here is the path	11:36:18 AM
Shubham Kataria	Thank you	11:36:36 AM
	And could you please confirm when it was last accessible	11:37:04 AM
Fenil Shah	wait	11:37:18 AM
Shubham Kataria	Sure, please take your time	11:37:49 AM
Fenil Shah	most probably today or yesterday	11:38:46 AM
Shubham Kataria	Can we check the back up for 30 March?	11:39:11 AM
Fenil Shah	Yes	11:39:21 AM
Shubham Kataria	Thank you. I'm raising the task for our system admin team	11:39:50 AM
	Kindly allow us sometime for this because the system admin team will be available in next 2 hours.	11:40:15 AM
	Once they will reach the office, we will check the back up and share the information over email.	11:40:45 AM
Fenil Shah	okay sure	11:41:03 AM
Shubham Kataria	Thank you for the understanding	11:41:17 AM
Fenil Shah	but as soon possible, solve this issue	11:41:33 AM
Shubham Kataria	Sure, we will do this on priority once the team available	11:41:41 AM
	Is there anything else I may help you with ?	11:41:48 AM
Fenil Shah	Okay thank you	11:42:06 AM
	No thank you	11:42:20 AM
Shubham Kataria	you're welcome	11:42:21 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:42:25 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:42:29 AM

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

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

Thanks!

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

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

11:42:32 AM

*Shubham Kataria has ended this chat session*

11:42:35 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr, 2:26:34 AM

**#76285 sbeltran**  
**Email:** sbeltran@goldingrup.biz  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** BOGOTA  
**State:** Distrito Capital  
**Country:** COLOMBIA

Chat Transcript

Chat Duration : 23 Mins 23 Secs

sbeltran	Hello, I am your Acebuddy	29 Apr, 2:26:34 AM
Acebuddy	Hello Sbeltran, I'm your Ace Buddy. I'll be happy to assist you!	2:26:35 AM
	Whom Would You Like to Connect With?	2:26:35 AM
sbeltran	Technical Support (QB & App Hosting)	2:26:44 AM


Acebuddy	Welcome to Ace Support.	2:26:44 AM
	Please chose an option :	2:26:44 AM
sbeltran	I'd like to report an Issue	2:26:51 AM
Acebuddy	Please select an option!	2:26:51 AM
sbeltran	Other Issue	2:26:57 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:26:57 AM
sbeltran	I can not access the server	2:27:14 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:27:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:27:14 AM
	<i>Vignesh Arul accepted the chat transfer request.</i>	2:28:20 AM
	<i>Vignesh Arul is transferring the chat to Shivam Singh.</i>	2:28:33 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	2:28:36 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	2:28:46 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:28:58 AM
sbeltran	Hello	2:28:59 AM
	Goldingpa	2:29:50 AM
	Probably that is that is the name of the server	2:30:13 AM
Shivam Singh	Could you please share the CID of the account	2:30:47 AM
sbeltran	what is CID	2:31:05 AM
Shivam Singh	As I cannot find the Account with this name.	2:31:14 AM
sbeltran	Goldin Group is the company name	2:31:32 AM
Shivam Singh	ACPS LLC- Is this the company name?	2:31:45 AM
sbeltran	That is one of the companies in this case I want to access Soto	2:32:33 AM
	<i>2:32:44 AMsbeltran is sharing a file with you</i> <a href="#">0c55fddd-b454-43c7-ba34-1feaaa64011c.pdf</a> - ( Size:7.93 KB )	2:32:44 AM
	This is the invoice	2:32:54 AM
Shivam Singh	Thanks	2:33:27 AM
	SOTO Architecture And Urban Design this is the company name.	2:33:45 AM
sbeltran	Yes	2:33:52 AM
Shivam Singh	Great	2:34:04 AM
	Let me check	2:34:07 AM
sbeltran	We are the accountants and I access all of the companies to one serrver	2:34:12 AM



	Golding.pa	2:34:28 AM
Shivam Singh	Okay	2:34:36 AM
	Let me check and assist you with the same.	2:34:51 AM
sbeltran	This is the issue I am getting now	2:34:54 AM
	<i>2:34:59 AMsbeltran is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:195.29 KB )	2:34:59 AM
Shivam Singh	May I take the remote access of your local computer?	2:35:29 AM
sbeltran	Yes	2:35:36 AM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	2:35:47 AM
sbeltran	Ok done	2:36:17 AM
Shivam Singh	Great	2:37:28 AM
	Kindly paste this link in the browser of local computer and join the session.	2:37:34 AM
	<a href="https://assist.acecloudhosting.com/join/4112316787">https://assist.acecloudhosting.com/join/4112316787</a>	2:37:42 AM
	Have left the remote session?	2:40:04 AM
sbeltran	No maybe i hit again the link	2:40:23 AM
Shivam Singh	Let me reshare the link again	2:40:27 AM
sbeltran	can we use the same link?	2:40:32 AM
Shivam Singh	<a href="https://assist.acecloudhosting.com/join/2262992162">https://assist.acecloudhosting.com/join/2262992162</a>	2:40:38 AM
sbeltran	yes please	2:40:40 AM
Shivam 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.	2:42:29 AM
	HI there	2:48:55 AM
	Please share your confirmation that everything is working as expecetd	2:49:18 AM
sbeltran	I was able to login. Thank you!	2:49:45 AM
Shivam Singh	Great.	2:49:49 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:49:53 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>	2:49:55 AM

*Shivam Singh has ended this chat session*

2:49:58 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr, 11:54:42 PM

**#76265 Natalie Rydlewski**  
**Email:** natalie@sloansicecream.com 📞 5618326566  
**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:** PALM CITY  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 35 Mins

Natalie Rydlewski	Hello, I am your Acebuddy	28 Apr, 11:54:44 PM
Acebuddy	Hello Natalie Rydlewski, I'm your Ace Buddy. I'll be happy to assist you!	11:54:45 PM
	Whom Would You Like to Connect With?	11:54:45 PM
Natalie Rydlewski	Technical Support (QB & App Hosting)	11:54:52 PM
Acebuddy	Welcome to Ace Support.	11:54:52 PM
	Please chose an option :	11:54:52 PM
Natalie Rydlewski	I'd like to raise a Request	11:54:59 PM
Acebuddy	Please select your request type.	11:54:59 PM
Natalie Rydlewski	Other Request	11:55:08 PM
Acebuddy	Please drop an email to <a href="mailto:support@acecloudhosting.com">support@acecloudhosting.com</a> with a brief description of your request and our	

	technicians will connect with you for further assistance.	11:55:08 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:55:08 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.	29 Apr, 12:29:45 AM
Ended due to chat idle timeout		12:29:45 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr, 12:02:04 AM

**#76266 vasudha.s**  
**Email:** vasudha.s@myrealddata.net ☎ 6900168752  
**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:** 37 Secs  
**City:** BANGALORE  
**State:** Karnataka  
**Country:** INDIA

Chat Transcript

Chat Duration : 16 Mins 52 Secs

vasudha.s	Hello, I am your Acebuddy	29 Apr, 12:02:05 AM
Acebuddy	Hello Vasudha, I'm your Ace Buddy. I'll be happy to assist you!	12:02:14 AM
	Whom Would You Like to Connect With?	12:02:14 AM
vasudha.s	Technical Support (QB & App Hosting)	12:02:16 AM
Acebuddy	Welcome to Ace Support.	12:02:17 AM
	Please chose an option :	12:02:17 AM
vasudha.s	I'd like to report an Issue	12:02:25 AM

Acebuddy	Please select an option!	12:02:25 AM
vasudha.s	Other Issue	12:02:32 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:02:32 AM
vasudha.s	Setback	12:02:46 AM
Acebuddy	Please select an option!	12:02:46 AM
vasudha.s	Other Issue	12:02:51 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:02:51 AM
vasudha.s	Restart	12:02:57 AM
Acebuddy	Hello Vasudha, I'm your Ace Buddy. I'll be happy to assist you!	12:02:57 AM
	Whom Would You Like to Connect With?	12:02:57 AM
vasudha.s	Technical Support (QB & App Hosting)	12:03:03 AM
Acebuddy	Welcome to Ace Support.	12:03:03 AM
	Please chose an option :	12:03:03 AM
vasudha.s	I'd like to raise a Request	12:03:11 AM
Acebuddy	Please select your request type.	12:03:11 AM
vasudha.s	Setup Ace Server	12:04:48 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	12:04:48 AM
vasudha.s	Microsoft Windows	12:04:52 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	12:04:54 AM
	Do you need any further assistance on the topic?	12:04:54 AM
vasudha.s	Yes	12:04:59 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:04:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:04:59 AM
	<i>Tushar accepted the chat transfer request.</i>	12:06:37 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	12:06:51 AM
vasudha.s	I want to setup remote access	12:06:53 AM
	RDP is generated	12:07:02 AM
	what are the next steps	12:07:11 AM
Tushar	If the RDP is generated just open it and enter the password to login.	12:07:31 AM
vasudha.s	can you send me the link as to where to enter the crednetials	12:07:55 AM
Tushar	Let's take remote session.	12:09:34 AM

	May I take the remote access of your local computer?	12:09:46 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:09:47 AM
vasudha.s	ok	12:10:09 AM
Tushar	<a href="https://assist.acecloudhosting.com/join/4922815566">https://assist.acecloudhosting.com/join/4922815566</a>	12:10:22 AM
	Kindly Click on the link and open the downloaded file.	12:10:25 AM
vasudha.s	done	12:11:43 AM
	are you able to see	12:11:53 AM
Tushar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:12:29 AM
vasudha.s	ok	12:12:47 AM
	are you there	12:13:25 AM
Tushar	Yes.	12:13:50 AM
	Kindly enter the password.	12:15:42 AM
vasudha.s	sorry I closed it	12:17:13 AM
Tushar	As per our remote session, we have resolved your login issue.	12:17:26 AM
	Is there anything else I may help you with ?	12:17:32 AM
vasudha.s	can you the icon in the task bar	12:17:43 AM
Tushar	I have out it in task bar as well.	12:18:24 AM
vasudha.s	ok	12:18:41 AM
	thank you	12:18:43 AM
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	12:18:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:19:00 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	12:19:04 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
vasudha.s	sure	12:19:04 AM
	<i>Tushar has ended this chat session</i>	12:19:07 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Apr, 7:47:53 PM

**#75630 Nilay Patel**  
**Email:** nilay@priorware.com 📞 12294570732  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 57 Secs  
**City:** PATERSON  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 33 Secs

Nilay Patel	Hello, I am your Acebuddy	15 Apr, 7:47:54 PM
Acebuddy	Hello Nilay, I'm your Ace Buddy. I'll be happy to assist you!	7:47:55 PM
	Whom Would You Like to Connect With?	7:47:55 PM
Nilay Patel	Technical Support (QB & App Hosting)	7:48:01 PM
Acebuddy	Welcome to Ace Support.	7:48:01 PM
	Please chose an option :	7:48:01 PM
Nilay Patel	I'd like to report an Issue	7:48:08 PM
Acebuddy	Please select an option!	7:48:08 PM
Nilay Patel	Other Issue	7:48:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:48:19 PM
Nilay Patel	not able to create folder or rename files	7:48:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:48:38 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	7:48:38 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:48:52 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:49:26 PM
Nilay Patel	hello	7:49:38 PM
	some users who only have access to client data folder	7:49:57 PM
Anjainay Singh	Please confirm whether users are not able to create folders inside client data folder ?	7:50:51 PM
Nilay Patel	yrd	7:51:01 PM
	ys	7:51:03 PM
	yes	7:51:06 PM
Anjainay Singh	Could you please send the screenshot of error that users are getting while creating folders.	7:51:38 PM
	Are we still connected here?	7:53:33 PM
Nilay Patel	yes, hold on, let me go to client site, will call you from there	7:55:43 PM
Anjainay Singh	Sure thankyou for letting me know .	7:57:09 PM
	If you call us from client end so could we end this chat ?	7:58:08 PM
	Please confirm can we close this chat so that I can mention your issue in ticket ID and handover to the agent who will receive call so that we can assist you in better way.	8:05:03 PM
	Are we connected ?	8:09:21 PM
	Are we still connected?	8:11:52 PM
	Are we still connected?	8:13:53 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.	8:17:10 PM
	<i>Anjainay Singh has ended this chat session</i>	8:20:28 PM



# Chat Transcript

Hello, I am your Acebuddy



**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 50 Secs  
**City:** HONDO  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 8 Secs

Marie	Hello, I am your Acebuddy	30 Apr, 8:33:51 PM
Acebuddy	Hello Marie, I'm your Ace Buddy. I'll be happy to assist you!	8:33:52 PM
	Whom Would You Like to Connect With?	8:33:52 PM
Marie	Technical Support (QB & App Hosting)	8:34:14 PM
Acebuddy	Welcome to Ace Support.	8:34:14 PM
	Please chose an option :	8:34:14 PM
Marie	I'd like to report an Issue	8:34:21 PM
Acebuddy	Please select an option!	8:34:21 PM
Marie	QuickBooks Issue	8:34:28 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:34:28 PM
Marie	QuickBooks Update	8:34:42 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	8:34:42 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	8:34:42 PM
	Do you need any further assistance on the topic?	8:34:42 PM
Marie	Yes	8:34:52 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:34:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:34:52 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	8:34:57 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	8:35:03 PM
	Hello Marie, how are you doing today ? (Edited)	8:35:14 PM

	I will surely help you with this.	8:36:35 PM
Marie	Hi there, I am ok, thank you	8:36:37 PM
	I have been trying to open Quickbooks within my remote desktop for over 2 hours now and I keep getting a message saying "There's an update. This could take a few minutes."	8:37:14 PM
Rohan Prajapati	May I know the QuickBooks Version and Year which you are trying to open ? (Edited)	8:38:01 PM
Marie	Enterprise 2022.	8:38:20 PM
Rohan Prajapati	Thanks for the confirmation !	8:38:39 PM
	Kindly allow me 4-5 minutes to check the same.	8:38:45 PM
Marie	Thank you	8:38:52 PM
Rohan Prajapati	Marie, Please ask all the users to log off from the server for 6-7 minutes	8:40:16 PM
Marie	Yes. done	8:40:43 PM
Rohan Prajapati	I need to reboot it and update it	8:40:49 PM
Marie	That's fine. thank you!	8:40:58 PM
Rohan Prajapati	Thanks for the confirmation !	8:41:03 PM
	Please allow me some time	8:41:10 PM
	Thank you for your patience.	8:44:47 PM
	Please check now and let us know the status	8:44:55 PM
Marie	Okay thank you	8:45:17 PM
	Thank you Rohan, I am able to open it now	8:46:31 PM
	MarieG84	8:46:43 PM
Rohan Prajapati	Thanks for the confirmation !	8:46:45 PM
Marie	Oops sorry	8:46:46 PM
Rohan Prajapati	Is there anything else I may help you with ?	8:46:47 PM
Marie	I know I need to update our version to the latest. I don't know if I have enough space to do so	8:47:26 PM
Rohan Prajapati	You have sufficient space on the server's C: drive to install another application. If you have already purchased the license for the latest version, please share it with us from your registered email address. We will proceed with the installation during the night hours.	8:50:44 PM
Marie	We already have a QB license, I just need to update to the latest version.	8:51:58 PM
	Because Enterprise 22.0 's support ends the end of May	8:52:40 PM
Rohan Prajapati	Yes as mentioned above, share the details and will proceed with the installation (Edited)	8:52:59 PM
	Please make sure you send us the email from the registered email address.	8:53:23 PM
	Is there anything else I may help you with ?	8:53:24 PM
Marie	Nope, I think I'm good otherwise. thank you so much for your help!!	8:53:45 PM

Rohan Prajapati	Thanks for the confirmation !	8:53:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:53:55 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>	8:53:57 PM
	<i>Rohan Prajapati has ended this chat session</i>	8:53:59 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 1:49:18 AM

**#75703 holly**  
**Email:** holly@thepinnaclecompanies.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 14 Secs  
**City:** FRISCO  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 11 Secs

holly	Hello, I am your Acebuddy	17 Apr, 1:49:19 AM
Acebuddy	Hello Holly, I'm your Ace Buddy. I'll be happy to assist you!	1:49:20 AM

	Whom Would You Like to Connect With?	1:49:20 AM
holly	Technical Support (QB & App Hosting)	1:49:24 AM
Acebuddy	Welcome to Ace Support.	1:49:24 AM
	Please chose an option :	1:49:24 AM
holly	I'd like to report an Issue	1:49:35 AM
Acebuddy	Please select an option!	1:49:35 AM
holly	QuickBooks Issue	1:49:39 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:49:39 AM
holly	Other QB related issue	1:49:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:49:55 AM
holly	quickbooks will not open	1:50:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:50:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:50:24 AM
	<i>Gaurav Kumar declined the transfer request.</i>	1:50:34 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:51:46 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:51:59 AM
	I understand your QuickBooks is not launching.	1:52:17 AM
holly	thank you	1:52:24 AM
	yes it will not open	1:52:28 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:52:43 AM
	Are we still connected here?	1:54:19 AM
holly	yes	1:54:37 AM
	it looks like my QB is trying to open.	1:55:49 AM
Ashutosh Mishra	Please share the server name and user name so i can check from backend.	1:56:03 AM
holly	The Pinnacle Companies	1:56:25 AM
	holly	1:56:35 AM
Ashutosh Mishra	Thanks for the confirmation !	1:57:18 AM
	May I take the remote access of your server?	1:57:25 AM
holly	yes	1:57:51 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	1:58:21 AM
holly	ok	1:58:29 AM
Ashutosh Mishra	I will send message on the server please accept that.	1:58:37 AM

	I am logging out you from server, please login back.	2:01:03 AM
holly	ok	2:01:25 AM
	back in	2:01:58 AM
	i dont think anyone else is having an issue at this time	2:03:44 AM
Ashutosh Mishra	I see, allow me few minutes to check again.	2:04:12 AM
holly	ok	2:04:17 AM
Ashutosh Mishra	Can i reboot the server once?	2:06:13 AM
holly	will that mess up anyone in quickbooks?	2:06:43 AM
	currently	2:06:55 AM
Ashutosh Mishra	I would suggest saving the work and sign out of the server so I can reboot, if the work is not saved it will get lost.	2:08:28 AM
holly	ok	2:09:20 AM
Ashutosh Mishra	Please inform this to all other users too.	2:09:37 AM
holly	ok	2:10:36 AM
	i let my team know	2:12:00 AM
Ashutosh Mishra	Please login now, it should work as of now.	2:15:33 AM
holly	ok trying now	2:16:15 AM
	i was able to get back in, thank you!	2:16:39 AM
Ashutosh Mishra	Is there anything else I may help you with ?	2:17:08 AM
holly	no that was it	2:17:20 AM
	thank you	2:17:22 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:17:24 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:17:29 AM

*Ashutosh Mishra has ended this chat session*

2:17:30 AM



# Chat Transcript

Hello, I am your Acebuddy

#76100 patrick.reichle

Email: patrick.reichle@collingwood.group

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: CAMDEN

State: London

Country: UNITED KINGDOM

patrick.reichle	Hello, I am your Acebuddy	25 Apr, 7:53:47 PM
Acebuddy	Hello Patrick.reichle, I'm your Ace Buddy. I'll be happy to assist you!	7:53:47 PM
	Whom Would You Like to Connect With?	7:53:47 PM
patrick.reichle	Managed IT	7:54:14 PM
Acebuddy	Please wait while we connect you to an available Representative.	7:54:14 PM
	Acebuddy (bot) forwarded the chat request	7:54:14 PM
	Deepak Taneja has not responded for the transfer request.	7:56:15 PM
	mayank accepted the chat transfer request.	7:56:20 PM
mayank	Hi thank you for contacting Acecloudhosting. My name is Mayank. How can I help you today?	7:57:34 PM
patrick.reichle	Hi Mayank, I had the following ticket number previously, which might help you understand the problem #678884	7:58:09 PM
	I tried to organise a call with a member of the support team, but I'm located in the UK, which I think meant that the call option didn't work	7:58:41 PM
mayank	Let me transfer this chat to the concerned team so that they can help you.	8:00:33 PM
	mayank is transferring the chat to Support(QB & App Hosting).	8:00:46 PM
patrick.reichle	Thank you	8:01:26 PM
	Sharath Kumar accepted the chat transfer request.	8:02:45 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:03:02 PM
	allow me a minute to check the ticket for you	8:03:24 PM
	Thank you for your patience. Could you let me know if the issue is still about you unable to sign into	8:06:40 PM

	the server	
patrick.reichle	Yes exactly that's the issue	8:09:16 PM
Sharath Kumar	am checking your account settings, one more moment please	8:09:36 PM
	I do appreciate your patience. Could you let me know the username that you are signing in with?	8:13:13 PM
patrick.reichle	AndyS	8:13:21 PM
Sharath Kumar	Your user account was showing as locked on the server, I have unlocked it just now.	8:15:26 PM
	Could you try signing in again and let me know the result	8:15:40 PM
patrick.reichle	Okay give me 1min	8:17:06 PM
Sharath Kumar	sure, take your time	8:17:14 PM
patrick.reichle	I can confirm that I'm able to log in. Thank you very much for your help. You can close the ticket that was everything I needed for now	8:18:23 PM
Sharath Kumar	Glad to hear that, sir!	8:18:45 PM
	a positive feedback after closing this chat would be greatly appreciated.	8:19:15 PM
patrick.reichle	Absolutely! Very quick and efficient help	8:19:35 PM
Sharath Kumar	You may also send an email if you have any other concerns and we will look into it ASAP	8:19:38 PM
	Thanks! Wishing you a good day ahead.	8:19:55 PM
	<i>Sharath Kumar has ended this chat session</i>	8:20:00 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr, 2:18:44 PM

#75092 team

Email: team@infiniteaccountants.com 📞 2125440001

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs



**City:** TAYTAY  
**State:** Quezon  
**Country:** PHILIPPINES

Chat Transcript

Chat Duration : 4 Mins 33 Secs

team	Hello, I am your Acebuddy	3 Apr, 2:18:45 PM
Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you!	2:18:46 PM
	Whom Would You Like to Connect With?	2:18:46 PM
team	Technical Support (QB & App Hosting)	2:18:48 PM
Acebuddy	Welcome to Ace Support.	2:18:48 PM
	Please chose an option :	2:18:48 PM
team	I'd like to report an Issue	2:19:04 PM
Acebuddy	Please select an option!	2:19:05 PM
team	Other Issue	2:19:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:19:13 PM
team	Still cannot use remote desktop	2:19:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:19:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:19:29 PM
	<i>Aalok Kumar Yadav declined the transfer request.</i>	2:19:44 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	2:19:50 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	2:20:01 PM
team	Please help me to open remote desktop	2:20:38 PM
Sharath Kumar	Could you please try signing in now as my colleague just confirmed that server update has been completed	2:20:44 PM
team	Okay wait	2:21:03 PM
	It's good now . Thankyou so much	2:21:59 PM
Sharath Kumar	Glad to hear that!	2:22:10 PM
	Anything else that I may assist you with?	2:22:19 PM
team	None . Thanks	2:22:25 PM
Sharath Kumar	you're welcome! I wish you have a good day ahead	2:22:42 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

2:22:45 PM

*Sharath Kumar has ended this chat session*

2:23:19 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Apr, 9:10:56 PM

**#75682 llewis**  
**Email:** llewis@taylorengeeners.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 2 Mins 36 Secs  
**City:** OAKLAND  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 5 Secs

llewis	Hello, I am your Acebuddy	16 Apr, 9:10:57 PM
Acebuddy	Hello Lea Lewis, I'm your Ace Buddy. I'll be happy to assist you!	9:10:59 PM
	Whom Would You Like to Connect With?	9:10:59 PM
llewis	Technical Support (QB & App Hosting)	9:11:05 PM
Acebuddy	Welcome to Ace Support.	9:11:05 PM
	Please chose an option :	9:11:05 PM

Ilewis	I'd like to raise a Request	9:11:15 PM
Acebuddy	Please select your request type.	9:11:15 PM
Ilewis	Other Request	9:11:26 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:11:26 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:11:26 PM
Ilewis	Yes, I'm facing issues with my server	9:11:41 PM
Acebuddy	Please select an option!	9:11:41 PM
Ilewis	Other Issue	9:11:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:11:45 PM
Ilewis	Ticket 678855 Bigtime sync agent disconnected	9:12:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:12:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:12:08 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:12:20 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:12:30 PM
Ilewis	hello	9:12:36 PM
Ashutosh Mishra	I will surely help you with this issue.	9:12:50 PM
	Kindly allow me two minutes to check the ticket.	9:13:01 PM
Ilewis	ok	9:13:06 PM
	still there?	9:21:42 PM
Ashutosh Mishra	Yes we are still connected.	9:21:59 PM
	I am checking from the backend.	9:22:11 PM
Ilewis	ok	9:22:14 PM
Ashutosh Mishra	Thank you for your patience.	9:22:30 PM
Ilewis	sure thing	9:22:49 PM
Ashutosh Mishra	May i reboot the server.	9:32:28 PM
	This should fix the issue, we have made required changes from backend.	9:32:41 PM
Ilewis	yes	9:32:57 PM
Ashutosh Mishra	I have rebooted server, kindly check if issue persists.	9:35:12 PM
Ilewis	ok give me a few minutes to login back in	9:35:54 PM
Ashutosh Mishra	Sure	9:36:52 PM
	Sure, please take your time	9:36:56 PM

	Are we still connected here?	9:39:13 PM
llewis	yes give me a minute	9:39:34 PM
	the sync agent is still not there	9:42:06 PM
Ashutosh Mishra	Ok, let me check again.	9:42:39 PM
	May I take the remote access of your server?	9:44:07 PM
llewis	yes	9:44:19 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:44:27 PM
	I am sending message on server please accept that.	9:44:40 PM
	As per discussion over the remote session, the issue with the big time syn agent is resolved after starting it on the user end.	9:49:55 PM
	Is there anything else I may help you with ?	9:50:02 PM
llewis	no thank you for your help today	9:50:33 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:50:56 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:51:01 PM
	<i>Ashutosh Mishra has ended this chat session</i>	9:51:04 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75258 Clarinette Braza

Email: ladydianne.mendoza@renuvacations.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: SAN ANTONIO

State: Leyte

Country: PHILIPPINES

Clarinette Braza	Hello, I am your Acebuddy	7 Apr, 8:11:05 PM
Acebuddy	Hello Clarinette Braza, I'm your Ace Buddy. I'll be happy to assist you!	8:11:06 PM
	Whom Would You Like to Connect With?	8:11:06 PM
Clarinette Braza	Technical Support (QB & App Hosting)	8:11:11 PM
Acebuddy	Welcome to Ace Support.	8:11:11 PM
	Please chose an option :	8:11:11 PM
Clarinette Braza	I'd like to raise a Request	8:11:18 PM
Acebuddy	Please select your request type.	8:11:18 PM
Clarinette Braza	Other Request	8:11:23 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:11:23 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:11:23 PM
Clarinette Braza	Yes, I'm facing issues with my server	8:11:32 PM
Acebuddy	Please select an option!	8:11:32 PM
Clarinette Braza	Other Issue	8:11:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:11:38 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.	8:48:57 PM
	Ended due to chat idle timeout	8:48:57 PM



**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 27 Secs  
**City:** NEW YORK  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 37 Secs

Jeremy Kagen	Hello, I am your Acebuddy	18 Apr, 5:29:49 AM
Acebuddy	Hello Jeremy Kagen, I'm your Ace Buddy. I'll be happy to assist you!	5:29:49 AM
	Whom Would You Like to Connect With?	5:29:49 AM
Jeremy Kagen	Technical Support (QB & App Hosting)	5:30:21 AM
Acebuddy	Welcome to Ace Support.	5:30:21 AM
	Please chose an option :	5:30:21 AM
Jeremy Kagen	Restart	5:30:31 AM
Acebuddy	Hello Jeremy Kagen, I'm your Ace Buddy. I'll be happy to assist you!	5:30:31 AM
	Whom Would You Like to Connect With?	5:30:31 AM
Jeremy Kagen	Sales & Solutions	5:30:38 AM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	5:30:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:30:38 AM
	<i>Dev Dubey accepted the chat transfer request.</i>	5:30:42 AM
Jeremy Kagen	Server Name: QBlivePre2.myrealdata.net Username: myrealdata\AlexandreMo.pre2	5:30:45 AM
Dev Dubey	Hello Jeremy, how may I help you?	5:31:00 AM
Jeremy Kagen	Hello, how do we migrate our software back to Skyline UniData?	5:31:32 AM
	what are the steps?	5:31:37 AM
	this need to be done on May 1	5:31:42 AM
	<i>Dev Dubey is transferring the chat to Support(QB &amp; App Hosting).</i>	5:32:07 AM
	and who is this Ankit Kumar from support@acecloudhosting.com?	5:32:28 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	5:32:41 AM
	because of him our partners decided to stop working with Ace Cloud Hosting, so its annoying now for us to transfer everything	5:32:56 AM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details


1 Apr, 4:33:57 PM

**#74969 Fenil Shah**  
**Email:** tax@sktaxaddison.com 📞 8473508121  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 21 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 23 Secs

Fenil Shah	Hello, I am your Acebuddy	1 Apr, 4:33:58 PM
Acebuddy	Hello Het, I'm your Ace Buddy. I'll be happy to assist you!	4:33:59 PM
	Whom Would You Like to Connect With?	4:33:59 PM
Fenil Shah	Managed IT	4:34:04 PM
Acebuddy	Please wait while we connect you to an available Representative.	4:34:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:34:04 PM
	<i>mayank accepted the chat transfer request.</i>	4:34:28 PM
Fenil Shah	I wanted to know that the recent back up folder which you sent is for chirag company as i dont think so its 22 Gb	4:34:58 PM
	Ticket ID: 670507	4:36:12 PM
mayank	Hi Het, thank you for contacting Acecloudhosting. Let me transfer this chat to the concerned team so that they can assist you with your issue.	4:36:20 PM
Fenil Shah	Name of company Sktax addison	4:36:26 PM
	<i>mayank is transferring the chat to Support(QB &amp; App Hosting).</i>	4:36:36 PM
	Name of company Sktax addison Ticket ID: 670507 mayank Hi Het, thank you for contacting Acecloudhosting. Let me transfer this chat to the concerned team so that they can assist you with your issue. Het Name of company Sktax addison	4:36:42 PM

	Name of company Sktax addison Ticket ID: 670507 I wanted to know that the recent back up folder which you sent is for chirag company as i dont think so its 22 Gb	4:37:05 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:37:10 PM
	Name of company Sktax addison Ticket ID: 670507 I wanted to know that the recent back up folder which you sent is for chirag company as i dont think so its 22 Gb	4:37:18 PM
	Pls Guide me through this asap	4:37:47 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:38:22 PM
Fenil Shah	you there?	4:39:07 PM
	I only wanted chirag folder	4:39:34 PM
Anjainay Singh	Yes I am looking into it .	4:39:39 PM
Fenil Shah	i guess you have provided us with all of the client data	4:39:54 PM
Anjainay Singh	Yes , we shared the restored data over an email and requested you to place it in original location.	4:41:10 PM
Fenil Shah	yes ik that	4:41:27 PM
	but i just wanted the chirag folder	4:41:42 PM
	which got deleted	4:41:48 PM
	you sent all the client data	4:42:21 PM
Anjainay Singh	I am looking into it .	4:42:26 PM
Fenil Shah	yes	4:42:33 PM
Anjainay Singh	Just allow me two minutes.	4:42:49 PM
Fenil Shah	ya sure	4:43:24 PM
Anjainay Singh	I am consulting with concerned department .	4:46:00 PM
	Have you downloaded the data ?	4:47:38 PM
	from URL which we shared you over an email .	4:47:57 PM
	Are we connected here?	4:51:10 PM
	Are we still connected?	4:54:19 PM
	Are we still connected?	4:56:39 PM
	Are we still connected?	4:59:17 PM
	As there is no response from your end so we are disconnecting this chat .	5:00:31 PM
	<i>Anjainay Singh has ended this chat session</i>	5:01:22 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Apr, 9:30:17 PM

**#75485 John Cope**  
**Email:** invoices@suncityboxes.com 📞 19157319772  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Microsoft Edge  
**Device:** Mobile  
**City:** EL PASO  
**State:** New Mexico  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 40 Secs

John Cope	Hello, I am your Acebuddy	11 Apr, 9:30:19 PM
Acebuddy	Hello John Cope, I'm your Ace Buddy. I'll be happy to assist you!	9:30:20 PM
	Whom Would You Like to Connect With?	9:30:20 PM
John Cope	Technical Support (QB & App Hosting)	9:31:33 PM
Acebuddy	Welcome to Ace Support.	9:31:33 PM
	Please chose an option :	9:31:33 PM
John Cope	I'd like to raise a Request	9:32:13 PM
Acebuddy	Please select your request type.	9:32:13 PM
	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:40:21 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:40:21 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.	10:18:59 PM
	Ended due to chat idle timeout	10:19:00 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 7:58:06 AM

**#75721 jjiang**  
**Email:** jjiang@federalfilings.com ☎ 6262974637  
**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:** 21 Secs  
**City:** PERUMBAKKAM  
**State:** Tamil Nadu  
**Country:** INDIA

Chat Transcript


Chat Duration : 37 Mins 8 Secs

jjiang	Hello, I am your Acebuddy	17 Apr, 7:58:08 AM
Acebuddy	Hello Jjiang, I'm your Ace Buddy. I'll be happy to assist you!	7:58:09 AM
	Whom Would You Like to Connect With?	7:58:09 AM
jjiang	Technical Support (QB & App Hosting)	7:58:28 AM
Acebuddy	Welcome to Ace Support.	7:58:28 AM
	Please chose an option :	7:58:28 AM
jjiang	I'd like to report an Issue	7:58:42 AM
Acebuddy	Please select an option!	7:58:42 AM
jjiang	QuickBooks Issue	7:58:49 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:58:49 AM
jjiang	Other QB related issue	7:58:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:59:00 AM
jjiang	QB suddenly getting slowness and hanging a bit sometimes. Another one while sending invoice to customer we got the notification as network connection failure. Help us to resolve this network connection failure issue.	8:00:31 AM

Acebuddy	Please wait while we connect you to a Support Representative	8:00:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:00:31 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:01:06 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:01:21 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:01:46 AM
jjiang	Edgar Eyes and user name is Admin	8:02:23 AM
Shubham Kataria	May I know your username for server login	8:03:19 AM
jjiang	Its Andrea	8:03:52 AM
	and Jana	8:04:04 AM
Shubham Kataria	Thank you for the information	8:04:09 AM
	Could you please confirm from when you're facing this issue	8:04:30 AM
jjiang	Past two days	8:04:43 AM
Shubham Kataria	okay	8:05:27 AM
	May I take the remote access of your server?	8:05:31 AM
jjiang	Sure	8:05:44 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	8:05:54 AM
jjiang	Okay	8:06:33 AM
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:06:36 AM
	Thank you for your patience.	8:33:34 AM
	As per our remote conversation your issue has been resolved	8:33:52 AM
	Is there anything else I may help you with ?	8:33:55 AM
jjiang	No, thanks	8:35:00 AM
Shubham Kataria	You're welcome	8:35:08 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:35:11 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!	8:35:14 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	

Shubham Kataria has ended this chat session

8:35:16 AM



# Chat Transcript

## Hello, I am your Acebuddy

Visitor Details

17 Apr, 12:07:05 AM

**#75695 accounting**  
**Email:** accounting@podiumentertainment.com ☎ 14153020689  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 54 Secs  
**City:** NEWMARKET  
**State:** Ontario  
**Country:** CANADA

Chat Transcript

Chat Duration : 8 Mins 2 Secs

accounting	Hello, I am your Acebuddy	17 Apr, 12:07:06 AM
Acebuddy	Hello Jessica, I'm your Ace Buddy. I'll be happy to assist you!	12:07:07 AM
	Whom Would You Like to Connect With?	12:07:07 AM
accounting	Technical Support (QB & App Hosting)	12:07:10 AM
Acebuddy	Welcome to Ace Support.	12:07:10 AM
	Please chose an option :	12:07:10 AM
accounting	I'd like to report an Issue	12:07:17 AM
Acebuddy	Please select an option!	12:07:17 AM
accounting	QuickBooks Issue	12:07:21 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:07:21 AM

accounting	Other QB related issue	12:07:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:07:27 AM
accounting	I am trying to close QB but it still says that Transaction Pro is connected but it is not.	12:08:03 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:08:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:08:03 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	12:08:32 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	12:08:39 AM
	Hello Jessica, How are you doing today ?	12:08:49 AM
accounting	I'm well, thanks	12:08:55 AM
Rohan Prajapati	That's Great	12:09:05 AM
	May I take the remote access of your server?	12:09:07 AM
	I will surely help you with this issue.	12:09:12 AM
accounting	Yes	12:09:14 AM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	12:09:37 AM
accounting	done	12:09:46 AM
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:10:08 AM
accounting	ok	12:10:21 AM
Rohan Prajapati	Is there anything else I may help you with ?	12:14:44 AM
accounting	Thanks for your help, that is all fixed now.\	12:14:51 AM
Rohan Prajapati	Thanks for the confirmation !	12:14:52 AM
	I would request you to please give your Valuable feedback after ending the chat.	12:15:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:15:04 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>	12:15:06 AM
	<i>Rohan Prajapati has ended this chat session</i>	12:15:09 AM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Apr, 10:44:27 PM

**#75214 Shawn Dhingra**  
**Email:** shawn.dhingra@lightbridgeacademy.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 59 Secs  
**City:** HENRICO  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 47 Secs

Shawn Dhingra	Hello, I am your Acebuddy	5 Apr, 10:44:28 PM
Acebuddy	Hello Shawn Dhingra, I'm your Ace Buddy. I'll be happy to assist you!	10:44:29 PM
	Whom Would You Like to Connect With?	10:44:29 PM
Shawn Dhingra	Technical Support (QB & App Hosting)	10:44:49 PM
Acebuddy	Welcome to Ace Support.	10:44:49 PM
	Please chose an option :	10:44:49 PM
Shawn Dhingra	I'd like to report an Issue	10:44:56 PM
Acebuddy	Please select an option!	10:44:56 PM
Shawn Dhingra	Password Reset	10:45:00 PM
Acebuddy	Please select an option below	10:45:00 PM
Shawn Dhingra	Not Enrolled to Selfcare Portal	10:45:07 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.	10:45:07 PM

	Do you need any further assistance on the topic?	10:45:07 PM
Shawn Dhingra	Yes	10:45:14 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:45:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:45:14 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:45:29 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:45:40 PM
Shawn Dhingra	Thank you Ashutosh. I am having trouble loggging into my self care portal	10:45:56 PM
	my password has been changed twice and I have not been able to log in	10:46:08 PM
Ashutosh Mishra	I will surely help you with this issue.	10:47:39 PM
	Please allow me to inform since the password has just been changed it will take at least 24 hours to gain access to self care portal.	10:48:21 PM
	You can login to the portal after 24 hours without any issues.	10:48:43 PM
Shawn Dhingra	okay...so the password provided by Harsh Bhardwaj is valid	10:49:17 PM
	but I need to wait?	10:49:23 PM
Ashutosh Mishra	Please share the existing ticket number and i will check for the concern.	10:50:21 PM
	Are we still connected here?	10:52:55 PM
	Are we still connected here?	10:54:08 PM
	Are we still connected here?	10:56:31 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.	10:57:13 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:57:16 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76387 Ezra Dilger

Email: reception@rortax.com 📞 7633189052

Department: Support(QB & App Hosting)

30 Apr, 9:26:35 PM

**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 13 Secs  
**City:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 42 Secs

Ezra Dilger	Hello, I am your Acebuddy	30 Apr, 9:26:35 PM
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!	9:26:36 PM
	Whom Would You Like to Connect With?	9:26:36 PM
Ezra Dilger	Technical Support (QB & App Hosting)	9:26:42 PM
Acebuddy	Welcome to Ace Support.	9:26:42 PM
	Please chose an option :	9:26:42 PM
Ezra Dilger	I'd like to report an Issue	9:26:47 PM
Acebuddy	Please select an option!	9:26:47 PM
Ezra Dilger	Other Issue	9:26:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:26:51 PM
Ezra Dilger	Lacerte 2024 needs an update	9:27:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:27:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:27:04 PM
	<i>Gaurav Kumar declined the transfer request.</i>	9:27:09 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:27:17 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:27:25 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:27:33 PM
Ezra Dilger	Server name is RORTax. Username is Reception.R	9:27:49 PM
Ashutosh Mishra	Thanks for the confirmation !	9:27:59 PM
	Kindly allow me two minutes to check the same.	9:28:04 PM
	I have started the update from backend, this can take 15-20 minutes.	9:30:13 PM
Ezra Dilger	Sounds good	9:30:33 PM
Ashutosh Mishra	Is there anything else I may help you with ?	9:30:36 PM

Ezra Dilger	Will I get an email once the update is done?	9:31:04 PM
Ashutosh Mishra	Yes, Once the update is complete i will send you an email with the ticket ID and confirmation for the update.	9:31:31 PM
Ezra Dilger	Thank you!	9:31:37 PM
	that's the only thing we need for now	9:31:48 PM
Ashutosh Mishra	Thanks for the confirmation !	9:31:56 PM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	9:32:04 PM
Ashutosh Mishra has ended this chat session		9:32:18 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 16 Apr, 2:13:53 AM

#75652 Bryan Kochis  
Email: webmaster@brewingscience.com ☎ 719-650-4602  
Department: Support(QB & App Hosting)  
Operator: Rohan  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Microsoft Windows  
Browser: Google Chrome  
Device: Desktop  
Average Response Time: 26 Secs  
City: WOODLAND PARK  
State: Colorado  
Country: UNITED STATES

Chat Transcript ----- Chat Duration : 14 Mins 33 Secs

Bryan Kochis	Hello, I am your Acebuddy	16 Apr, 2:13:54 AM
Acebuddy	Hello Bryan, I'm your Ace Buddy. I'll be happy to assist you!	2:13:54 AM
	Whom Would You Like to Connect With?	2:13:54 AM
Bryan Kochis	Technical Support (QB & App Hosting)	2:14:01 AM

Acebuddy	Welcome to Ace Support.	2:14:01 AM
	Please chose an option :	2:14:01 AM
Bryan Kochis	I'd like to report an Issue	2:14:34 AM
Acebuddy	Please select an option!	2:14:34 AM
Bryan Kochis	Other Issue	2:18:51 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:18:51 AM
Bryan Kochis	Need a full server reboot on the ACE side of things as one of our apps is not working correctly with QB.	2:19:20 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:19:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:19:21 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	2:20:30 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	2:20:34 AM
	Hello Bryan, How are you doing today ?	2:20:45 AM
	I will surely help you with this.	2:21:17 AM
	Kindly allow me two minutes to check the same.	2:21:25 AM
Bryan Kochis	ok	2:21:30 AM
	All staff are out & remotes closed	2:21:52 AM
Rohan Prajapati	Thanks for the confirmation !	2:22:13 AM
	We have rebooted the server	2:22:24 AM
Bryan Kochis	Ok thanks. Can you tell me if any changes were made to our system (updates etc.) last night? Everything was fine yesterday evening but today our app to QB sync broke.	2:23:23 AM
Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.	2:24:14 AM
	As per my review, no OS-level changes have been made to your server in the last 24 hours. We kindly request you to log in again and monitor if the issue persists.	2:27:44 AM
Bryan Kochis	ok thank you. i will get back in touch if needed.	2:28:00 AM
Rohan Prajapati	Sure Bryan	2:28:08 AM
	This message has been deleted	2:28:09 AM
	Thanks for the confirmation !	2:28:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:28:24 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!

2:28:26 AM

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

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

*Rohan Prajapati has ended this chat session*

2:28:28 AM

