

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 7:02:03 PM

#81536 mtorbey

Email: mtorbey@prism-med.com ☎ 8152559853

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: LEXINGTON

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 49 Secs

mtorbey	Hello, I am your Acebuddy	15 Sep, 7:02:04 PM
Acebuddy	Hello Mindy Torbey, I'm your Ace Buddy. I'll be happy to assist you!	7:02:05 PM
	Whom Would You Like to Connect With?	7:02:05 PM
mtorbey	Technical Support (QB & App Hosting)	7:02:08 PM
Acebuddy	Welcome to Ace Support.	7:02:08 PM
	Please chose an option :	7:02:08 PM
mtorbey	I'd like to report an Issue	7:02:14 PM
Acebuddy	Please select an option!	7:02:14 PM
mtorbey	QuickBooks Issue	7:02:18 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:02:18 PM
mtorbey	QuickBooks Login Issue	7:02:24 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	7:02:24 PM
	Was that helpful?	7:02:24 PM
mtorbey	No	7:02:53 PM
Acebuddy		

No issues, please wait while I connect you to one our support engineers who'd assist you further.

7:02:54 PM

Acebuddy (bot) forwarded the chat request

7:02:54 PM

Manish Singh accepted the chat transfer request.

7:03:09 PM

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

7:03:11 PM

mtorbey Good Morning, we are having trouble logging into quickbooks

7:03:40 PM

Manish Singh I will surely help you with this issue.

7:04:13 PM

Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?

7:04:19 PM

mtorbey yes, however i was just able to log in as ADMIN.

7:05:06 PM

we my co-workers are having trouble logging in with their log ins and password

7:05:37 PM

I was able to log in with my password.

7:07:27 PM

Manish Singh Is it for QuickBooks or server end?

7:09:00 PM

mtorbey we are in! I have no idea what changed but we are all in. Thank you for you help today. Have a great day

7:10:02 PM

Manish Singh Great!

7:10:10 PM

Is there anything else I may help you with ?

7:10:12 PM

mtorbey Not today!

7:10:56 PM

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

7:11:43 PM

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

7:11:47 PM

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

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

Thanks!

7:11:52 PM

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

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

Manish Singh has ended this chat session

7:11:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 7:01:41 AM

#82062 Hannah Abid

Email: accounting@gpfcorp.com ☎ 16719885335

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: HAGATNA

State: Guam

Country: GUAM

Chat Transcript

Chat Duration : 1 Min 54 Secs

Hannah Abid	Hello, I am your Acebuddy	30 Sep, 7:01:42 AM
Acebuddy	Hello Hannah Abid, I'm your Ace Buddy. I'll be happy to assist you!	7:01:42 AM
	Whom Would You Like to Connect With?	7:01:42 AM
Hannah Abid	Technical Support (QB & App Hosting)	7:02:35 AM
Acebuddy	Welcome to Ace Support.	7:02:35 AM
	Please chose an option :	7:02:35 AM
Hannah Abid	I'd like to raise a Request	7:02:43 AM
Acebuddy	Please select your request type.	7:02:43 AM
Hannah Abid	Setup Ace Server	7:02:57 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	7:02:57 AM
Hannah Abid	Setback	7:03:06 AM
Acebuddy	Please select your request type.	7:03:06 AM
Hannah Abid	Other Request	7:03:09 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:03:09 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:03:09 AM

Hannah Abid	Setback	7:03:16 AM
Acebuddy	Please select your request type.	7:03:16 AM
<i>Hannah Abid has ended this chat session</i>		7:03:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 30 Sep, 3:19:00 AM

#82058 ap

Email: ap@joannabranzellinteriordesign.com ☎ 7756222680

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: 58 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript Chat Duration : 13 Mins 50 Secs

ap	Hello, I am your Acebuddy	30 Sep, 3:19:01 AM
Acebuddy	Hello Ap, I'm your Ace Buddy. I'll be happy to assist you!	3:19:01 AM
	Whom Would You Like to Connect With?	3:19:01 AM
ap	Technical Support (QB & App Hosting)	3:19:36 AM
Acebuddy	Welcome to Ace Support.	3:19:36 AM
	Please chose an option :	3:19:36 AM
ap	I'd like to report an Issue	3:20:09 AM
Acebuddy	Please select an option!	3:20:09 AM
ap	QuickBooks Issue	3:20:16 AM

Acebuddy	What type of QuickBooks Issue are you facing?	3:20:16 AM
ap	Other QB related issue	3:20:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:20:39 AM
ap	I receive an error message regarding primary admin when trying to pen bank feed.	3:21:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:21:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:21:01 AM
ap	reference # 771599	3:21:11 AM
	<i>Arun Sharma declined the transfer request.</i>	3:22:17 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:22:58 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:23:07 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:23:24 AM
ap	persingpro.myrealdata.net	3:24:14 AM
	joanna@joannabranzellinteriordesign.com	3:24:27 AM
	username to simply login to desktop is Admin	3:24:49 AM
Ashutosh Mishra	Thank you for providing the details. Please also share screenshot of the message to assist further.	3:25:13 AM
	<i>3:25:30 AMap is sharing a file with you</i>	3:25:30 AM
	<i><u>QB desktop error message 9.29.25.png</u> - (Size:87.49 KB)</i>	
	Is this the first time you are facing this issue?	3:26:46 AM
ap	no, I don't think so. I believe this is a similar issue that we had months ago that was resolved... but here it is again. I do not remember how it was solved last time; but like last time, I am being bounced around from ACE to Intuit to our CPAs (owner of the license) and no one has a solution.	3:27:45 AM
Ashutosh Mishra	Thanks for the confirmation !	3:29:10 AM
	May I take the remote access of your server?	3:29:15 AM
ap	I actually can	3:29:37 AM
	*can't right now-- I should have waited.	3:29:48 AM
	I have to leave in just a few minutes. I will try to reach out again tomorrow.	3:30:07 AM
Ashutosh Mishra	Sure, I see that a ticket #772869 is already open for this ongoing concern. We will follow up after attempting some backend changes to resolve this concern.	3:30:58 AM
	Is there anything else I may help you with ?	3:31:26 AM
ap	I appreciate anything you can do! That's all for now.	3:31:52 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	3:32:30 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:32:41 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

conversation, along with a ticket number and survey feedback form.

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

3:32:46 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/>)

ap you too

3:32:47 AM

Ashutosh Mishra has ended this chat session

3:32:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 8:32:19 PM

#81540 louispav

Email: louispav@dasystems.com ☎ 19495823908

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: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 5 Secs

louispav	Hello, I am your Acebuddy	15 Sep, 8:32:20 PM
Acebuddy	Hello Louispav, I'm your Ace Buddy. I'll be happy to assist you!	8:32:21 PM
	Whom Would You Like to Connect With?	8:32:21 PM
louispav	Technical Support (QB & App Hosting)	8:32:24 PM

Acebuddy	Welcome to Ace Support.	8:32:24 PM
	Please chose an option :	8:32:24 PM
louispav	I'd like to report an Issue	8:32:29 PM
Acebuddy	Please select an option!	8:32:29 PM
louispav	Password Reset	8:32:35 PM
Acebuddy	Please select an option below	8:32:35 PM
louispav	Not Enrolled to Selfcare Portal	8:32:41 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.	8:32:41 PM
	Do you need any further assistance on the topic?	8:32:41 PM
louispav	No	8:44:25 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:44:25 PM
	<i>Acebuddy has ended this chat session</i>	8:44:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 8:30:53 PM

#81120 office

Email: office@mermanusa.com 12035701995

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: BRIDGEPORT

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 27 Secs

office	Hello, I am your Acebuddy	3 Sep, 8:30:53 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	8:30:54 PM
	Whom Would You Like to Connect With?	8:30:54 PM
office	Technical Support (QB & App Hosting)	8:30:59 PM
Acebuddy	Welcome to Ace Support.	8:30:59 PM
	Please chose an option :	8:30:59 PM
office	I'd like to report an Issue	8:31:06 PM
Acebuddy	Please select an option!	8:31:06 PM
office	QuickBooks Issue	8:31:12 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:31:12 PM
office	QuickBooks is Frozen	8:31:18 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:31:18 PM
	Was that helpful?	8:31:18 PM
office	Yes	8:34:20 PM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	8:34:20 PM
	<i>Acebuddy has ended this chat session</i>	8:34:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 4:08:54 AM

#81406 tanya oubre

Email: toubre@dieselpartsdirect.com ☎ 2259281913

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 23 Secs

City: BATON ROUGE

State: Mississippi

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 47 Secs

tanya oubre	Hello, I am your Acebuddy	11 Sep, 4:08:55 AM
Acebuddy	Hello Tanya Oubre, I'm your Ace Buddy. I'll be happy to assist you!	4:08:55 AM
	Whom Would You Like to Connect With?	4:08:55 AM
tanya oubre	Technical Support (QB & App Hosting)	4:11:09 AM
Acebuddy	Welcome to Ace Support.	4:11:09 AM
	Please chose an option :	4:11:09 AM
tanya oubre	I'd like to report an Issue	4:11:11 AM
Acebuddy	Please select an option!	4:11:11 AM
tanya oubre	Other Issue	4:11:16 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:11:16 AM
tanya oubre	Cannot connect to web dav folder	4:11:33 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:11:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:11:34 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:12:00 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:12:15 AM
	Hello Tanya, I will be surely assisting you with this. Kindly help me with your server name and user name?	4:12:54 AM
tanya oubre	dieselp	4:13:09 AM
	DPD_Tanya	4:13:14 AM
	I have this problem ALOT i wish we could get it fixed and it stayed fixed.	4:13:34 AM
Ashutosh Mishra	I deeply apologize for the inconvenience caused to you.	4:14:09 AM
	Kindly allow me two minutes to check the same.	4:14:16 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	4:18:15 AM
tanya oubre	only for me	4:18:33 AM
Ashutosh Mishra	May I take the remote access of your local computer to assist with this?	4:19:10 AM
tanya oubre	this is at least the 4th time i have had to submit a ticket	4:19:11 AM
	yes you can connect	4:19:47 AM
	the last time was on 9/2 ticket 81105	4:20:01 AM

	and ticket 756475	4:20:42 AM
Ashutosh Mishra	Rest assured i will try my best to assist and if issue persist i will escalate it to senior engineers for further assistance.	4:21:04 AM
tanya oubre	I also had a ticket on 8/29	4:21:33 AM
	and 8/27	4:21:38 AM
	and 8/26	4:21:48 AM
Ashutosh Mishra	I have opened the tickets for review.	4:24:04 AM
	Prior providing the remote access, I would suggest you to close any important documents at your end.	4:24:16 AM
	Kindly paste this link in the browser of local computer and join the session.	4:24:32 AM
	https://assist.acecloudhosting.com/join/7112231744	4:24:33 AM
tanya oubre	also, i disconnected one of the drives and was not able to get it back	4:25:32 AM
Ashutosh Mishra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:27:36 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:57:42 AM
	<i>Ended due to chat idle timeout</i>	4:57:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 1:09:38 AM

#81097 office

Email: office@mermanusa.com 12035701995

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 16 Secs

City: SOMERVILLE

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 27 Secs

office	Hello, I am your Acebuddy	3 Sep, 1:09:39 AM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	1:09:40 AM
	Whom Would You Like to Connect With?	1:09:40 AM
office	Technical Support (QB & App Hosting)	1:09:44 AM
Acebuddy	Welcome to Ace Support.	1:09:44 AM
	Please chose an option :	1:09:44 AM
office	I'd like to report an Issue	1:09:49 AM
Acebuddy	Please select an option!	1:09:49 AM
office	Other Issue	1:09:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:09:55 AM
office	Ace Cloud Hosting app not connecting to server	1:10:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:10:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:10:20 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:10:23 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:10:30 AM
office	thank you	1:10:39 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	1:10:54 AM
office	yes i cant access my server environment	1:11:20 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	1:11:20 AM
	Is this for account: MerManMarine LLC ?	1:11:38 AM
office	yes. maybe if i restart computer	1:11:52 AM
Abhay Kumar Saraswat	Thanks for the confirmation. And no need to restart your computer.	1:12:23 AM
	Could you please confirm me your ACE server login username? (Edited)	1:12:40 AM
	Are we still connected here?	1:14:03 AM
office	hi i just restarted my computer. that seems to have fixed the issue\	1:15:00 AM
Abhay Kumar Saraswat	Great.	1:15:07 AM

	Is there anything else I may help you with ?	1:15:10 AM
office	#731Seaview	1:16:32 AM
Abhay Kumar Saraswat	Could you please confirm if you are able to log in to the server successfully?	1:17:09 AM
	Please assist me to understand this.	1:17:45 AM
	Are we still connected here?	1:19:58 AM
	Are we still connected here?	1:20:19 AM
	Are we still connected here?	1:21:17 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.	1:22:04 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:22:06 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 7:07:56 PM

#81630 Jeff Schmiesing

Email: jeff@hbastax.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LEWIS CENTER

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 19 Secs

Jeff Schmiesing	Hello, I am your Acebuddy	17 Sep, 7:07:58 PM
Acebuddy	Hello Jeff Schmiesing, I'm your Ace Buddy. I'll be happy to assist you!	7:07:58 PM
	Whom Would You Like to Connect With?	7:07:58 PM

Jeff Schmiesing	Technical Support (QB & App Hosting)	7:08:10 PM
Acebuddy	Welcome to Ace Support.	7:08:10 PM
	Please chose an option :	7:08:10 PM
Jeff Schmiesing	I'd like to report an Issue	7:08:21 PM
Acebuddy	Please select an option!	7:08:21 PM
Jeff Schmiesing	Other Issue	7:08:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:08:28 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.	7:49:17 PM
	<i>Ended due to chat idle timeout</i>	7:49:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 9:15:35 PM

#82038 djackson

Email: djackson@2cmarine.com

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: BROWNSVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 19 Mins

djackson	Hello, I am your Acebuddy	29 Sep, 9:15:36 PM
Acebuddy	Hello Dale, I'm your Ace Buddy. I'll be happy to assist you!	9:15:37 PM

	Whom Would You Like to Connect With?	9:15:37 PM
djackson	Managed IT	9:15:58 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:15:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:15:58 PM
	<i>Vipul Sharma accepted the chat transfer request.</i>	9:16:12 PM
Vipul Sharma	Hi, Vipul, here from Ace Cloud how can I help you?	9:16:48 PM
djackson	Still having issues of loosing connection with Quick Books	9:17:44 PM
	Ref ticket number 769824	9:18:03 PM
Vipul Sharma	Is there any ongoing ticket regarding this concern	9:18:09 PM
djackson	Not sue if maybe firewall may be issue	9:18:12 PM
	769824	9:18:18 PM
	<i>Vipul Sharma is transferring the chat to Himanshu.</i>	9:19:55 PM
	<i>Himanshu accepted the chat transfer request.</i>	9:19:58 PM
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.	9:20:40 PM
	<i>Himanshu is transferring the chat to Support(QB & App Hosting).</i>	9:21:34 PM
	<i>Dushyant accepted the chat transfer request.</i>	9:22:02 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	9:22:11 PM
djackson	and for the third time, I am having connections issues, constantly being dropped and reconnected during my operations using Quick Books	9:23:01 PM
	I have having connection issues with Quick books, constantly being disconnected	9:23:01 PM
Dushyant	I will be surely assisting you with this.	9:24:27 PM
	Please allow me 2-3 minutes to check the referred ticket number.	9:24:39 PM
djackson	ok	9:24:50 PM
Dushyant	Thank you for the patience.	9:26:58 PM
	Can i take remote control of your computer?	9:27:08 PM
djackson	yes	9:27:28 PM
Dushyant	https://assist.acecloudhosting.com/join/7952604831	9:28:15 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:28:28 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:45:39 PM
	Thank you for the patience.	9:55:25 PM

	Are we still connected?	9:55:31 PM
djackson	yes	9:56:39 PM
Dushyant	Sounds good.	9:57:11 PM
	Unfortunately, our remote session was disconnected.	9:57:32 PM
	Hope you have restarted your pc and the router too?	9:57:44 PM
djackson	just the router	9:58:05 PM
	I can restart the pc just give the word	9:58:30 PM
	yes or no	9:59:27 PM
Dushyant	Yes, please restart your pc.	9:59:54 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:34:55 PM
	<i>Ended due to chat idle timeout</i>	10:34:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 5:14:44 AM

#81108 Michael Kitchings

Email: mtkitchings@gmail.com ☎ 951.662.7287

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: RIVERSIDE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 57 Secs

Michael Kitchings	Hello, I am your Acebuddy	3 Sep, 5:14:45 AM
Acebuddy	Hello Michael Kitchings, I'm your Ace Buddy. I'll be happy to assist you!	5:14:46 AM
	Whom Would You Like to Connect With?	5:14:46 AM
Michael Kitchings	Technical Support (QB & App Hosting)	5:15:23 AM
Acebuddy	Welcome to Ace Support.	5:15:23 AM
	Please chose an option :	5:15:23 AM
Michael Kitchings	I'd like to raise a Request	5:15:32 AM
Acebuddy	Please select your request type.	5:15:32 AM
Michael Kitchings	Password Reset	5:15:45 AM
Acebuddy	Please select an option below	5:15:45 AM
Michael Kitchings	Already Enrolled to Selfcare Portal	5:15:53 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	5:15:53 AM
	Do you need any further assistance on the topic?	5:15:53 AM
Michael Kitchings	Yes	5:16:03 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:16:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:16:03 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:16:14 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>	5:16:32 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	5:16:33 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	5:16:36 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:16:40 AM
Michael Kitchings	ok	5:17:27 AM
	I'm not sure what the server name is, maybe RDG.myrealdatal.net? My username is Michaelk.npro1. For Meridian Food Services	5:18:24 AM
Yash Kalra	Kindly allow me two minutes to check the same.	5:18:31 AM
Michael Kitchings	This is the 2nd time in a week I've been locked out and I can't change my password and it tells me my username is invalid.	5:19:14 AM
Yash Kalra	Michael, please share us the screen shot the error message you are encountering.	5:20:17 AM
	<i>5:21:22 AM Michael Kitchings is sharing a file with you <u>1_image.png</u> - (Size:599.75 KB)</i>	5:21:22 AM
Michael Kitchings	I don't know why the new password stopped working	5:22:33 AM
Yash Kalra	Please stay connected while we are checking the things from the backend.	5:23:21 AM
Michael Kitchings	I really just need to get back in so I can work. Can we just reset it again?	5:24:56 AM

Yash Kalra	Michael, I completely understand your concern and the severity of this issue. Upon checking, I found that your account is not enrolled in the self-care portal. To reset the password, we kindly request an authorization email from the account owner using the registered email address: eggsandcheese@meridianfoodservices.com	5:27:50 AM
	Alternatively, the account owner can reset the password directly using the MyPortal link	5:27:59 AM
	MyPortal - Ace Cloud Hosting - Login	5:28:18 AM
	Michael, please use CID69660 as your username, this might resolve our issue. (Edited)	5:28:46 AM
Michael Kitchings	I've been the primary account user for... years. When did that get changed? Without notice.	5:30:53 AM
Yash Kalra	Please confirm if you have access to mail id : orders@meridianfoodservices.com	5:31:24 AM
Michael Kitchings	yes, that is the main email I use	5:31:50 AM
Yash Kalra	Great to hear that, there were 2 mail id's linked to this account	5:32:42 AM
Michael Kitchings	Can we use that one to reset my login instead of the eggsandcheese one?	5:33:35 AM
Yash Kalra	Sure we can do that, please confirm if you were able to login myportal using CID69660 as your username (Edited)	5:33:35 AM
Michael Kitchings	yes, but it sent the verification to the eggsandcheese email, which belongs to someone that's retired, can we have it sent to the orders address?	5:35:05 AM
Yash Kalra	Michael, I believe we need to update the MyPortal ID to orders@meridianfoodservices.com. To resolve the login issue, the best step would be to reset the password. For this, we will require an approval email from your registered email ID: orders@meridianfoodservices.com, as part of our procedure.	5:39:21 AM
	Would it be alright if I send you an approval request email right after this chat within next 2 min. (Edited)	
	Alternatively, you may also send the approval email directly to support@acecloudbhosting.com	5:39:37 AM
Michael Kitchings	What will that do exactly? We need both the "orders@" address and the "Eggsandcheese" address to be admin level users. Is that possible?	5:41:25 AM
Yash Kalra	"Michael, both of your email addresses are already authorized for the account (admin level access). However, for the MyPortal application, which is used to manage billing and users, only one email ID can be set to receive the verification code. Through MyPortal, you can directly manage your billing and users.	5:43:50 AM
Michael Kitchings	I see	5:45:50 AM
Yash Kalra	Michael, I believe you are somewhat confused. If you would like, we can arrange a callback to help resolve this issue for you.	5:46:00 AM
	Your satisfaction is our main priority. (Edited)	
Michael Kitchings	I'm not confused, I'm annoyed at how often this is an issue. But thank you for clarifying the portal user part.	5:47:13 AM
Yash Kalra	I can understand your pain.	5:47:25 AM
	Michael, just want to know are you able to successfully login to server? (Edited)	5:47:58 AM

Michael Kitchings	well no, nothing has been done yet. So if the helpportal user logs in, can they initiate and send me a reset code directly to the orders address?	5:50:23 AM
	because I think all that previous attempt did was reset their password heh	5:53:43 AM
Yash Kalra	Michael, this portal is designed so that one designated email owner has access to reset user passwords and manage the billing aspects of the account. The portal will assist you if you need to reset a user's password, while we use the RDP to access the server and manage the billing part of the account	5:53:43 AM
Michael Kitchings	okay, so they can do it through the portal then, thank you.	5:54:26 AM
	thanks for your help and clarification	5:55:04 AM
Yash Kalra	Is there anything else I may help you with ?	5:55:08 AM
Michael Kitchings	no that's it.	5:55:15 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	5:55:17 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:55:25 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	5:55:27 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/)	
Michael Kitchings	have a good one	5:55:37 AM
	<i>Yash Kalra has ended this chat session</i>	5:55:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 12:08:10 AM

#81447 Robert Stampahar

Email: robert.stampahar@feinmetall.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NORFOLK

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 36 Secs

Robert Stampahar	Hello, I am your Acebuddy	12 Sep, 12:08:11 AM
Acebuddy	Hello Robert Stampahar, I'm your Ace Buddy. I'll be happy to assist you!	12:08:12 AM
	Whom Would You Like to Connect With?	12:08:12 AM
Robert Stampahar	Technical Support (QB & App Hosting)	12:08:26 AM
Acebuddy	Welcome to Ace Support.	12:08:26 AM
	Please chose an option :	12:08:26 AM
Robert Stampahar	I'd like to raise a Request	12:08:38 AM
Acebuddy	Please select your request type.	12:08:38 AM
Robert Stampahar	Other Request	12:09:03 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:09:03 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:09:03 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:54:48 AM
	<i>Ended due to chat idle timeout</i>	12:54:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 8:42:38 PM

#81723 Melissa Grinage**Email:** melissa@deltablue.cpa**Department:** Support(QB & App Hosting)**Operator:** Sujeeet Kumar Suman**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 18 Secs**City:** NEW YORK**State:** New York**Country:** UNITED STATES

Chat Duration : 55 Mins 21 Secs

Chat Transcript

Melissa Grinage	Hello, I am your Acebuddy	19 Sep, 8:42:39 PM
Acebuddy	Hello Melissa Grinage, I'm your Ace Buddy. I'll be happy to assist you!	8:42:39 PM
	Whom Would You Like to Connect With?	8:42:39 PM
Melissa Grinage	Technical Support (QB & App Hosting)	8:42:45 PM
Acebuddy	Welcome to Ace Support.	8:42:45 PM
	Please chose an option :	8:42:45 PM
Melissa Grinage	I'd like to report an Issue	8:42:49 PM
Acebuddy	Please select an option!	8:42:49 PM
Melissa Grinage	Other Issue	8:42:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:42:54 PM
Melissa Grinage	I am unable to send e-signature requests or e-file returns in ProSeries.	8:43:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:43:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:43:32 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:44:21 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	8:44:25 PM
	Hello Melissa	8:44:35 PM
Melissa Grinage	Hello	8:45:05 PM
Sujeet Kumar Suman	How are you doing?	8:45:13 PM
Melissa Grinage	Good. I have been having trouble with my ProSeries . It won't allow me to send the e-signature requests or e-file returns.	8:46:09 PM
Sujeet Kumar Suman		

	No worries, I will be surely assisting you with this. Kindly help me with your server name and user name?	8:46:34 PM
Melissa Grinage	deltablue.myrealdatal.net	8:47:34 PM
	MelissaGrinage	8:47:38 PM
Sujeet Kumar Suman	Thank you for the information.	8:47:49 PM
	Could you please confirm which version you face the problem with, in ProSeries 2023 or ProSeries 2024?	8:48:12 PM
Melissa Grinage	2024.	8:48:43 PM
Sujeet Kumar Suman	Are you the only one experiencing this issue, or are others affected as well?	8:48:56 PM
Melissa Grinage	Just me	8:49:37 PM
Sujeet Kumar Suman	Are you encountering any errors when trying to e-signature it?	8:50:19 PM
Melissa Grinage	No. I select request e-signature and it doesn't continue the e-signature process. Nothing happens. In addition, I cannot access the e-signature dashboard	8:51:32 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:51:47 PM
	Thanks for all of the information; that helped to clearly resolve the problem.	8:51:53 PM
	As I checked, some pending updates are available in ProSeries. May I proceed with applying them from the backend?	8:52:21 PM
Melissa Grinage	Yes. We tried updates on Monday and nothing changed. But, you can go ahead and update to see if that works today	8:53:19 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:53:22 PM
	Kindly close the ProSeries 2024 application so we can proceed from the backend.	8:53:24 PM
Melissa Grinage	it is closed now	8:54:15 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:54:29 PM
	Once ProSeries 2024 is updated, we will let you know. Thank you in advance.	8:55:11 PM
	The application has been updated. Kindly try to perform your work now and let us know if you still experience any issues.	8:56:59 PM
Melissa Grinage	ok	8:58:01 PM
	It is still not working	8:58:56 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:59:18 PM
	May I take the remote access of your server?	8:59:51 PM
Melissa Grinage	yes	9:00:11 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:00:21 PM
	Kindly approve.	9:00:43 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly	

give your confirmation on this chat.

9:08:26 PM

Please stay connected; we are working on this from the backend.

9:19:25 PM

Thank you for your patience.

9:36:51 PM

Melissa Grinage Thank you for trying to repair the issue. We will reach out to Intuit.

9:37:15 PM

Sujeet Kumar Suman Thanks for the confirmation !

9:37:29 PM

Is there anything else I may help you with ?

9:37:33 PM

Melissa Grinage No thank you. Have a good day

9:37:40 PM

Sujeet Kumar Suman Most welcome Melissa.

9:37:44 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.

9:37:48 PM

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

9:37:54 PM

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

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

Thanks!

9:37:57 PM

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

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

Sujeet Kumar Suman has ended this chat session

9:38:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 12:33:46 AM

#81342 Josh Norby

Email: joshn@sentrynd.com ☎ 17012610551

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: 30 Secs

City: WATFORD CITY

State: North Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 47 Secs

Josh Norby	Hello, I am your Acebuddy	10 Sep, 12:33:47 AM
Acebuddy	Hello Josh Norby, I'm your Ace Buddy. I'll be happy to assist you!	12:33:48 AM
	Whom Would You Like to Connect With?	12:33:48 AM
Josh Norby	Technical Support (QB & App Hosting)	12:33:53 AM
Acebuddy	Welcome to Ace Support.	12:33:54 AM
	Please chose an option :	12:33:54 AM
Josh Norby	I'd like to report an Issue	12:34:02 AM
Acebuddy	Please select an option!	12:34:02 AM
Josh Norby	Other Issue	12:34:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:34:08 AM
Josh Norby	quickbooks windows update, i don't have required permissions to complete	12:34:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:34:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:34:24 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:34:30 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:34:36 AM
Josh Norby	Hello	12:34:51 AM
Anjainay Singh	Hello Josh , how are you?	12:35:01 AM
Josh Norby	I'm well, and you?	12:35:10 AM
Anjainay Singh	I am fine , thankyou for asking.	12:35:22 AM
	As I understood you are facing issue in updating QuickBooks, am I right?	12:35:51 AM
Josh Norby	correct	12:36:28 AM
Anjainay Singh	Josh users are currently logged into the server and QuickBooks update requires server reboot.	12:37:36 AM
Josh Norby	They're pretty busy. Can this be scheduled after hours?	12:38:00 AM
Anjainay Singh	I can schedule it in night hours.	12:38:16 AM

	Sure I will update it and will send you an email.	12:38:31 AM
	Josh Norby, Is there anything else I may help you with?	12:38:43 AM
Josh Norby	I don't have access to the self support portal, I should be the global administrator for or Ace Account as the current account owner is no longer with the company, or in the process of being bought out.	12:39:34 AM
Anjainay Singh	Sure I got your concern so as per you Lauren is leaving the company and you want to be next admin to submit any request in future?	12:41:01 AM
Josh Norby	I should say Lauren may be leaving the company but I should be the admin regardless.	12:41:56 AM
Anjainay Singh	Sure could you please send an approval from Lauren from his email address [laurenc@sentrynd.com] (mailto:laurenc@sentrynd.com) to support@acecloudhosting.com so that I can initiate the process of adding you as Admin.	12:43:12 AM
	Could you please confirm that you also want to add yourself as My Portal Admin to manage the users in future?	12:44:36 AM
Josh Norby	yes i will	12:44:59 AM
Anjainay Singh	Thankyou for your confirmation.	12:45:18 AM
	Could you please provide your following detail below so that I can initiate the process Full Name- Phone Number- Email Address-	12:45:56 AM
	I will seek an approval from Lauren regarding adding you as a new admin on your behalf over an email.	12:46:32 AM
	Are we still connected here?	12:47:36 AM
Josh Norby	yes	12:47:41 AM
Anjainay Singh	Could you please share your information in format shared.	12:48:03 AM
Josh Norby	Josh Norby 701-261-0551 joshn@sentrynd.com	12:48:35 AM
Anjainay Singh	Thankyou John , I will seek approval from Lauren to add you as an admin.	12:48:59 AM
	Is there anything else I may help you with ?	12:49:06 AM
Josh Norby	no thanks	12:49:44 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	12:50:02 AM
Josh Norby	ok thanks again	12:50:20 AM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	12:50:24 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:50:32 AM
	<i>Anjainay Singh has ended this chat session</i>	12:50:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 12:41:46 AM

#81864 Anna

Email: lightboxbooks@gmail.com  +639569501228

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: SAN JOSE

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 43 Mins 51 Secs

Anna	Hello, I am your Acebuddy	24 Sep, 12:41:47 AM
Acebuddy	Hello Anna Borabo, I'm your Ace Buddy. I'll be happy to assist you!	12:41:48 AM
	Whom Would You Like to Connect With?	12:41:48 AM
Anna	Technical Support (QB & App Hosting)	12:41:53 AM
Acebuddy	Welcome to Ace Support.	12:41:54 AM
	Please chose an option :	12:41:54 AM
Anna	I'd like to raise a Request	12:42:03 AM
Acebuddy	Please select your request type.	12:42:03 AM
Anna	Other Request	12:42:07 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:42:07 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:42:07 AM
Anna	Yes, I'm facing issues with my server	12:42:16 AM
Acebuddy	Please select an option!	12:42:16 AM
Anna	QuickBooks Issue	12:42:22 AM

Acebuddy	What type of QuickBooks Issue are you facing?	12:42:22 AM
Anna	Other QB related issue	12:42:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:42:31 AM
Anna	please connect me to Abhay Kumar Saraswat	12:42:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:42:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:42:51 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:42:54 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:43:00 AM
	We are connected again here.	12:43:14 AM
	<i>12:43:17 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:45.57 KB)</i>	12:43:17 AM
Anna	yeah	12:43:20 AM
Abhay Kumar Saraswat	Please see the attached screenshot.	12:43:33 AM
Anna	oh ok	12:43:37 AM
Abhay Kumar Saraswat	So, these are the details we took from the client to purchase that QB Enterprise license.	12:44:10 AM
	Only this email will work there.	12:44:17 AM
Anna	what do you mean, on my QB	12:44:36 AM
	?	12:44:39 AM
Abhay Kumar Saraswat	Yes, so the process you were following before, you need to enter this email there.	12:45:03 AM
Anna	but the details on the qb is diff	12:45:28 AM
	I dont have the password on that	12:45:39 AM
	do I need to register again?	12:45:49 AM
Abhay Kumar Saraswat	Yes.	12:46:02 AM
	You have to register with this email.	12:46:21 AM
Anna	is it not only for billing us?	12:46:52 AM
Abhay Kumar Saraswat	I didn't get you with this.	12:47:22 AM
	Or just allow me to check few things in QuickBooks.	12:47:54 AM
Anna	I mean that details if for billing purposes	12:47:55 AM
	not the account on quickbooks	12:48:19 AM
Abhay Kumar Saraswat	Yes and for that as well which you are trying to do.	12:48:27 AM

	Let me assist you on remote session.	12:50:35 AM
	Thank you for your patience.	1:23:09 AM
	As we discussed on remote session, let me escalate this to the relevant ACE department and will update you on your email.	1:24:36 AM
Anna	noted on that and thank you	1:25:01 AM
Abhay Kumar Saraswat	My pleasure to assist you.	1:25:12 AM
	Is there anything else I may help you with ?	1:25:14 AM
Anna	that's all for now	1:25:21 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:25:23 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:25:33 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:25:36 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:25:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Sep, 8:15:08 PM

#81039 Angel Blake

Email: angelblake9608@gmail.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: SUMMERSVILLE

State: West Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins

Angel Blake	Hello, I am your Acebuddy	1 Sep, 8:15:09 PM
Acebuddy	Hello Angel Blake, I'm your Ace Buddy. I'll be happy to assist you!	8:15:10 PM
	Whom Would You Like to Connect With?	8:15:10 PM
Angel Blake	Technical Support (QB & App Hosting)	8:15:14 PM
Acebuddy	Welcome to Ace Support.	8:15:14 PM
	Please chose an option :	8:15:14 PM
Angel Blake	I'd like to report an Issue	8:15:20 PM
Acebuddy	Please select an option!	8:15:20 PM
Angel Blake	Password Reset	8:15:26 PM
Acebuddy	Please select an option below	8:15:26 PM
Angel Blake	Already Enrolled to Selfcare Portal	8:15:31 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:15:31 PM
	Do you need any further assistance on the topic?	8:15:31 PM
Angel Blake	Yes	8:15:37 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:15:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:15:37 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:15:50 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:15:54 PM
	Hello Angel	8:16:02 PM
Angel Blake	Hello, I changed my password online on August 23rd because it was going to expire. When I tried to log in to the icon that connects me to Quickbooks it asked me to reset my password which I had already done. Now I am locked out.	8:17:12 PM
	It's for Brady Steps Charitable Foundation	8:17:27 PM
Sujeet Kumar Suman	I will surely help you with this issue.	8:17:40 PM
Angel Blake	The user name is CID73860	8:17:49 PM

Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	8:17:54 PM
Angel Blake	Thank you. It also wouldn't take answers to my security questions and I know they are right.	8:18:26 PM
Sujeet Kumar Suman	Thank you for your patience.	8:18:53 PM
	Are you encountering any errors when trying to access it?	8:18:54 PM
Angel Blake	Not that I am aware of.	8:19:23 PM
Sujeet Kumar Suman	We just checked your account and found it was locked. We have unlocked it from the backend. Could you please try accessing the server again and let us know if you are still facing any issues?	8:20:11 PM
Angel Blake	sure	8:20:41 PM
	I can get it but it asked me to change my password which I already did on August 23rd.	8:21:06 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	8:21:28 PM
Angel Blake	yes	8:21:36 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:21:43 PM
Angel Blake	they are closed	8:21:52 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:21:59 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6662306310	8:22:00 PM
Angel Blake	I have done that.	8:23:53 PM
Sujeet Kumar Suman	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.	8:24:19 PM
	Thank you for your patience.	8:48:30 PM
	We are continuing to work on your issue remotely. Please stay connected on chat. (Edited)	8:48:31 PM
Angel Blake	Thank you for your help	8:57:28 PM
Sujeet Kumar Suman	Thank you for your patience.	8:57:28 PM
	Most welcome.	8:57:35 PM
	Is there anything else I may help you with ?	8:57:40 PM
Angel Blake	no	8:57:45 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:57:55 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:58:00 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:58:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
Thanks!

8:58:07 PM

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

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

Sujeet Kumar Suman has ended this chat session

8:58:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 10:19:50 PM

#82046 Carrick Plum

Email: cplum@besttrashtexas.com ☎ +8327266088

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: MAGNOLIA

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 5 Secs

Carrick Plum	Hello, I am your Acebuddy	29 Sep, 10:19:50 PM
Acebuddy	Hello Carrick Plum, I'm your Ace Buddy. I'll be happy to assist you!	10:19:51 PM
	Whom Would You Like to Connect With?	10:19:51 PM
Carrick Plum	Technical Support (QB & App Hosting)	10:19:56 PM
Acebuddy	Welcome to Ace Support.	10:19:56 PM
	Please chose an option :	10:19:56 PM
Carrick Plum	I'd like to raise a Request	10:20:02 PM

Acebuddy	Please select your request type.	10:20:02 PM
Carrick Plum	Reboot your Server	10:20:11 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.	10:20:11 PM
	Do you need any further assistance on the topic?	10:20:11 PM
Carrick Plum	No	10:20:55 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:20:55 PM
	<i>Acebuddy has ended this chat session</i>	10:20:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 12:26:15 AM

#81140 Brant Powne

Email: brant@oceanbluewp.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins

Brant Powne	Hello, I am your Acebuddy	4 Sep, 12:26:16 AM
Acebuddy	Hello Brant Powne, I'm your Ace Buddy. I'll be happy to assist you!	12:26:17 AM
	Whom Would You Like to Connect With?	12:26:17 AM
Brant Powne	Managed Security	12:26:53 AM

Acebuddy	Please wait while we connect you to an available Representative.	12:26:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:26:53 AM
	<i>Ayush Kishor accepted the chat transfer request.</i>	12:27:01 AM
Brant Pownner	I need help resetting my password	12:27:23 AM
Ayush Kishor	Thank you for choosing ACE cloud Hosting, my name is Ayush. How may I assist you today?	12:27:50 AM
Brant Pownner	I need help resetting my password	12:28:21 AM
Ayush Kishor	May I know your customer ID?	12:28:46 AM
Brant Pownner	I have no idea. I work for Ocean Blue Water Products in Bedford Park Illinois	12:29:16 AM
Ayush Kishor	Please allow me a minute, let me check	12:29:46 AM
	Please stay connected, I am transferring this chat to concern department	12:31:32 AM
	<i>Ayush Kishor is transferring the chat to Support(QB & App Hosting).</i>	12:31:54 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:32:03 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:32:14 AM
	I understand your concern and will assist you in resetting your password.	12:33:46 AM
Brant Pownner	Thank you	12:34:06 AM
Anjainay Singh	Could you please confirm your user name with which you login into the server?	12:34:18 AM
Brant Pownner	Brant Pownner	12:34:27 AM
	Brant7447	12:34:47 AM
Anjainay Singh	Thankyou for your confirmation.	12:35:10 AM
	Please provide me two minutes so that I can check following setting from backend.	12:35:29 AM
Brant Pownner	ok	12:35:34 AM
Anjainay Singh	Thankyou for being patient with me.	12:37:32 AM
	I have unlocked your user account, could you please try once to login with your old password and let me know instantly so that I can assist you further.	12:38:11 AM
Brant Pownner	ok one second	12:38:25 AM
Anjainay Singh	Sure Brant.	12:38:49 AM
Brant Pownner	I get a message that says "Set Configuration"	12:38:57 AM
Anjainay Singh	Could you please share the screenshot?	12:39:21 AM
	<i>12:40:04 AM Brant Pownner is sharing a file with you 1_image.png - (Size:607.94 KB)</i>	12:40:04 AM
	<i>12:40:38 AM Brant Pownner is sharing a file with you 1_image.png - (Size:75.97 KB)</i>	12:40:38 AM
	Thankyou for sharing the screenshot.	12:41:00 AM

I will send the complete instruction keeping Sharyl in Cc to how to reset the password from My Portal and will ask Sharyl to reset the password for you.

12:42:27 AM

Brant Pownner	Ok thank you	12:42:46 AM
Anjainay Singh	Is there anything else I may help you with ?	12:42:52 AM
Brant Pownner	Not right now	12:43:02 AM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:43:04 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	12:43:26 AM
Brant Pownner	ok	12:44:00 AM
Anjainay Singh	Please share your positive feedback by clicking smiling emoji.	12:44:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:44:12 AM
	<i>Anjainay Singh has ended this chat session</i>	12:44:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Sep, 1:03:06 AM

#81734 connie

Email: connie@comptonmarineservice.net 15176172885

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: 16 Secs

City: COLDWATER

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 41 Secs

connie

20 Sep, 1:03:07

	Hello, I am your Acebuddy	AM
Acebuddy	Hello Connie Compton, I'm your Ace Buddy. I'll be happy to assist you!	1:03:08 AM
	Whom Would You Like to Connect With?	1:03:08 AM
connie	Technical Support (QB & App Hosting)	1:03:15 AM
Acebuddy	Welcome to Ace Support.	1:03:15 AM
	Please chose an option :	1:03:15 AM
connie	I'd like to report an Issue	1:03:22 AM
Acebuddy	Please select an option!	1:03:23 AM
connie	Other Issue	1:03:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:03:27 AM
connie	I am trying to setup the new app and need help	1:03:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:03:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:03:40 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:03:48 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:03:54 AM
	Hello Connie, how are you?	1:04:07 AM
connie	I'm good. I'm trying to setup the new app and need help with the server name and the domain. can you help?	1:04:56 AM
Anjainay Singh	Sure , could you please specify the application name please?	1:05:22 AM
	Your server name is -ComptonMarine.myrealdatal.net	1:05:41 AM
connie	This says AceConnect	1:05:45 AM
Anjainay Singh	I got it, could you please provide me remote access so that I can set it up for you?	1:06:10 AM
connie	I'd be more than happy to if you share how to do that	1:06:34 AM
Anjainay Singh	Kindly close all important tabs and documents for not to breach any security concern.	1:06:50 AM
connie	done	1:06:56 AM
Anjainay Singh	https://assist.acecloudhosting.com/join/2892590768	1:07:08 AM
	Please copy this URL at your local machine browser and download the remote file.	1:07:35 AM
	Click on file and do accept and continue so that I can access your machine. (Edited)	1:07:59 AM
	Please stay connected.	1:10:29 AM
	Are we still connected here?	1:17:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:17:47 AM
	<i>Anjainay Singh has ended this chat session</i>	1:17:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 11:32:39 PM

#82052 Matt

Email: matt@3aclean.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 37 Secs

Matt	Hello, I am your Acebuddy	29 Sep, 11:32:40 PM
Acebuddy	Hello Matt, I'm your Ace Buddy. I'll be happy to assist you!	11:32:40 PM
	Whom Would You Like to Connect With?	11:32:40 PM
Matt	Technical Support (QB & App Hosting)	11:32:51 PM
Acebuddy	Welcome to Ace Support.	11:32:51 PM
	Please chose an option :	11:32:51 PM
Matt	I'd like to raise a Request	11:33:09 PM
Acebuddy	Please select your request type.	11:33:09 PM
Matt	Setup Ace Server	11:33:32 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	11:33:32 PM
Matt	MacOS	11:33:36 PM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	11:33:36 PM

Do you need any further assistance on the topic?

11:33:36 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.

30 Sep, 12:07:17 AM

Ended due to chat idle timeout

12:07:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 2:21:10 AM

#81101 Mark Stiles

Email: mark.stiles@markstilescpa.com 14079288278

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: EXETER

State: New Hampshire

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 44 Secs

Mark Stiles Hello, I am your Acebuddy 3 Sep, 2:21:11 AM

Acebuddy Hello Mark Stiles, I'm your Ace Buddy. I'll be happy to assist you! 2:21:12 AM

Whom Would You Like to Connect With? 2:21:12 AM

Mark Stiles Technical Support (QB & App Hosting) 2:21:17 AM

Acebuddy Welcome to Ace Support. 2:21:17 AM

Please chose an option : 2:21:17 AM

Mark Stiles I'd like to raise a Request 2:21:25 AM

Acebuddy Please select your request type. 2:21:25 AM

Mark Stiles Other Request 2:21:33 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. 2:21:33 AM

If you are facing any issue/problem with your server, Please select the appropriate option below : 2:21:33 AM

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. 2:52:56 AM

Ended due to chat idle timeout 2:52:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 3 Sep, 8:55:35 PM

#81123 Kristin Bingham

Email: kbingham@bingham-construction.com 18583538716

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript Chat Duration : 47 Mins 39 Secs

Kristin Bingham	Hello, I am your Acebuddy	3 Sep, 8:55:36 PM
Acebuddy	Hello Kbingham, I'm your Ace Buddy. I'll be happy to assist you!	8:55:37 PM
	Whom Would You Like to Connect With?	8:55:37 PM
Kristin Bingham	Technical Support (QB & App Hosting)	8:55:46 PM
Acebuddy	Welcome to Ace Support.	8:55:46 PM
	Please chose an option :	8:55:46 PM

Kristin Bingham	I'd like to raise a Request	8:55:54 PM
Acebuddy	Please select your request type.	8:55:54 PM
Kristin Bingham	Setup Ace Server	8:56:03 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:56:03 PM
Kristin Bingham	Microsoft Windows	8:56:30 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	8:56:30 PM
	Do you need any further assistance on the topic?	8:56:30 PM
Kristin Bingham	Yes	8:56:36 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:56:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:56:36 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:56:41 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:56:49 PM
	Hello , how are you doing	8:57:00 PM
Kristin Bingham	I am well thank you , an yd you?	8:57:11 PM
Sanyam Madan	I am good as well	8:57:32 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:57:43 PM
Kristin Bingham	I would like to set up access to the Ace Cloud and Quickbooks on my Android phone. Are you able to help with that or can you send me instructions?	8:58:06 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	8:59:42 PM
Kristin Bingham	of course	8:59:54 PM
Sanyam Madan	There is an Android application that connects to a server, and its name is 'Windows App'	9:01:09 PM
Kristin Bingham	Ok, should I look that up in the play store	9:01:34 PM
Sanyam Madan	Yes , please proceed and we will let you know the next step	9:02:02 PM
Kristin Bingham	ok	9:02:22 PM
	it wants me to sign in	9:02:34 PM
Sanyam Madan	Please sign in with your server name as well as username	9:04:58 PM
Kristin Bingham	the Ace Cloud Server?	9:05:18 PM
	I am not sure what it is	9:05:29 PM
Sanyam Madan	Let me just quickly send you an instruction in pdf file over email	9:05:42 PM
Kristin Bingham	thank you, that will be very helpful	9:05:55 PM
Sanyam Madan	You can easily set it up after following the instructions	9:06:03 PM

	Welcome (Edited)	9:06:10 PM
Kristin Bingham	just a moment please, please let me confirm receipt of the email.	9:06:37 PM
Sanyam Madan	okay , please stay connected while I am sending you the mail	9:07:16 PM
Kristin Bingham	sure	9:07:39 PM
Sanyam Madan	I have sent you the email, please check and let us know	9:11:02 PM
Kristin Bingham	Ok, I am waiting for it	9:11:44 PM
Sanyam Madan	I have sent the email to "kbingham@bingham-construction.com"	9:12:15 PM
Kristin Bingham	do you knwo what server I should type in	9:12:57 PM
Sanyam Madan	Your server name is Bingham.myrealdata.net	9:13:50 PM
Kristin Bingham	Thank you	9:15:18 PM
Sanyam Madan	Please let me know if any information is needed (Edited)	9:15:35 PM
Kristin Bingham	Do I sign in under workspace or PC connection	9:15:46 PM
Sanyam Madan	Please sign in under PC connection	9:17:36 PM
Kristin Bingham	Do I type the server name in under the gateway	9:18:54 PM
Sanyam Madan	For gateway, please use RDG.myrealdata.net	9:19:29 PM
Kristin Bingham	Let me find my credentials	9:22:01 PM
Sanyam Madan	Sure , let me know if you need anything from my side	9:22:33 PM
Kristin Bingham	What is the username for this, my email?	9:22:49 PM
Sanyam Madan	User name is KristinBingham@myrealdata.net	9:23:38 PM
Kristin Bingham	ahh. ok leet me try that one	9:25:58 PM
Sanyam Madan	Yes , please go ahead	9:26:29 PM
Kristin Bingham	it wont connect, it tried	9:28:01 PM
	errorcode 0x500004	9:28:21 PM
Sanyam Madan	Please stay connected	9:30:49 PM
	Let me check something from the team	9:30:58 PM
Kristin Bingham	after entering credentials is says...configuring gateway	9:31:00 PM
	they it comes back with the error code	9:31:09 PM
	and says "unable to connect" with error code	9:31:34 PM
Sanyam Madan	Please try with username - myrealdata\KristinBingham	9:33:50 PM
Kristin Bingham	OK, just a moment please	9:34:10 PM
Sanyam Madan	Also under the gateway section , you have to select the user account	9:35:47 PM
Kristin Bingham		9:37:11 PM

	let me try to go bck to the gateway/user account	
	brb	9:37:14 PM
Sanyam Madan	Okay	9:37:22 PM
Kristin Bingham	still cant get it to connect	9:40:08 PM
Sanyam Madan	Thank you for your patience. It seems this issue may require more detailed troubleshooting, which might be easier over a quick call.	9:41:29 PM
	Would you be comfortable sharing a callback number where we can reach you? One of our team members will contact you shortly to assist you further.	9:41:51 PM
Kristin Bingham	I agree, my desk # is 858-312-6416	9:41:56 PM
Sanyam Madan	We have noted your number and will assign a callback on priority	9:42:42 PM
	Is there anything else I may help you with ?	9:42:43 PM
Kristin Bingham	thank you for your help, sorry to be so much trouble	9:42:44 PM
	:)	9:42:53 PM
Sanyam Madan	We are always here to help 😊	9:43:03 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:43:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:43:13 PM
	<i>Sanyam Madan has ended this chat session</i>	9:43:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 4:25:41 AM

#81815 grace.lee

Email: grace.lee@myrealdata.net

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 56 Secs

grace.lee	Hello, I am your Acebuddy	23 Sep, 4:25:41 AM
Acebuddy	Hello Grace.lee, I'm your Ace Buddy. I'll be happy to assist you!	4:25:42 AM
	Whom Would You Like to Connect With?	4:25:42 AM
grace.lee	Technical Support (QB & App Hosting)	4:25:49 AM
Acebuddy	Welcome to Ace Support.	4:25:49 AM
	Please chose an option :	4:25:49 AM
grace.lee	I'd like to report an Issue	4:25:56 AM
Acebuddy	Please select an option!	4:25:56 AM
grace.lee	QuickBooks Issue	4:26:01 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:26:01 AM
grace.lee	QuickBooks Update	4:26:20 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.	4:26:20 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.	4:26:20 AM
	Do you need any further assistance on the topic?	4:26:20 AM
grace.lee	No	4:26:38 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	4:26:38 AM
	<i>Acebuddy has ended this chat session</i>	4:26:38 AM



Chat Transcript

Hello, I am your Acebuddy

#82096 carolina

Email: carolina@ptxagents.com ☎ 905317123637

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 25 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 41 Secs

carolina	Hello, I am your Acebuddy	30 Sep, 11:27:33 PM
Acebuddy	Hello Carolina, I'm your Ace Buddy. I'll be happy to assist you!	11:27:34 PM
	Whom Would You Like to Connect With?	11:27:34 PM
carolina	Technical Support (QB & App Hosting)	11:27:39 PM
Acebuddy	Welcome to Ace Support.	11:27:39 PM
	Please chose an option :	11:27:39 PM
carolina	I'd like to report an Issue	11:27:46 PM
Acebuddy	Please select an option!	11:27:46 PM
carolina	Other Issue	11:27:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:27:51 PM
carolina	Adobe is frozen	11:28:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:28:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:28:05 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	11:28:31 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sajeet Kumar Suman. I will be assisting you today.	11:28:36 PM
carolina	Hello Sajeet, how are you?	11:28:52 PM
Sujeet Kumar Suman	Hello Carolina	11:28:52 PM
	I am doing well, Thanks for asking! How are you doing?	11:29:17 PM
carolina	I'm fine thank you	11:29:38 PM

	My adobe is frozen, I can't close it or do anything with it	11:30:08 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:30:17 PM
carolina	Professional Tax Agents, PTAX agents and my user name is CarolinaO	11:31:18 PM
Sujeet Kumar Suman	Thank you for the information.	11:32:45 PM
	Are you the only one experiencing this issue, or are others affected as well?	11:32:47 PM
carolina	Well my colleague hasn't tell me anything, I guess its just me	11:33:31 PM
Sujeet Kumar Suman	Have you faced this issue before, or is this your first time experiencing it?	11:33:51 PM
carolina	First time	11:34:00 PM
Sujeet Kumar Suman	When trying to perform any action or open a particular PDF, it freezes ? (Edited)	11:34:23 PM
carolina	Wel I was working normal until now, I was trying to close some files and it got frozen	11:35:59 PM
Sujeet Kumar Suman	Thanks for all of the information's.	11:36:29 PM
	We have closed the Adobe application from the backend. Please try opening it again and let us know if you are still experiencing the same issue.	11:36:36 PM
	This message has been deleted	11:36:41 PM
carolina	Well it looks like its working now	11:38:26 PM
Sujeet Kumar Suman	Thanks for the confirmation !	11:38:43 PM
	Is there anything else I may help you with ?	11:38:55 PM
carolina	No, thank you very much	11:39:47 PM
Sujeet Kumar Suman	Most welcome Carolina.	11:39:58 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.	11:40:02 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:40:08 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:40:12 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	11:40:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Sep, 5:30:41 AM

#81512 Sayr Jamil

Email: midnightzonevi@gmail.com ☎ 340-998-1171

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 14 Secs

City: ST THOMAS

State: Us Virgin Islands

Country: US VIRGIN ISLANDS

Chat Transcript

Chat Duration : 59 Mins 11 Secs

Sayr Jamil	Hello, I am your Acebuddy	14 Sep, 5:30:42 AM
Acebuddy	Hello Carol, I'm your Ace Buddy. I'll be happy to assist you!	5:30:43 AM
	Whom Would You Like to Connect With?	5:30:43 AM
Sayr Jamil	Technical Support (QB & App Hosting)	5:30:46 AM
Acebuddy	Welcome to Ace Support.	5:30:46 AM
	Please chose an option :	5:30:46 AM
Sayr Jamil	I'd like to report an Issue	5:30:54 AM
Acebuddy	Please select an option!	5:30:54 AM
Sayr Jamil	QuickBooks Issue	5:30:59 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:30:59 AM
Sayr Jamil	Other QB related issue	5:31:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:31:07 AM
Sayr Jamil	Good Day Ticket ID: is 767294, prior to this recent number was 749990	5:32:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:32:04 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	5:32:04 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	5:32:12 AM
Sayr Jamil	I received email saying it will need to resolve remotely.	5:32:23 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	5:32:24 AM
	Hello Carol, I will surely help you with this issue.	5:32:57 AM
	Kindly allow me two minutes to check the same.	5:33:02 AM
Sayr Jamil	Ok	5:33:09 AM
	Our QuickBooks was moved to a new server location and being updated from Enterprise Silver Edition to the Gold	5:34:37 AM
	We can access the new server location but cannot get into the QuickBooks old or new version, getting error messages which I sent photos of in email about the registration.	5:35:27 AM
	Also in the migration our folder with our most recent backups were not moved over.	5:35:48 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	5:37:14 AM
Sayr Jamil	ok	5:38:27 AM
Ashutosh Mishra	May I take the remote access of your local computer to assist with this?	5:41:43 AM
Sayr Jamil	Yes	5:41:53 AM
	The location is QBNXTENT1.myrealdatal.net	5:42:28 AM
	Sorry wrong	5:42:56 AM
	QBNXTENT1	5:43:16 AM
Ashutosh Mishra	Our apologies for the inconvenience. The data size was large hence it took more time to migrate the data files to new server. We are currently in the last stages of the migration and I have started moving the data to your accounts storage location.	5:45:00 AM
Sayr Jamil	ok	5:45:21 AM
	What about the messages about QuickBooks registration?	5:45:43 AM
Ashutosh Mishra	I am checking for this and ensuring license properties have been properly embedded, please allow me two more minutes to verify this.	5:46:53 AM
	<i>5:49:42 AMSayr Jamil is sharing a file with you</i>	5:49:42 AM
	<i>Ace 5.png - (Size:11.21 KB)</i>	
	<i>5:49:42 AMSayr Jamil is sharing a file with you</i>	5:49:42 AM
	<i>Ace 4.png - (Size:5.24 KB)</i>	
	<i>5:49:42 AMSayr Jamil is sharing a file with you</i>	5:49:42 AM
	<i>Ace 6.png - (Size:14.21 KB)</i>	
Sayr Jamil	These are the messages I am getting when trying to get into QuickBooks.	5:50:03 AM
	I am getting these messages on both the old version and the new version.	5:50:39 AM
	on both logins	5:50:56 AM

Ashutosh Mishra	I will surely help you with this issue.	5:53:22 AM
	Kindly paste this link in the browser of local computer and join the session.	5:53:29 AM
	https://assist.acecloudhosting.com/join/9452440877	5:53:32 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:53:38 AM
Sayr Jamil	ok	5:54:56 AM
Ashutosh Mishra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:56:14 AM
Sayr Jamil	If there is a disconnect would be a power related issue on my end, just giving heads up.	5:57:02 AM
Ashutosh Mishra	Sure	5:57:46 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.	6:29:54 AM
	<i>Ended due to chat idle timeout</i>	6:29:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 26 Sep, 8:38:59 PM

#81983 Kristin Bingham

Email: kbingham@bingham-construction.com 18583538716

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 56 Secs

Kristin Bingham	Hello, I am your Acebuddy	26 Sep, 8:39:00 PM
Acebuddy	Hello Kristin Bingham, I'm your Ace Buddy. I'll be happy to assist you!	8:39:01 PM
	Whom Would You Like to Connect With?	8:39:01 PM
Kristin Bingham	Technical Support (QB & App Hosting)	8:39:06 PM
Acebuddy	Welcome to Ace Support.	8:39:06 PM
	Please chose an option :	8:39:06 PM
Kristin Bingham	I'd like to report an Issue	8:39:12 PM
Acebuddy	Please select an option!	8:39:12 PM
Kristin Bingham	Other Issue	8:39:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:39:18 PM
Kristin Bingham	cannot login to ACE CLOUD	8:39:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:39:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:39:32 PM
	<i>Dushyant accepted the chat transfer request.</i>	8:39:59 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	8:40:07 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:40:24 PM
Kristin Bingham	Hello Dushyant, thank your for responding	8:40:29 PM
	Bingham Construction	8:40:37 PM
Dushyant	No Problem.	8:40:41 PM
Kristin Bingham	kristin bingham	8:40:43 PM
	fareed emadi cannot login either, I think our server may be having issues?	8:41:17 PM
Dushyant	Apologies for the inconvenience i will try my best to fix the issues.	8:41:54 PM
Kristin Bingham	thank you!	8:42:02 PM
Dushyant	May i know when was the last time it worked for you?	8:42:05 PM
	and for Freed Emadi?	8:42:13 PM
	Any specific error you are getting once try to login to the server?	8:42:23 PM
Kristin Bingham	it wont take my password and it is asking for a pin which is unusual	8:43:18 PM
	would you like to hope on my pc	8:43:31 PM
Dushyant	sure..	8:43:56 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:44:10 PM
Kristin Bingham	nothing notable open	8:44:18 PM
Dushyant	Sounds good.	8:44:47 PM

	I want to take the remote control of your local computer.	8:45:14 PM
Kristin Bingham	Fareed just logged in, let me try again	8:45:17 PM
Dushyant	i am sharing the link	8:45:18 PM
	Sure..	8:45:25 PM
	Please do let me know if your issue stands still.	8:46:16 PM
Kristin Bingham	no luck, would you like to hop on my pc?	8:46:43 PM
Dushyant	sure..	8:46:54 PM
	https://assist.acecloudhosting.com/join/2902313047	8:46:55 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:49:24 PM
	Thank you for the patience.	8:56:30 PM
	Issue has been resolved now.	8:56:35 PM
	Is there anything else I may help you with?	8:56:46 PM
	Are we connected?	8:58:37 PM
	Are we connected?	9:01:48 PM
	Are we connected?	9:02:38 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:02:52 PM
	<i>Dushyant has ended this chat session</i>	9:02:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 5:54:57 PM

#82071 Mandy Mulholland

Email: mandy@aghstore.com +27763189058

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Mac OS

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 42 Secs

City: AMSTERDAM

State: Noordholland

Country: NETHERLANDS

Chat Transcript

Chat Duration : 1 Hour 11 Mins

Mandy Mulholland	Hello, I am your Acebuddy	30 Sep, 5:54:58 PM
Acebuddy	Hello Mandy Mulholland, I'm your Ace Buddy. I'll be happy to assist you!	5:54:59 PM
	Whom Would You Like to Connect With?	5:54:59 PM
Mandy Mulholland	Technical Support (QB & App Hosting)	5:55:07 PM
Acebuddy	Welcome to Ace Support.	5:55:07 PM
	Please chose an option :	5:55:07 PM
Mandy Mulholland	I'd like to report an Issue	5:55:12 PM
Acebuddy	Please select an option!	5:55:12 PM
Mandy Mulholland	QuickBooks Issue	5:55:17 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:55:17 PM
Mandy Mulholland	QuickBooks Login Issue	5:55:25 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	5:55:25 PM
	Was that helpful?	5:55:25 PM
Mandy Mulholland	No	5:55:31 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:55:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:55:32 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:55:38 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:55:52 PM
Mandy Mulholland	Good day, I am trying to log into my quickbooks viathe Microsoft app on my Imac, but it keeps asking me to Upgrade and ask admin to do so, lasr night your team did work on it and I recieved the email taht it was updated but I am still getting the message.	5:56:54 PM
	<i>5:57:28 PM Mandy Mulholland is sharing a file with you</i>	
	<u>Screenshot 2025-09-30 at 14.18.39.png</u> - (Size:201.11 KB)	5:57:28 PM
	<i>Plus this one</i>	

Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	5:57:44 PM
Mandy Mulholland	Could it be because I am located in South Africa and that I need a VPN?	5:58:10 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:58:14 PM
Mandy Mulholland	Because the only way i could access your site was to use a VPN	5:58:23 PM
	I will give you the detail in a minute - of what I did receive	5:58:44 PM
Vikas Singh Chauhan	Okay	5:59:09 PM
Mandy Mulholland	Enter Server Credentials: myrealdata\mandy.m Clark@2881!	5:59:34 PM
	https://americangrill.myrealdata.net/RDWeb/feed/webfeed.aspx	5:59:37 PM
Vikas Singh Chauhan	Were you using VPN yesterday to connect to server ?	5:59:49 PM
Mandy Mulholland	No	6:00:07 PM
	For some reason I didnt need to, but I was on my Macbook Air yesterday and had to switch to my IMac	6:00:52 PM
	But I got the same errors yesterday regardless	6:01:02 PM
	Oh and it is for American Grill & Hearth (company name)	6:01:33 PM
Vikas Singh Chauhan	Okay.	6:01:40 PM
	May I take the remote access of your local computer?	6:01:50 PM
Mandy Mulholland	Yes sure	6:01:57 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	6:02:26 PM
	https://assist.acecloudhosting.com/join/9232587537	6:02:29 PM
	Kindly paste this link in the browser of local computer and join the session.	6:02:38 PM
	Still waiting for the connection ?	6:10:43 PM
	Are we still connected here?	6:10:47 PM
	Are we still connected here?	6:11:54 PM
	Are we still connected here?	6:12:30 PM
Mandy Mulholland	Hi	6:13:13 PM
	Okay busy establishing connection	6:13:14 PM
	Not sure what is happening but it says session expired	6:13:15 PM
	Are you still there?	6:13:16 PM
Vikas Singh Chauhan	Yes	6:13:30 PM
Mandy Mulholland	I'm still here, okay lets try again	6:13:37 PM
Vikas Singh Chauhan	Okay, let me provide you a new session link to connect.	6:13:52 PM
Mandy Mulholland	Okay	6:14:05 PM
Vikas Singh Chauhan	https://assist.acecloudhosting.com/join/8862759473	6:14:09 PM

	Kindly paste this link in the browser of local computer and join the session.	6:14:22 PM
Mandy Mulholland	Trying now again	6:14:34 PM
Vikas Singh Chauhan	Okay	6:14:45 PM
	<i>6:16:33 PM Mandy Mulholland is sharing a file with you image.png - (Size:2.09 MB)</i>	6:16:33 PM
Mandy Mulholland	it is getting stuck here	6:17:08 PM
Vikas Singh Chauhan	Okay	6:17:43 PM
	Can you do a speed test on the local computer once ? Search for speed test on Google and open the first site ?	6:18:43 PM
Mandy Mulholland	okay	6:19:27 PM
Vikas Singh Chauhan	Also, could you please try to close the Quickbook and try opening it again.	6:19:59 PM
Mandy Mulholland	Okay	6:21:43 PM
	<i>6:21:43 PM Mandy Mulholland is sharing a file with you Screenshot 2025-09-30 at 14.50.47.png - (Size:168.58 KB)</i>	6:21:43 PM
	Okay Quickbooks is closed	6:22:26 PM
Vikas Singh Chauhan	Do you have any other internet connect to use. The speed and latency on this connect is too slow for a connection.	6:23:03 PM
Mandy Mulholland	Let me try	6:23:18 PM
	<i>6:24:33 PM Mandy Mulholland is sharing a file with you Screenshot 2025-09-30 at 14.54.19.png - (Size:213.4 KB)</i>	6:24:33 PM
	I cant get my connnection faster than this	6:24:45 PM
Vikas Singh Chauhan	Have you tried opening the Quickbook again.	6:25:22 PM
Mandy Mulholland	Let me try	6:25:32 PM
Vikas Singh Chauhan	Okay	6:26:00 PM
Mandy Mulholland	Still getting the same message	6:28:05 PM
	<i>6:28:18 PM Mandy Mulholland is sharing a file with you Screenshot 2025-09-30 at 14.57.46.png - (Size:139.69 KB)</i>	6:28:18 PM
	Lets try and get you access to my PC again, I see that my free VPN is over but I am still connected to you	6:29:35 PM
Vikas Singh Chauhan	Okay	6:29:55 PM
	Let me provide you the link again.	6:30:06 PM
Mandy Mulholland	Okay	6:32:08 PM
Vikas Singh Chauhan	You are on the server, right ?	6:32:47 PM
Mandy Mulholland	Yes	6:33:00 PM

Vikas Singh Chauhan	I am sending you a request on your server screen, please accept it ?	6:33:24 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.	6:37:20 PM
	Are we still connected here?	7:00:08 PM
	Are we still connected here?	7:01:22 PM
	Are we still connected here?	7:06:05 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:06:33 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	7:06:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	17 Sep, 5:57:33 AM
#81614 shari	
Email: shari@jkservicesinc.com	18054079440
Department: Support(QB & App Hosting)	
Operator: Yash Kalra	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Mac OS	
Browser: Mozilla Firefox	
Device: Desktop	
Average Response Time: 23 Secs	
City: CABO SAN LUCAS	
State: Baja California Sur	
Country: MEXICO	

Chat Transcript	Chat Duration : 19 Mins 4 Secs
shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

shari	Technical Support (QB & App Hosting)	5:57:53 AM
Acebuddy	Welcome to Ace Support.	5:57:53 AM
	Please chose an option :	5:57:53 AM
shari	I'd like to report an Issue	5:57:59 AM
Acebuddy	Please select an option!	5:57:59 AM
shari	QuickBooks Issue	5:58:03 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:58:03 AM
shari	Other QB related issue	5:58:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:58:16 AM
shari	payroll update is failing	5:58:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:58:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:58:39 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	5:59:36 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	5:59:42 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:59:45 AM
	Are we still connected here?	6:01:43 AM
shari	yes	6:02:47 AM
	jks-enterprise	6:03:05 AM
	sbray	6:03:29 AM
Yash Kalra	Kindly allow me two minutes to check the same.	6:03:46 AM
	Shari, are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message.	6:06:55 AM
	Are we still connected here?	6:09:47 AM
	Are we still connected here?	6:11:51 AM
shari	yes	6:12:47 AM
	I had to exit	6:12:52 AM
	it is failing on a payroll update	6:13:01 AM
Yash Kalra	May I take the remote access of your server?	6:13:08 AM
	Shari, we will try to update the payroll from our side. If the issue persists, we kindly request you to connect back with us so that we can resolve it.	6:16:10 AM
shari	ok	6:16:19 AM
	yes	6:16:20 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on	

smileys at the end of this chat.

6:16:28 AM

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

6:16:34 AM

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

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

Thanks!

6:16:36 AM

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

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

Yash Kalra has ended this chat session

6:16:39 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 3:41:50 AM

#81358 Lindsey Vela

Email: admin@beaconmarineelectronics.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: 1 Min 41 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 55 Mins 57 Secs

Lindsey Vela

Hello, I am your Acebuddy

10 Sep, 3:41:52 AM

Acebuddy

	Hello Randi Friday, I'm your Ace Buddy. I'll be happy to assist you!	3:41:52 AM
	Whom Would You Like to Connect With?	3:41:52 AM
Lindsey Vela	VDI/DaaS Support	3:41:54 AM
Acebuddy	Please wait while we connect you to an available Representative.	3:41:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:41:54 AM
Lindsey Vela	sorry wrong option	3:42:01 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	3:42:05 AM
	I need help with Quickbooks	3:42:12 AM
Pradeep Kumar	Thank you for contacting Ace Cloud Hosting. Please share your business name once.	3:43:17 AM
Lindsey Vela	Beacon Marine Electronics.	3:43:29 AM
	I need help with Quickbooks. Invoice layout is being cut off.	3:43:39 AM
Pradeep Kumar	Let me transfer the chat to the concerned Team.	3:45:15 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	3:45:25 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:45:46 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:45:55 AM
Lindsey Vela	Thank you. I am on JKSEEnterprise.myrealdatal.net	3:46:22 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your user name?	3:47:00 AM
Lindsey Vela	I am logged in under Garth	3:47:13 AM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	3:47:39 AM
Lindsey Vela	I can check but right now it is just me.	3:48:02 AM
Ashutosh Mishra	Is this the first time you are facing this issue?	3:49:20 AM
Lindsey Vela	it has happened before	3:49:52 AM
	I emailed successfully from Joel's log in	3:51:01 AM
	where I had the issue prior	3:51:06 AM
Ashutosh Mishra	Thank you for providing the details. As of now i do not see any user named Garth logged in the server.	3:51:12 AM
Lindsey Vela	may be considered admin	3:51:51 AM
Ashutosh Mishra	is your username aadmin? Currently onle Joel and aadmin are logged in the server.	3:52:00 AM
	Thanks for the confirmation !	3:52:07 AM
	May I take the remote access of your server to assist with this?	3:52:23 AM
Lindsey Vela	yes	3:52:33 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	3:52:38 AM
Lindsey Vela	ok	3:52:45 AM

Ashutosh Mishra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:53:04 AM
Lindsey Vela	we print on 2035 mainly if that can be the default	4:04:10 AM
Ashutosh Mishra	Sure, lets preview the print output from HP 2035 printer.	4:04:51 AM
	With the HP 2035 printer the preview output looks complete.	4:06:07 AM
Lindsey Vela	just need it to translate to PDF to email	4:06:09 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	4:06:28 AM
Lindsey Vela	i need a minute to help a customer	4:09:19 AM
Ashutosh Mishra	Sure, would you like to connect with us later regarding the issue.	4:10:13 AM
	We can also reach out to you over the phone.	4:11:03 AM
Lindsey Vela	i am logging in a gain	4:13:15 AM
	had to help a customer	4:13:18 AM
Ashutosh Mishra	I will send the remote session request again.	4:13:43 AM
	Please check if the invoice is partially cutoff.	4:14:56 AM
Lindsey Vela	yes it is still cut off	4:15:11 AM
	we use BME invoice and Progress Invoice most	4:18:39 AM
Ashutosh Mishra	Thank you for your patience.	4:30:02 AM
Lindsey Vela	no worries	4:30:10 AM
Ashutosh Mishra	In the preview forms in QuickBooks the Invoice PDF shows up perfectly however when it sent or downloaded than the invoice gets partially cut off, this is likely due to the print and pdf component of the QuickBooks not working as expected, we would have to repair the program files and the print and pdf tool component. Additionally, we will also have to update the QuickBooks to ensure optimum performance.	4:33:49 AM
	I will be scheduling the repair and updates for night hours by the backend team, as this would require downtime.	4:34:59 AM
	Once this is completed, we will inform you over the email.	4:36:02 AM
Lindsey Vela	sounds good	4:36:34 AM
Ashutosh Mishra	We regret this would require additional downtime and couldn't be resolved right away on the chat, rest assured we will work on this on priority basis.	4:36:58 AM
Lindsey Vela	no worries	4:37:14 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:37:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:37:42 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

conversation, along with a ticket number and survey feedback form.

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

4:37:45 AM

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

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

Ashutosh Mishra has ended this chat session

4:37:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 8:43:17 AM

#81664 Ann Thornton

Email: hairprincess12@yahoo.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 13 Secs

City: HELOTES

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 59 Secs

Ann Thornton	Hello, I am your Acebuddy	18 Sep, 8:43:19 AM
Acebuddy	Hello Ann Thornton, I'm your Ace Buddy. I'll be happy to assist you!	8:43:20 AM
	Whom Would You Like to Connect With?	8:43:20 AM
Ann Thornton	Technical Support (QB & App Hosting)	8:43:28 AM
Acebuddy		

	Welcome to Ace Support.	8:43:28 AM
	Please chose an option :	8:43:28 AM
Ann Thornton	I'd like to raise a Request	8:43:36 AM
Acebuddy	Please select your request type.	8:43:36 AM
Ann Thornton	Password Reset	8:43:46 AM
Acebuddy	Please select an option below	8:43:46 AM
Ann Thornton	Not Enrolled to Selfcare Portal	8:43:54 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	8:43:54 AM
	Do you need any further assistance on the topic?	8:43:54 AM
Ann Thornton	Yes	8:44:21 AM
Acebuddy	Please wait while we connect you to our Support Representative	8:44:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:44:21 AM
Ann Thornton	Reset password	8:44:58 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	8:46:14 AM
	<i>Ankit Kumar is transferring the chat to Support(QB & App Hosting).</i>	8:46:21 AM
	<i>Rohan accepted the chat transfer request.</i>	8:46:23 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	8:46:28 AM
	Hello Ann, how are you doing today ?	8:46:42 AM
	Are we still connected here?	8:48:42 AM
	Are we still connected here?	8:49:14 AM
	Are we still connected here?	8:50:11 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:50:16 AM
	<i>Rohan has ended this chat session</i>	8:50:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#81042 caamitdoshi14****Email:** caamitdoshi14@gmail.com**Department:** Support(QB & App Hosting)**Operator:** Tushar Pharswan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 53 Secs**City:** AHMEDABAD**State:** Gujarat**Country:** INDIA**Chat Duration : 55 Mins 50 Secs****Chat Transcript**

caamitdoshi14	Hello, I am your Acebuddy	1 Sep, 11:03:14 PM
Acebuddy	Hello Caamitdoshi14, I'm your Ace Buddy. I'll be happy to assist you!	11:03:15 PM
	Whom Would You Like to Connect With?	11:03:15 PM
caamitdoshi14	Technical Support (QB & App Hosting)	11:03:25 PM
Acebuddy	Welcome to Ace Support.	11:03:25 PM
	Please chose an option :	11:03:25 PM
caamitdoshi14	I'd like to report an Issue	11:03:33 PM
Acebuddy	Please select an option!	11:03:33 PM
caamitdoshi14	Other Issue	11:06:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:06:15 PM
caamitdoshi14	Ticket # 759621	11:06:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:06:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:06:28 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:08:21 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:08:25 PM
caamitdoshi14	Hey Tushar	11:08:39 PM
	Can you look into the ticket # 759621/	11:08:53 PM
Tushar Pharswan	Hello Caamitdoshi	11:09:14 PM
	Kindly allow me two minutes to check the same.	11:09:23 PM
caamitdoshi14		

	Okay	11:09:32 PM
Tushar Pharswan	Thank you for waiting Amit.	11:13:18 PM
	The assigned Escalation person is currently unavailable but I will be doing some troubleshooting and will be sharing my report with him as soon as he is available.	11:14:48 PM
	Your case has already been escalated to our escalation team who looks into this type of repetitive issues.	11:15:39 PM
	As of now kindly let me know currently your mic is not working ?	11:16:16 PM
caamitdoshi14	No it's not working while on RDP	11:18:21 PM
	It basically is not detecting the Mic at all on Teams or Zoom	11:18:40 PM
	<i>11:19:03 PM caamitdoshi14 is sharing a file with you</i> <u>No Mic on Teams.png</u> - (Size:82.17 KB)	11:19:03 PM
	Check this out	11:19:08 PM
Tushar Pharswan	Okay I will have to take the remote connection of your local system to check.	11:19:48 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:19:51 PM
caamitdoshi14	Done. You can go ahead!	11:20:11 PM
Tushar Pharswan	https://assist.acecloudhosting.com/join/2012814047	11:20:38 PM
	Kindly Click on the link and open the downloaded file.	11:20:44 PM
caamitdoshi14	Done	11:21:15 PM
Tushar Pharswan	Thank you and we are connected. Amit may I know for how long this issue has been there did the mic previously work on your profile?	11:22:39 PM
caamitdoshi14	Everytime when I login to RDP and try to use Mic over Teams or Zoom, this issue comes up	11:23:09 PM
Tushar Pharswan	Do other users also face this issue?	11:24:10 PM
caamitdoshi14	I am not sure about it.	11:24:43 PM
Tushar Pharswan	Okay allow me 2 minutes to check some settings on server side first after that will check on your system.	11:25:37 PM
	Thank you for waiting, now I will be checking your side.	11:29:43 PM
	I will have to log off your session once kindly save all your work and log off.	11:30:45 PM
	can you share me a voice chat by using the mic button just to check if mic is working or not.	11:39:21 PM
	<i>11:40:54 PM caamitdoshi14 shared a voice note</i> <u>Voice note.mp3</u> - (Size:69.37 KB)	11:40:54 PM
	Okay its working	11:41:07 PM
	Your local system up time is also very much let's reboot your system as well. I know it does not seem relevant, but these small things do affect the Microsoft remote RDP sometimes.	11:43:28 PM
	With your permission may I reboot your system?	11:43:54 PM
caamitdoshi14		11:44:12 PM

	Yes please	
Tushar Pharswan	Kindly press yes.	11:44:55 PM
	Is there anything else I may help you with ?	11:57:36 PM
caamitdoshi14	No I am good at this point now	11:57:53 PM
Tushar Pharswan	I'll be opening a feedback link shortly — if you found this support session helpful, please click the 'Like' button. It really means a lot to us.	11:57:58 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	11:58:17 PM
	I will be contacting my escalation team soon regarding this issue.as well.	11:58:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:58:50 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:58:53 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
caamitdoshi14	Okay	11:58:53 PM
Tushar Pharswan	Thank you	11:59:02 PM
	<i>Tushar Pharswan has ended this chat session</i>	11:59:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 7:19:31 PM

#81503 James Miller

Email: j.miller@innercircle.cpa

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: INDEPENDENCE

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 14 Secs

James Miller	Hello, I am your Acebuddy	13 Sep, 7:19:33 PM
Acebuddy	Hello James Miller, I'm your Ace Buddy. I'll be happy to assist you!	7:19:33 PM
	Whom Would You Like to Connect With?	7:19:33 PM
James Miller	Technical Support (QB & App Hosting)	7:19:45 PM
Acebuddy	Welcome to Ace Support.	7:19:45 PM
	Please chose an option :	7:19:45 PM
James Miller	I'd like to report an Issue	7:19:51 PM
Acebuddy	Please select an option!	7:19:51 PM
James Miller	Other Issue	7:19:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:19:55 PM
James Miller	I am trying to use the remote desktop app to connect to Ace Cloud for my account with Inner Circle Advisors. After many attempts, I have been unable to connect. I get the error message	7:23:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:23:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:23:10 PM
James Miller	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't connect to the remote computer for one of these reasons: 1) Remote access to the server is not enabled 2) The remote computer is turned off 3) The remote computer is not available on the network Make sure the remote computer is turned on and connected to the network, and that remote access is enabled. [^] Hide details [OK] [Expanded Information] Error code: 0x204 Extended error code: 0x0 Timestamp (UTC): 09/13/25 01:52:57 PM Press Ctrl+C to copy.	7:23:15 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:23:19 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:23:35 PM
James Miller	Hello, Shubham. Thank you for your help	7:23:49 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:23:58 PM
James Miller	Computer: ICAdvisors.myrealdatal.net	7:24:36 PM
	Username: myrealdatal/ICA_James	7:24:46 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	7:25:18 PM

Thanks for the patience James, we have checked that your profile is working and server is also accessible from our end.

7:28:46 PM

Please do let me know you are facing this issue or other users are also facing it? (Edited)

James Miller As far as I know, I am the only one with the issue. Perhaps it is my own internet connection. 7:30:19 PM

Shubham Maurya Okay, please let me check at your end for the issue. 7:31:01 PM

May I take the remote access of your local computer? 7:31:05 PM

James Miller Yes 7:32:20 PM

But I have logged in to the local account of Joe Madigan. I have taken his computer home to be able to work from home. I haven't yet put my local account on this computer. 7:33:15 PM

Shubham Maurya Okay, please hold on in this case let me share you a new RDP file please download that file and then try to connect again. 7:35:17 PM

<https://we.tl/t-JNycZqrtvm> 7:36:57 PM

Download new RDP file from above link and try to connect now. 7:37:13 PM

James Miller Thank you, Shubham. That worked. I was able to connect. 7:40:14 PM

Shubham Maurya You are most welcome James ! Happy to hear that. 7:40:53 PM

Is there anything else I may help you with ? 7:40:56 PM

James Miller No. I think I am good to go. Thank you very much, again. 7:42:20 PM

Shubham Maurya Have a good one ! 7:42:39 PM

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

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

Thanks! 7:42:41 PM

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

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

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 7:42:44 PM

Shubham Maurya has ended this chat session 7:42:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 1:13:47 PM

#81618 VISHNU IVARAJ

Email: vivaraj@accountingresourcesinc.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 8 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 56 Secs

VISHNU IVARAJ	Hello, I am your Acebuddy	17 Sep, 1:13:49 PM
Acebuddy	Hello Vishnu Ivaraj, I'm your Ace Buddy. I'll be happy to assist you!	1:13:50 PM
	Whom Would You Like to Connect With?	1:13:50 PM
VISHNU IVARAJ	Technical Support (QB & App Hosting)	1:14:02 PM
Acebuddy	Welcome to Ace Support.	1:14:02 PM
	Please chose an option :	1:14:02 PM
VISHNU IVARAJ	I'd like to raise a Request	1:14:11 PM
Acebuddy	Please select your request type.	1:14:12 PM
VISHNU IVARAJ	Other Request	1:14:24 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:14:24 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:14:24 PM
VISHNU IVARAJ	Yes, I'm facing issues with my server	1:14:31 PM
Acebuddy	Please select an option!	1:14:31 PM
VISHNU IVARAJ	QuickBooks Issue	1:14:35 PM
Acebuddy	What type of QuickBooks Issue are you facing?	1:14:35 PM

VISHNU IVARAJ	QuickBooks Login Issue	1:14:43 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	1:14:44 PM
	Was that helpful?	1:14:44 PM
VISHNU IVARAJ	No	1:14:51 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:14:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:14:51 PM
	<i>Rohan accepted the chat transfer request.</i>	1:14:57 PM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	1:15:02 PM
VISHNU IVARAJ	Hi Rohan	1:15:07 PM
Rohan	Hello Vishnu, how are you doing today?	1:15:14 PM
VISHNU IVARAJ	When I try to open QBD in Ace server asking administrator permissions after popup showing problem in opening the company file	1:15:27 PM 1:16:08 PM
	<i>1:16:17 PM VISHNU IVARAJ is sharing a file with you <u>1_image.png</u> - (Size:14.02 KB)</i>	1:16:17 PM
Rohan	Thank you for all the Error details.	1:16:20 PM
	I will surely help you with this issue.	1:16:26 PM
	Is this the first time you are facing this issue?	1:16:34 PM
VISHNU IVARAJ	Yes	1:16:40 PM
	sorry I faced this 2 months ago after that today	1:17:07 PM
Rohan	Thanks for the confirmation !	1:17:27 PM
	Could you please confirm how you are opening the QB file? Are you opening it directly by double-clicking the file, or are you opening it from within the QuickBooks application? (Edited)	1:19:08 PM
VISHNU IVARAJ	through double click	1:20:11 PM
	I have Client QBD Application	1:20:42 PM
Rohan	Vishnu, you need to open the QB file from within the QuickBooks application, as the server has been configured that way to meet the requirements.	1:22:06 PM
	Do you need help with opening the QB file within the QuickBooks application?	1:23:04 PM
VISHNU IVARAJ	yes I need help.	1:24:22 PM
Rohan	Thanks for the confirmation !	1:25:13 PM
	May I take the remote access of your server?	1:25:17 PM
VISHNU IVARAJ	yes	1:25:59 PM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	1:26:16 PM

VISHNU IVARAJ	Sure Rohan	1:26:30 PM
Rohan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:26:49 PM
VISHNU IVARAJ	I accepted	1:26:51 PM
Rohan	As discussed, we will get this resolved by the concerned team and we will update you via email once done.	1:42:06 PM
	Is there anything else I may help you with ?	1:42:09 PM
VISHNU IVARAJ	No	1:42:30 PM
	Thank you Rohan	1:42:41 PM
Rohan	We would like to thank you for your understanding and patience regarding this matter.	1:43:28 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:43:40 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:43:42 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan has ended this chat session</i>	1:43:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 8:11:52 PM

#81783 Paul

Email: psalgado@sewwchicago.com 12244336495

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: MUNDELEIN

State: Illinois

Country: UNITED STATES

Chat Duration : 11 Mins 38 Secs

Chat Transcript

Paul	Hello, I am your Acebuddy	22 Sep, 8:11:53 PM
Acebuddy	Hello Paul, I'm your Ace Buddy. I'll be happy to assist you!	8:11:53 PM
	Whom Would You Like to Connect With?	8:11:53 PM
Paul	Technical Support (QB & App Hosting)	8:11:57 PM
Acebuddy	Welcome to Ace Support.	8:11:57 PM
	Please chose an option :	8:11:57 PM
Paul	I'd like to report an Issue	8:12:03 PM
Acebuddy	Please select an option!	8:12:03 PM
Paul	QuickBooks Issue	8:12:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:12:06 PM
Paul	Other QB related issue	8:12:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:12:11 PM
Paul	770529	8:12:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:12:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:12:21 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:12:48 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:12:56 PM
Paul	Thank You, I was supposed to receive call back today to fix my issue, no call received. Please advise.	8:13:16 PM
	I need to get our quickbooks fixed	8:13:30 PM
Ashutosh Mishra	Hello Paul, I will surely help you with this issue.	8:13:45 PM
	Kindly allow me two minutes to check the same.	8:13:49 PM
Paul	ok	8:13:53 PM
Ashutosh Mishra	Thank you for your patience.	8:15:22 PM
Paul	yes	8:15:28 PM
Ashutosh Mishra	I deeply apologize for the inconvenience caused to you. I am scheduling the callback right now and	8:16:56 PM

	within 20 minutes you will receive call from one of our senior engineers.	
Paul	ok, what number?	8:17:07 PM
Ashutosh Mishra	The number we have is 2244336495	8:17:46 PM
Paul	ok, please do as I need to get this fixed, Thank You	8:18:04 PM
Ashutosh Mishra	Rest assured i am scheduling it on highest priority and within 20 minutes the senior engineer will contact you.	8:18:41 PM
	Is there anything else I may help you with ?	8:19:05 PM
	Are we still connected here?	8:21:10 PM
Paul	yes	8:21:37 PM
Ashutosh Mishra	Is there anything else I may help you with ?	8:21:47 PM
Paul	waitign for their call, if they cannot reach me thru the number, you can call 847-708-8714	8:22:03 PM
Ashutosh Mishra	Sure I will mention this as an alternative number.	8:22:40 PM
Paul	thanks	8:22:52 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:23:14 PM
Paul	you too	8:23:20 PM
Ashutosh Mishra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:23:28 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	8:23:31 PM



Chat Transcript

Hello, I am your Acebuddy

#81691 Melody Folk**Email:** mfolk@ccpnw.org ☎ 360-374-9340**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:** 27 Secs**City:** FORKS**State:** Washington**Country:** UNITED STATES

Chat Duration : 36 Mins 31 Secs

Chat Transcript

Melody Folk	Hello, I am your Acebuddy	18 Sep, 9:39:15 PM
Acebuddy	Hello Melody Folk, I'm your Ace Buddy. I'll be happy to assist you!	9:39:16 PM
	Whom Would You Like to Connect With?	9:39:16 PM
Melody Folk	Technical Support (QB & App Hosting)	9:39:22 PM
Acebuddy	Welcome to Ace Support.	9:39:22 PM
	Please chose an option :	9:39:22 PM
Melody Folk	I'd like to report an Issue	9:39:32 PM
Acebuddy	Please select an option!	9:39:32 PM
Melody Folk	QuickBooks Issue	9:39:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:39:39 PM
Melody Folk	QuickBooks Update	9:39:47 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	9:39:47 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	9:39:47 PM
	Do you need any further assistance on the topic?	9:39:48 PM
Melody Folk	Yes	9:40:26 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:40:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:40:26 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:40:48 PM
	<i>Sujeet Kumar Suman is transferring the chat to Shashwat Verma.</i>	9:40:55 PM

	<i>Shashwat Verma accepted the chat transfer request.</i>	9:40:58 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:41:01 PM
	Hello Melody	9:41:06 PM
	How are you?	9:41:16 PM
	Are we still connected here?	9:42:06 PM
Melody Folk	Yes.	9:42:13 PM
	There was an update last night and I can't access QuickBooks. Error -6189, -816	9:43:02 PM
	<i>9:43:11 PM Melody Folk is sharing a file with you <u>1_image.png</u> - (Size:20.85 KB)</i>	9:43:11 PM
Shashwat Verma	I will surely help you with this issue.	9:43:14 PM
	Kindly allow me two minutes to check the same.	9:43:34 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:46:40 PM
Melody Folk	Yes. It worked fine yesterday. There are two other users. One already went through this earlier. She used the admin account and thought she rectified it for all. The other person hasn't arrived to work yet.	9:47:55 PM
Shashwat Verma	Thanks for the confirmation !	9:48:39 PM
	We have checked the issue and found that we need to update the QuickBooks File Doctor and run it from the backend. To implement the changes, a server reboot will also be required. This process may take approximately 15-20 minutes. We will complete the necessary steps and notify you via email once done.	9:48:41 PM
	Let me do the needful	9:50:31 PM
Melody Folk	Will this interrupt the other user? She is at a different location.	9:51:13 PM
Shashwat Verma	Yes, it require server reboot to implement the changes	9:51:31 PM
Melody Folk	I will let her know.	9:51:43 PM
Shashwat Verma	Sure	9:51:47 PM
	Shall we proceed with the reboot now?	9:53:06 PM
Melody Folk	Yes	9:53:14 PM
Shashwat Verma	Sure, please stay connected	9:53:47 PM
Melody Folk	Okay	9:53:57 PM
Shashwat Verma	We have rebooted the server, kindly try to login the server in next 1 min and let us know if the issue is still there or not	9:54:35 PM
	Kindly try now	9:55:55 PM
	<i>9:56:23 PM Melody Folk is sharing a file with you <u>1_image.png</u> - (Size:45.25 KB)</i>	9:56:23 PM

	Kindly use the Qb 24 icon	9:56:56 PM
	<i>9:58:46 PM Melody Folk is sharing a file with you 1_image.png - (Size:15.76 KB)</i>	9:58:46 PM
	Shall I show you the same on remote session?	9:59:01 PM
	We require to open the file with 24 version from now	9:59:23 PM
	May I take the remote access of your server?	9:59:47 PM
Melody Folk	Okay	10:00:12 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:00:18 PM
Melody Folk	Done	10:00:34 PM
Shashwat Verma	Select the file from the location now	10:01:29 PM
Melody Folk	I don't know which file? Try that one?	10:02:37 PM
Shashwat Verma	Yes the one which you were using earlier	10:02:52 PM
Melody Folk	My password doesn't work.	10:04:26 PM
Shashwat Verma	Let me first check your file you were last using	10:06:30 PM
Melody Folk	Okay	10:06:43 PM
Shashwat Verma	Okay that's the same file	10:07:57 PM
Melody Folk	Let me call Patti	10:09:29 PM
Shashwat Verma	I have to first close the file at patti end	10:09:56 PM
	And have to change the mode to multiple users	10:10:16 PM
Melody Folk	She said she changed it.	10:10:32 PM
Shashwat Verma	Let me just logoff her for testing purpose for 5 mins	10:10:51 PM
Melody Folk	I warned her.	10:11:02 PM
Shashwat Verma	Okay	10:11:06 PM
	Try now	10:11:25 PM
	File is open now	10:12:00 PM
Melody Folk	Thank You!!	10:12:17 PM
Shashwat Verma	I have changed the setting to multi user	10:12:29 PM
	Now patti can also use the same	10:12:35 PM
	At same time	10:12:40 PM
Melody Folk	Perfect	10:12:43 PM
Shashwat Verma	Also, we would like to inform you that your C: Drive is running low on space, which may soon result in multiple issues. We recommend taking prompt action to address this.	10:12:47 PM
	<i>10:13:08 PM Shashwat Verma is sharing a file with you</i>	

[image.png](#) - (Size:13.47 KB)

10:13:08 PM

Melody Folk	Seems like this happens yearly. I will have Patti speak with the executive director.	10:13:44 PM
Shashwat Verma	In that case, I can share you the storage plans for upgrade	10:13:58 PM
Melody Folk	okay	10:14:11 PM
Shashwat Verma	Also will email you the detailed email for the same, you can loop your director in the same.	10:14:36 PM
	Plan 1: 200 GB – \$120/month Plan 2: 100 GB – \$60/month Plan 3: 80 GB – \$50/month Plan 4: 60 GB – \$40/month Plan 5: 40 GB – \$28/month	10:14:48 PM
	Here are the storage plans	10:14:54 PM
Melody Folk	That will work	10:15:11 PM
Shashwat Verma	Will also share the detailed email too	10:15:15 PM
	Is there anything else I may help you with ?	10:15:17 PM
Melody Folk	No, I am thankful for your help.	10:15:39 PM
Shashwat Verma	"Please click on the Happy Smile."	10:15:42 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:15:44 PM
	<i>Shashwat Verma has ended this chat session</i>	10:15:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 8:32:42 PM

#82082 sean vazan

Email: svazan@pblbio.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: PISCATAWAY

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 6 Secs

sean vazan	Hello, I am your Acebuddy	30 Sep, 8:32:42 PM
Acebuddy	Hello Sean Vazan, I'm your Ace Buddy. I'll be happy to assist you!	8:32:43 PM
	Whom Would You Like to Connect With?	8:32:44 PM
sean vazan	Technical Support (QB & App Hosting)	8:33:04 PM
Acebuddy	Welcome to Ace Support.	8:33:04 PM
	Please chose an option :	8:33:04 PM
sean vazan	I'd like to raise a Request	8:33:14 PM
Acebuddy	Please select your request type.	8:33:14 PM
sean vazan	Other Request	8:33:29 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.	8:33:29 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:33:29 PM
sean vazan	Yes, I'm facing issues with my server	8:33:42 PM
Acebuddy	Please select an option!	8:33:42 PM
sean vazan	Other Issue	8:33:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:33:46 PM
sean vazan	someone from ACE is suppose to join a call with me to complete an integration	8:34:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:34:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:34:15 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:34:35 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:34:45 PM
	Hello Sean, I will surely help you with this.	8:35:07 PM
	Kindly allow me two minutes to check the same.	8:35:16 PM
	Thank you for your patience.	8:36:20 PM
	Currently one of our team members has reached out over the phone and assisting with the concern.	8:37:48 PM
	Are we still connected here?	8:39:12 PM
	Are we still connected here?	8:41:16 PM

Are we still connected here?

8:43:54 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.

8:45:39 PM

Ashutosh Mishra has ended this chat session

8:45:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 1:03:00 AM

#81345 suzanne r rodriguez

Email: suzanne@vintage-elevator.com 16507404315

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: SAN CARLOS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 23 Secs

suzanne r rodriguez	Hello, I am your Acebuddy	10 Sep, 1:03:01 AM
Acebuddy	Hello Suzanne R Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	1:03:02 AM
	Whom Would You Like to Connect With?	1:03:02 AM
suzanne r rodriguez	Technical Support (QB & App Hosting)	1:03:05 AM
Acebuddy	Welcome to Ace Support.	1:03:05 AM
	Please chose an option :	1:03:05 AM
suzanne r rodriguez	I'd like to raise a Request	1:03:13 AM
Acebuddy	Please select your request type.	1:03:13 AM

suzanne r rodriguez	Other Request	1:03:21 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:03:21 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:03:21 AM
suzanne r rodriguez	Yes, I'm facing issues with my server	1:03:31 AM
Acebuddy	Please select an option!	1:03:31 AM
suzanne r rodriguez	Other Issue	1:03:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:03:34 AM
suzanne r rodriguez	I need to transfer files from the server to my local server but I get an error message "the file size exceeds the limit allowed and cannot be saved"	1:04:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:04:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:04:58 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:05:07 AM
suzanne r rodriguez	Is there an application for file transfer?	1:05:08 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:05:13 AM
	Hello Suzanne	1:05:26 AM
suzanne r rodriguez	Looking for a way to transfer backup files to another server	1:06:42 AM
Sanyam Madan	You can transfer files from your server to your local system using WeTransfer.	1:06:53 AM
suzanne r rodriguez	Do I have an account	1:07:34 AM
Sanyam Madan	You can access the server, open Chrome, type "WeTransfer" in the address bar, and open the first link. From there, you'll be able to transfer your files easily.	1:08:28 AM
suzanne r rodriguez	Ok i'll give that a try	1:09:25 AM
	thank you	1:09:26 AM
Sanyam Madan	Is there anything else I may help you with ?	1:09:34 AM
	Are we still connected here?	1:11:04 AM
	Are we still connected here?	1:13:23 AM
	Are we still connected here?	1:15:16 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:15:22 AM
	<i>Sanyam Madan has ended this chat session</i>	1:15:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 1:12:58 AM

#81806 kate

Email: kate@jbid.co 6125980852

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 13 Secs

kate	Hello, I am your Acebuddy	23 Sep, 1:12:59 AM
Acebuddy	Hello Kate, I'm your Ace Buddy. I'll be happy to assist you!	1:13:00 AM
	Whom Would You Like to Connect With?	1:13:00 AM
kate	Technical Support (QB & App Hosting)	1:13:10 AM
Acebuddy	Welcome to Ace Support.	1:13:10 AM
	Please chose an option :	1:13:10 AM
kate	I'd like to report an Issue	1:13:28 AM
Acebuddy	Please select an option!	1:13:28 AM
kate	Password Reset	1:13:36 AM
Acebuddy	Please select an option below	1:13:36 AM
kate	Already Enrolled to Selfcare Portal	1:13:41 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:13:41 AM
	Do you need any further assistance on the topic?	1:13:41 AM
kate	Yes	1:20:13 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:20:13 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	1:20:13 AM
kate	thanks	1:20:27 AM
	<i>Arun Sharma declined the transfer request.</i>	1:20:31 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:20:37 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:20:45 AM
kate	Hi Sanyam.	1:20:54 AM
Sanyam Madan	Hello kate , how are you doing	1:20:56 AM
kate	oh pretty well.	1:21:01 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:21:10 AM
kate	where do I find the server name?	1:21:45 AM
	persingpro@myrealdata.net	1:22:05 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	1:22:26 AM
kate	joanna@jbid.co	1:22:45 AM
Sanyam Madan	Kate, we can do 2 things in this case, either you can contact Joanna Branzell as she is the POC of this account and can reset your password via MyPortal	1:28:12 AM
	or you can send us an email from the registered email address(joanna@joannabrazellinteriordesign.com) at support@acecloudhosting.com so that we could proceed further with the request.	1:28:49 AM
kate	Ok, I will have her do this. She did just recently reset the password, and gave me what she thought was the pw. But it doesn't work.	1:29:26 AM
	Thanks.	1:29:29 AM
Sanyam Madan	We will mail you after this chat and if the password still does not work , please mention it there, we will proceed accordingly	1:30:47 AM
	Is there anything else I may help you with ?	1:30:50 AM
kate	no, that's it.	1:30:58 AM
	THanks for your time!	1:31:03 AM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	1:31:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:31:10 AM
	<i>Sanyam Madan has ended this chat session</i>	1:31:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 12:59:44 AM

#81919 eric.simon

Email: eric.simon@cosmobiousa.com 17604314600

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: CARLSBAD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 40 Secs

eric.simon	Hello, I am your Acebuddy	25 Sep, 12:59:45 AM
Acebuddy	Hello Eric.simon, I'm your Ace Buddy. I'll be happy to assist you!	12:59:45 AM
	Whom Would You Like to Connect With?	12:59:45 AM
eric.simon	Technical Support (QB & App Hosting)	12:59:51 AM
Acebuddy	Welcome to Ace Support.	12:59:51 AM
	Please chose an option :	12:59:51 AM
eric.simon	I'd like to report an Issue	12:59:56 AM
Acebuddy	Please select an option!	12:59:56 AM
eric.simon	QuickBooks Issue	1:00:00 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:00:00 AM
eric.simon	Other QB related issue	1:00:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:00:08 AM
eric.simon	One of our users (lbaptista) is constantly getting QuickBooks crashes. Sometimes they do accompany an error dialog about sending a crash report, other times, the app just closes.	1:01:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:01:16 AM
<i>Acebuddy (bot) forwarded the chat request</i>		1:01:16 AM

	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:02:06 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	1:02:14 AM
	Hello Eric	1:02:22 AM
eric.simon	Hi Sujeet	1:02:30 AM
Sujeet Kumar Suman	How are you doing?	1:02:45 AM
eric.simon	I am well, and yourself?	1:02:59 AM
Sujeet Kumar Suman	I'm doing well, thank you!	1:04:20 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:04:30 AM
eric.simon	Ibaptista is the user	1:05:00 AM
	CosmoBioUSA.myrealdatal.net	1:05:14 AM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	1:05:30 AM
eric.simon	ok	1:05:36 AM
Sujeet Kumar Suman	Thank you for your patience.	1:10:09 AM
	Could you please confirm if QuickBooks is freezing only when accessing a particular company file?"	1:10:10 AM
eric.simon	we only use 1 company file	1:10:38 AM
Sujeet Kumar Suman	Are you the only one experiencing this issue, or are others affected as well?	1:10:53 AM
eric.simon	the last time it crashed, she had just completed editing a sales order, and clicked on the customer center when it crashed.	1:11:19 AM
	It is only this user having the issue. At the moment, it is crashing 5-10 times per day	1:11:42 AM
	we reported a similar problem a month or two ago with user (jmercado) which you fixed, and this seems to be the same problem	1:12:35 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	1:13:10 AM
eric.simon	no problem, hopefully we can get it solved	1:13:25 AM
Sujeet Kumar Suman	We will do our best to resolve this for you."	1:14:27 AM
	May I take the remote access of your server?	1:14:30 AM
eric.simon	no problem	1:15:28 AM
Sujeet Kumar Suman	May I take the remote access of your server?	1:15:55 AM
	Are we still connected here?	1:17:18 AM
eric.simon	yes	1:17:52 AM
	yes, you can take control	1:17:59 AM
Sujeet Kumar Suman	thanks for the confirmation	1:18:18 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:18:34 AM

	Kinldy approve	1:19:10 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:19:33 AM
eric.simon	ok	1:20:46 AM
	just to let you know, I am not with that user right	1:23:05 AM
Sujeet Kumar Suman	Thanks for keeping us informed.	1:23:52 AM
	As we are currently troubleshooting the issue for the user, shall we end the chat here?	1:29:18 AM
eric.simon	if you want to, that is fine with me	1:29:52 AM
Sujeet Kumar Suman	Apart from this, is there anything else I may help you with ?	1:30:52 AM
eric.simon	no, that was it, thank you	1:31:00 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:31:06 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:31:09 AM
eric.simon	ok	1:31:14 AM
Sujeet Kumar Suman	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:31:16 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:31:18 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	1:31:25 AM



Chat Transcript

Hello, I am your Acebuddy

#81280 lightningpkg

Email: lightningpkg@outlook.com ☎ 14849156153

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: WEST GROVE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 18 Secs

lightningpkg	Hello, I am your Acebuddy	8 Sep, 11:20:41 PM
Acebuddy	Hello Lightningpkg, I'm your Ace Buddy. I'll be happy to assist you!	11:20:42 PM
	Whom Would You Like to Connect With?	11:20:42 PM
	Welcome to Ace Support.	11:21:14 PM
	Please chose an option :	11:21:14 PM
lightningpkg	Technical Support (QB & App Hosting)	11:21:14 PM
	I'd like to raise a Request	11:21:21 PM
Acebuddy	Please select your request type.	11:21:21 PM
lightningpkg	Other Request	11:21:31 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:21:31 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:21:31 PM
	<i>Ended due to chat idle timeout</i>	11:58:00 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:58:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 12:47:57 AM

#81343 Kathy Hinz

Email: kjhinz12@gmail.com ☎ 2244064436

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: CRYSTAL LAKE

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 21 Secs

Kathy Hinz	Hello, I am your Acebuddy	10 Sep, 12:47:58 AM
Acebuddy	Hello Kathy Hinz, I'm your Ace Buddy. I'll be happy to assist you!	12:47:59 AM
	Whom Would You Like to Connect With?	12:47:59 AM
Kathy Hinz	Technical Support (QB & App Hosting)	12:48:03 AM
Acebuddy	Welcome to Ace Support.	12:48:03 AM
	Please chose an option :	12:48:03 AM
Kathy Hinz	I'd like to report an Issue	12:48:10 AM
Acebuddy	Please select an option!	12:48:10 AM
Kathy Hinz	Other Issue	12:48:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:48:14 AM
Kathy Hinz	Quicken needs to be updated and currently will not open on the platform	12:48:31 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:48:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:48:32 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:48:45 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:48:51 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:48:54 AM
Kathy Hinz	HinzFamily -	12:49:08 AM
	KathyHinz	12:49:17 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:49:29 AM

Kathy Hinz	thank you	12:49:35 AM
Yash Kalra	Kathy, upon checking I found that you already have an open ticket with us. Please allow me 2 minutes to review the details. (Edited)	12:51:22 AM
Kathy Hinz	thank you	12:51:41 AM
Yash Kalra	May I take the remote access of your server in order to resolve the issue?	12:52:22 AM
Kathy Hinz	yes please	12:52:32 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	12:52:42 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2402526851	12:52:53 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.	12:54:25 AM
	Kathy, we assisted you with the application update Is there anything else I may help you with?	1:13:40 AM
Kathy Hinz	You have helped with everything that I needed - thank you	1:14:01 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:14:03 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:14:11 AM
Kathy Hinz	will do	1:14:12 AM
Yash Kalra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:14:13 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	1:14:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Sep, 6:25:50 PM

#81034 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 14 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 19 Mins 10 Secs

krisika	Hello, I am your Acebuddy	1 Sep, 6:25:51 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	6:25:52 PM
	Whom Would You Like to Connect With?	6:25:52 PM
krisika	Technical Support (QB & App Hosting)	6:25:55 PM
Acebuddy	Welcome to Ace Support.	6:25:55 PM
	Please chose an option :	6:25:55 PM
krisika	I'd like to report an Issue	6:25:59 PM
Acebuddy	Please select an option!	6:25:59 PM
krisika	Other Issue	6:26:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:26:03 PM
krisika	Hi	6:26:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:26:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:26:11 PM
krisika	Hi	6:27:00 PM
	Hi	6:27:42 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:27:55 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:28:00 PM
krisika	Quickbook not open in all users	6:28:27 PM
Manish Singh	I will surely help you with this issue.	6:28:38 PM

	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	6:28:47 PM
krisika	All user issue	6:29:11 PM
	No first time	6:30:35 PM
Manish Singh	Alright! let me check once	6:30:48 PM
krisika	Ok	6:31:25 PM
Manish Singh	As I can see, your ticket for QuickBooks not opening is currently with our Escalation Team. Is that correct?	6:32:43 PM
krisika	U can proceed the server reboot	6:34:44 PM
	I don't no	6:35:04 PM
Manish Singh	We need to reboot the server once kindly logout all users.	6:35:46 PM
krisika	Ok	6:36:36 PM
	All user server logout	6:36:50 PM
	All user server logout	6:38:59 PM
	?	6:41:52 PM
Manish Singh	Restarted the server kindly try after 2 minutes.	6:41:54 PM
krisika	Ok	6:42:12 PM
Manish Singh	And we will Escalate this case to our Escalation team.	6:43:04 PM
krisika	Ok	6:43:48 PM
	Quickbook open in all user	6:44:22 PM
	Thank you	6:44:25 PM
Manish Singh	Is there anything else I may help you with ?	6:44:30 PM
krisika	No	6:44:34 PM
	Thank you	6:44:37 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:44:41 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:44:59 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	6:45:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 12:34:46 AM

#81400 zohra khalili

Email: zk@hrosscpa.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: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 52 Secs

zohra khalili	Hello, I am your Acebuddy	11 Sep, 12:34:47 AM
Acebuddy	Hello Zohra Khalili, I'm your Ace Buddy. I'll be happy to assist you!	12:34:48 AM
	Whom Would You Like to Connect With?	12:34:48 AM
zohra khalili	Technical Support (QB & App Hosting)	12:35:12 AM
Acebuddy	Welcome to Ace Support.	12:35:12 AM
	Please chose an option :	12:35:12 AM
zohra khalili	I'd like to raise a Request	12:35:35 AM
Acebuddy	Please select your request type.	12:35:35 AM
zohra khalili	Application Version Upgrade	12:35:45 AM
Acebuddy	Please select the application you would like to upgrade :	12:35:45 AM
zohra khalili	QuickBooks	12:35:53 AM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	12:35:53 AM

• QuickBooks Year	12:35:53 AM
• Variant : Pro / Premier / Enterprise / Accountant	
• License Number	
• Product Code	
Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	12:35:53 AM
Do you need any further assistance on the topic?	12:35:53 AM
As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:17:40 AM
<i>Ended due to chat idle timeout</i>	1:17:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 3 Sep, 2:39:48 AM

#81104 office

Email: office@pricecontracting.com ☎ 14062743064

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript Chat Duration : 1 Hour 24 Mins

office	Hello, I am your Acebuddy	3 Sep, 2:39:49 AM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	2:39:50 AM
	Whom Would You Like to Connect With?	2:39:50 AM
office		

	Technical Support (QB & App Hosting)	2:39:55 AM
Acebuddy	Welcome to Ace Support.	2:39:55 AM
	Please chose an option :	2:39:55 AM
office	I'd like to report an Issue	2:40:04 AM
Acebuddy	Please select an option!	2:40:04 AM
office	Other Issue	2:40:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:40:08 AM
office	Trying to set up new computer with ace remote desktop. Cannot login and can't install ace connect	2:40:33 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:40:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:40:34 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	2:40:55 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	2:40:59 AM
office	Thank you :)	2:41:07 AM
Sanyam Madan	Hello , how are you doing	2:41:10 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:41:24 AM
office	CarolK.NENT.rdp	2:41:54 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	2:42:17 AM
office	sure thing, thank you	2:42:24 AM
Sanyam Madan	May I take the remote access of your local computer?	2:42:54 AM
office	this isn't the computer I need to install it on, but we can first get the password taken care of :)	2:43:14 AM
Sanyam Madan	You need to install the Aceconnect as well as password reset. Am I right?	2:44:13 AM
office	yes, and install the remote desktop on new computer	2:45:33 AM
Sanyam Madan	Okay got it	2:45:54 AM
	So, let's first start with password reset	2:46:11 AM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the password reset request right away.	2:46:40 AM
office	It's weird, it auto-logins fine, but when I manually log in, it says incorrect password.	2:47:57 AM
Sanyam Madan	Should we proceed with the remote access to check this ? (Edited)	2:49:13 AM
office	I just emailed request for password reset	2:49:35 AM
Sanyam Madan	Okay please stay connected while I reset your password	2:50:28 AM
office	thank you!	2:50:43 AM
Sanyam Madan	Carol, I have sent you the password	2:54:13 AM

	Kindly check at your end and let us know if it's working fine.	2:54:37 AM
	Are we still connected here?	2:57:28 AM
office	yes we are, one second please :)	2:58:07 AM
Sanyam Madan	Sure , please take your time 😊	2:58:26 AM
office	sorry, got a work call I had to take.	3:04:24 AM
Sanyam Madan	No worries, Carol	3:04:29 AM
office	logging in now	3:08:30 AM
Sanyam Madan	Okay	3:08:40 AM
office	It's prompting for security questions that I never filled out...	3:10:50 AM
	disregard, I found them :)	3:11:20 AM
Sanyam Madan	That's great	3:11:35 AM
	So, are able to log in successfully?	3:11:56 AM
office	please stand by	3:13:47 AM
Sanyam Madan	No worries, I'll stay with you until the issue is fully resolved.	3:14:23 AM
office	it wants my old password, but that's what I don't know, so the temp password?	3:18:05 AM
	I already closed out that page so I don't have that anymore : (3:18:36 AM
Sanyam Madan	To fully understand and resolve the issue, Carol, I'll need to remotely access your system and take a closer look.	3:19:09 AM
office	sure	3:19:15 AM
Sanyam Madan	Alternatively, you can share any screenshots that might help.	3:19:30 AM
office	it's fine, I need to get this fixed before payroll tomorrow	3:19:47 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	3:19:58 AM
	https://assist.acecloudhosting.com/join/4102091607	3:20:02 AM
	Kindly paste this link in the browser of local computer and join the session.	3:20:05 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:44:36 AM
	<i>Sanyam Madan has ended this chat session</i>	4:04:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 4:24:07 AM

#81254 felix

Email: felix@elevatepackaging.com ☎ 15491155897382

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: BUENOS AIRES

State: Capital Federal

Country: ARGENTINA

Chat Transcript

Chat Duration : 21 Mins 51 Secs

felix Hello, I am your Acebuddy 8 Sep, 4:24:08 AM

Acebuddy Hello Felix, I'm your Ace Buddy. I'll be happy to assist you! 4:24:09 AM

Whom Would You Like to Connect With? 4:24:09 AM

felix Technical Support (QB & App Hosting) 4:24:11 AM

Acebuddy Welcome to Ace Support. 4:24:11 AM

Please chose an option : 4:24:11 AM

felix Restart 4:24:16 AM

Acebuddy Hello Felix, I'm your Ace Buddy. I'll be happy to assist you! 4:24:16 AM

Whom Would You Like to Connect With? 4:24:16 AM

felix Technical Support (QB & App Hosting) 4:24:25 AM

Acebuddy Welcome to Ace Support. 4:24:25 AM

Please chose an option : 4:24:25 AM

felix I'd like to report an Issue 4:24:31 AM

Acebuddy Please select an option! 4:24:31 AM

felix Other Issue 4:24:35 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:24:35 AM
felix	I want to URGENTLY escalate [## 761542 ##]	4:24:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:24:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:24:49 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	4:25:11 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	4:25:16 AM
	Hello Felix	4:25:23 AM
	Kindly allow me two minutes to check the same.	4:25:29 AM
felix	Hi Shashwat, please contact a supervisor	4:25:32 AM
	I can't believe this is taking so long	4:25:40 AM
	The experience with support has been one of the worse I've experienced, and I've worked with Dell and HP...	4:26:16 AM
	That should tell you everything you need to know	4:26:21 AM
	I also want the email/contact info of our account executive so I can contact him	4:26:39 AM
Shashwat Verma	I will surely help you with this issue.	4:26:41 AM
felix	This is ridiculous	4:26:42 AM
Shashwat Verma	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	4:26:59 AM
felix	I know it's not your fault, nor are you related	4:27:00 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	4:27:12 AM
felix	But I need to escalate and report this, it seems ACE does not care at all about their customers	4:27:34 AM
Shashwat Verma	Felix, let me get the all your details and concern and I personally assure you that I will help you out.	4:28:23 AM
	Allow me 1-2 mins	4:28:56 AM
	I am proceeding with providing admin rights to the user felix.r right now.	4:31:36 AM
felix	Thanks, I still want the AE information	4:32:01 AM
Shashwat Verma	Apologies for any confusion, could you please elaborate AE information? (Edited)	4:32:51 AM
felix	Account executive	4:32:59 AM
	The person responsible for our account	4:33:07 AM
	Let me know once the access is granted so I can test it	4:34:13 AM
Shashwat Verma	Felix, we as a technical support team is responsible for any these types of concerns, however if you would like to connect with the dedicated persons if you are facing issues with the services, we'll give you the separate time with concern person (Edited)	4:34:57 AM
	Yes, allow me 2 mins	4:35:10 AM
felix		4:38:54 AM

	I want to speak with a manager and/or account executive	
	This whole situation was VERY weird	4:39:05 AM
	No answers to some of our emails	4:39:11 AM
Shashwat Verma	Sure	4:39:11 AM
felix	A lot of time for a simple request	4:39:18 AM
	They removed my access	4:39:30 AM
	Not sure who authorized that	4:39:36 AM
	This whole experience was extremely bad	4:39:52 AM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	4:40:01 AM
	We have successfully provided the Restricted admin rights to you, kindly re-login the server once to implement the changes	4:41:01 AM
felix	Let me check	4:43:51 AM
Shashwat Verma	Yes Felix, I just want to inform you that in most cases, admin privileges are rolled back from users after a certain period for server security. Nevertheless, I have checked and confirmed that you have already replied to the disclaimer from your registered email address. We understand that you have faced some difficulties, and we assure you that we will conduct a proper investigation into your case. In addition, our dedicated Customer Success Manager will connect with you within 24 hours to resolve any queries you may have.	4:43:52 AM
felix	Ok, seems to be working	4:45:08 AM
	Thank you for your support	4:45:10 AM
	I'll be expecting an email from the success manager	4:45:17 AM
	Thanks	4:45:18 AM
Shashwat Verma	Sure	4:45:26 AM
	Is there anything else I may help you with ?	4:45:30 AM
felix	No, that's all	4:45:35 AM
	It was very simple	4:45:37 AM
	haha	4:45:40 AM
	Thanks	4:45:41 AM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	4:45:42 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:45:48 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:45:56 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/>)

Shashwat Verma has ended this chat session

4:45:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Sep, 7:02:45 PM

#81245 carolina

Email: carolina@ptaxagents.com ☎ 905317123637

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 32 Secs

carolina	Hello, I am your Acebuddy	7 Sep, 7:02:46 PM
Acebuddy	Hello Carolina, I'm your Ace Buddy. I'll be happy to assist you!	7:02:47 PM
	Whom Would You Like to Connect With?	7:02:47 PM
carolina	Technical Support (QB & App Hosting)	7:02:56 PM
Acebuddy	Welcome to Ace Support.	7:02:56 PM
	Please chose an option :	7:02:56 PM
carolina	I'd like to report an Issue	7:03:04 PM
Acebuddy	Please select an option!	7:03:04 PM
carolina		

	QuickBooks Issue	7:03:10 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:03:10 PM
carolina	QuickBooks is Frozen	7:03:14 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	7:03:14 PM
	Was that helpful?	7:03:14 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.	7:40:19 PM
	<i>Ended due to chat idle timeout</i>	7:40:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 12:55:04 AM

#82056 Charles Xavier

Email: support@coretechs.it ☎ 2259007448

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: BELLA VISTA

State: Panama

Country: PANAMA

Chat Transcript

Chat Duration : 1 Min 4 Secs

Charles Xavier	Hello, I am your Acebuddy	30 Sep, 12:55:04 AM
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!	12:55:05 AM
	Whom Would You Like to Connect With?	12:55:05 AM
Charles Xavier	Technical Support (QB & App Hosting)	12:55:09 AM
Acebuddy	Welcome to Ace Support.	12:55:09 AM

	Please chose an option :	12:55:09 AM
Charles Xavier	I'd like to raise a Request	12:55:14 AM
Acebuddy	Please select your request type.	12:55:15 AM
Charles Xavier	Change in Users	12:55:33 AM
Acebuddy	Please select your desired option!	12:55:33 AM
Charles Xavier	Setback	12:55:45 AM
Acebuddy	Please select your request type.	12:55:45 AM
Charles Xavier	Other Request	12:55:56 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:55:56 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:55:56 AM
Charles Xavier	No, That'll be all!	12:56:08 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	12:56:08 AM
	<i>Acebuddy has ended this chat session</i>	12:56:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 10:11:19 PM

#81596 Dan Holt

Email: dan@happyhentreats.com ☎ 12108380827

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: 36 Secs

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 45 Secs

Dan Holt	Hello, I am your Acebuddy	16 Sep, 10:11:20 PM
Acebuddy	Hello Daniel Holt, I'm your Ace Buddy. I'll be happy to assist you!	10:11:21 PM
	Whom Would You Like to Connect With?	10:11:21 PM
Dan Holt	Technical Support (QB & App Hosting)	10:11:26 PM
Acebuddy	Welcome to Ace Support.	10:11:26 PM
	Please chose an option :	10:11:26 PM
Dan Holt	I'd like to report an Issue	10:11:31 PM
Acebuddy	Please select an option!	10:11:31 PM
Dan Holt	QuickBooks Issue	10:11:34 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:11:35 PM
Dan Holt	QuickBooks is Frozen	10:11:42 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:11:43 PM
	Was that helpful?	10:11:43 PM
Dan Holt	No	10:11:46 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:11:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:11:46 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:12:20 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:12:23 PM
	Hi Daniel	10:12:37 PM
Dan Holt	Hi. I use a web connector app to import Shopify transactions. This stopped working last week. Last night, you performed a QB update, but the problem persists. When I run the import, QB freezes then shows a message that there was an unrecoverable error Code 22640 41717	10:14:00 PM
Tushar Pharswan	Thak you for the detailed issue description.	10:15:10 PM
	Daniel I see everyone is logged of except you.	10:16:30 PM
	With your permission may I reboot the server as it is the best time to do.	10:17:00 PM
	What it will do is restart the server process as well as your QuickBooks services including the web connectors as well.	10:17:41 PM
	Are we still connected here?	10:18:38 PM
	Are we still connected here?	10:19:06 PM
	Are we still connected here?	10:20:00 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	
		10:21:01 PM

(1-888-415-5240) if any further assistance is required.

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

10:21:03 PM

Tushar Pharswan has ended this chat session

10:21:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 4:44:11 PM

#81060 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 2 Mins 2 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 20 Mins 30 Secs

krisika	Hello, I am your Acebuddy	2 Sep, 4:44:13 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	4:44:14 PM
	Whom Would You Like to Connect With?	4:44:14 PM
krisika	Technical Support (QB & App Hosting)	4:44:19 PM
Acebuddy	Welcome to Ace Support.	4:44:19 PM
	Please chose an option :	4:44:19 PM
krisika	I'd like to report an Issue	4:44:24 PM
Acebuddy	Please select an option!	4:44:24 PM
krisika	Other Issue	4:44:37 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:44:37 PM
krisika	Hi	4:44:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:44:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:44:44 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	4:44:54 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	4:45:04 PM
krisika	Quickbook working very slow in all users	4:45:27 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:46:09 PM
krisika	Priorware.myrealdata.net	4:46:49 PM
	Hkidata01	4:46:52 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	4:48:19 PM
krisika	Ok	4:48:28 PM
Shubham Maurya	Thanks for your patience Krisika, We are still checking the issue as we can see there's already ongoing ticket for this.	4:50:40 PM
	I apologize for the trouble you've experienced.	4:51:02 PM
krisika	U can proceed the server reboot	4:51:02 PM
Shubham Maurya	Sure, we'll proceed with server reboot. Just let me know once all users are logged out.	4:54:20 PM
krisika	Ok	4:54:30 PM
	All users server logged out	4:57:54 PM
Shubham Maurya	Alright, we are performing server reboot we'll let you know once done.	4:58:58 PM
krisika	Okay	4:59:21 PM
	Quickbook working fine in all user	5:02:15 PM
	Thank you	5:02:17 PM
Shubham Maurya	Thanks for the confirmation Krisika, We'll surely monitor this on priority to prevent further issues.	5:03:07 PM
	Is there anything else I may help you with ?	5:03:09 PM
krisika	No	5:03:16 PM
	Thank you	5:03:19 PM
Shubham Maurya	Most welcome !	5:03:29 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

5:03:32 PM

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

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

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

5:03:36 PM

Shubham Maurya has ended this chat session

5:04:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 8:08:49 PM

#81634 ayiana

Email: ayiana@franklinassociates.com 2257689060

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: 11 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 21 Secs

ayiana	Hello, I am your Acebuddy	17 Sep, 8:08:50 PM
Acebuddy	Hello Ayiana, I'm your Ace Buddy. I'll be happy to assist you!	8:08:52 PM
	Whom Would You Like to Connect With?	8:08:52 PM
ayiana	Technical Support (QB & App Hosting)	8:08:56 PM
Acebuddy	Welcome to Ace Support.	8:08:56 PM
	Please chose an option :	8:08:56 PM

ayiana	I'd like to report an Issue	8:09:59 PM
Acebuddy	Please select an option!	8:09:59 PM
ayiana	QuickBooks Issue	8:10:04 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:10:04 PM
ayiana	QuickBooks Login Issue	8:10:09 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:10:10 PM
	Was that helpful?	8:10:10 PM
ayiana	No	8:10:34 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:10:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:10:34 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:10:55 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:11:01 PM
	Hello Ayiana	8:11:07 PM
ayiana	Hi there, while trying to get in QBS it is stating that QBs can't open the company file. Error: -6175,0	8:12:23 PM
Shashwat Verma	I will surely help you with this issue.	8:12:29 PM
	Could you please share any screenshot for the same?	8:12:45 PM
	<i>8:13:33 PM Mayiana is sharing a file with you issue.png - (Size:58.17 KB)</i>	8:13:33 PM
	<i>here you go!</i>	
	Okay, it's the prompt for repairing the file from the Qb tool hub.	8:14:17 PM
	Will do the same from backend for you and let you know on email once done, as we have to install the same	8:14:48 PM
	Is there any kind of urgency you have?	8:15:04 PM
ayiana	okay, QBs also needs an update, is this something you all do as well?	8:15:20 PM
Shashwat Verma	Sure, will update it too.	8:15:24 PM
ayiana	Thank you! It is urgent, it halts my whole day as I use QBs for my work as an Accountant :(8:15:52 PM
Shashwat Verma	Okay, will try to get this done in 15-20 mins and will update you on email	8:16:11 PM
	Is that work for you?	8:16:14 PM
ayiana	that works for me :)	8:16:22 PM
Shashwat Verma	Is there anything else I may help you with ?	8:16:25 PM
ayiana	no ma'am, thank you so much!	8:16:49 PM
Shashwat Verma	Perfect, will get this done and let you know.	8:16:52 PM

	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:16:57 PM
ayiana	no problem!	8:17:08 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:17:09 PM
	<i>Shashwat Verma has ended this chat session</i>	8:17:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 17 Sep, 9:36:21 PM

#81642 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

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: 13 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript ----- Chat Duration : 10 Mins 17 Secs

Mohita Chadha	Hello, I am your Acebuddy	17 Sep, 9:36:22 PM
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	9:36:22 PM
	Whom Would You Like to Connect With?	9:36:22 PM
Mohita Chadha	Technical Support (QB & App Hosting)	9:36:28 PM
Acebuddy	Welcome to Ace Support.	9:36:28 PM
	Please chose an option :	9:36:28 PM
Mohita Chadha	I'd like to report an Issue	9:36:38 PM
Acebuddy	Please select an option!	9:36:38 PM

Mohita Chadha	Setback	9:36:41 PM
Acebuddy	Welcome to Ace Support.	9:36:41 PM
	Please chose an option :	9:36:41 PM
Mohita Chadha	I'd like to report an Issue	9:36:47 PM
Acebuddy	Please select an option!	9:36:47 PM
Mohita Chadha	Other Issue	9:36:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:36:50 PM
Mohita Chadha	Hello - My Team keeps getting an error for the past week that a new version of Lacerte Tax Program is available. I am then required to update it and it kicks them out. but it happens everyday	9:37:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:37:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:37:51 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:38:31 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:38:34 PM
	Hello Mohita	9:38:39 PM
	How are you?	9:38:49 PM
Mohita Chadha	Hello! I am good, how are you?	9:38:58 PM
Shashwat Verma	Good	9:39:12 PM
Mohita Chadha	My team keeps getting the following error everyday	9:39:32 PM
Shashwat Verma	I will be surely assisting you with this.	9:39:34 PM
Mohita Chadha	would you be able to help with it?	9:39:36 PM
Shashwat Verma	Yes	9:39:41 PM
	For sure	9:39:47 PM
	Kindly allow me two minutes to check the same.	9:39:50 PM
	<i>9:39:58 PMMohita Chadha is sharing a file with you image.png - (Size:21.02 KB)</i>	9:39:58 PM
Mohita Chadha	This is the issue they get everyday	9:40:08 PM
	maybe multiple times	9:40:12 PM
Shashwat Verma	Got it	9:40:22 PM
	Let me update the same for you.	9:40:32 PM
	Is that for Lacerte 24?	9:41:13 PM
Mohita Chadha	yes	9:41:23 PM

	can you please be sure to update all other years as well?	9:41:51 PM
Shashwat Verma	Sure	9:41:58 PM
	Are you currently login in server?	9:42:09 PM
Mohita Chadha	no i am not	9:42:33 PM
Shashwat Verma	Okay	9:42:38 PM
	Will do the all updates from backend and will let you know on email	9:43:02 PM
Mohita Chadha	can i stay waiting here?	9:43:10 PM
	it is easier	9:43:12 PM
Shashwat Verma	Is that work for you?	9:43:14 PM
Mohita Chadha	since at times it does not work	9:43:17 PM
Shashwat Verma	It might take 30-40 mins as we are currently working on multiple tasks	9:43:44 PM
Mohita Chadha	do we need to stay off the server for that long?	9:44:00 PM
Shashwat Verma	If you have any urgency will do the same in 20 mins and let you know	9:44:24 PM
	Yes for 20 mins	9:44:32 PM
Mohita Chadha	yes, it is a bit urgent!	9:44:43 PM
Shashwat Verma	Got it	9:44:47 PM
	Will do the same in 20 mins	9:44:54 PM
	Is there anything else I may help you with ?	9:45:00 PM
Mohita Chadha	nothing else, thank you!	9:46:09 PM
	should i stay here or you will email?	9:46:13 PM
Shashwat Verma	Will email you	9:46:18 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:46:33 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:46:36 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	9:46:39 PM

