

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 May, 2:59:27 AM

#77218 David Garabedian

Email: dgarabedian@newburyguesthouse.com  16176800412

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 9 Secs

City: WOBURN

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 24 Secs

David Garabedian	Hello, I am your Acebuddy	20 May, 2:59:28 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:59:42 AM
David Garabedian	Checking on ticket 696970	2:59:45 AM
	status?	2:59:51 AM
Ashutosh Mishra	Yes i have downloaded the QWC file but we need to open a company file on your end to proceed with integration.	3:00:18 AM
	May I take the remote access of your server?	3:00:37 AM
David Garabedian	Sure - should I log in ?	3:00:58 AM
Ashutosh Mishra	Yes	3:01:02 AM
David Garabedian	standby	3:01:28 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	3:02:20 AM
David Garabedian	ok i am in	3:02:34 AM
	I am not sure what it is doing	3:07:04 AM
Ashutosh Mishra	I am checking.	3:07:35 AM
	Ok the Web connector is installed and updated now it will keep running at the backend.	3:11:25 AM

	Is there anything else I may help you with ?	3:12:05 AM
David Garabedian	It is supposed to import our chart of accounts and everything. I don't see that yet.	3:12:39 AM
	Are you seeing that everything is connected?	3:13:20 AM
Ashutosh Mishra	Open the QB again and let's check.	3:13:43 AM
David Garabedian	We have 3 QB environments...I want ONLY the Newbury Guest House environment connected	3:14:51 AM
	do you see the Newbury guest house QB is open	3:16:50 AM
Ashutosh Mishra	I can see you have opened Newbury guest house company file,	3:17:19 AM
David Garabedian	looks good - I guess I will contact their intergration team from this point on	3:18:06 AM
Ashutosh Mishra	Sure	3:18:23 AM
	Is there anything else I may help you with ?	3:18:29 AM
David Garabedian	Thanks not at this time!	3:18:45 AM
Ashutosh Mishra	Thanks for the confirmation !	3:18:47 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:18:55 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!	3:18:57 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](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>	3:19:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 May, 9:47:29 PM

#77657 Nichole Steele

Email: nichole@44interactive.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: SIOUX FALLS

State: South Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 7 Secs

Nichole Steele	Hello, I am your Acebuddy	30 May, 9:47:30 PM
Acebuddy	Hello Nichole Steele, I'm your Ace Buddy. I'll be happy to assist you!	9:47:30 PM
	Whom Would You Like to Connect With?	9:47:30 PM
Nichole Steele	Managed IT	9:47:36 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:47:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:47:36 PM
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>	9:47:41 PM
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i>	9:47:59 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:48:43 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:48:47 PM
	Hello	9:48:53 PM
Nichole Steele	i need the task bar (minimize, close, size) to appear and disappear can you please take control and adjust this	9:49:00 PM
Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:49:13 PM
Nichole Steele	its on my RDP file	9:49:24 PM
Shashwat Verma	Okay	9:50:13 PM
	May I take the remote access of your local computer?	9:50:17 PM
Nichole Steele	yes	9:50:28 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:50:32 PM
	https://assist.acecloudhosting.com/join/2202660299	9:50:33 PM
	Kindly Click on the link and open the downloaded file.	9:50:35 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.

9:51:27 PM

issue resolved on remote session

9:58:33 PM

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

9:58:35 PM

Shashwat Verma has ended this chat session

9:58:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 8:33:22 PM

#76831 mattthewp

Email: mattthewp@rortax.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 57 Secs

mattthewp	Hello, I am your Acebuddy	9 May, 8:33:23 PM
Acebuddy	Hello Mattthewp, I'm your Ace Buddy. I'll be happy to assist you!	8:33:24 PM
	Whom Would You Like to Connect With?	8:33:24 PM
mattthewp	Technical Support (QB & App Hosting)	8:33:33 PM
Acebuddy	Welcome to Ace Support.	8:33:33 PM
	Please chose an option :	8:33:33 PM
mattthewp	I'd like to raise a Request	8:33:42 PM

Acebuddy	Please select your request type.	8:33:42 PM
mattthewp	Application Update	8:33:53 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	8:33:53 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	8:33:53 PM
mattthewp	Yes	8:34:03 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:34:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:34:03 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:34:18 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:34:31 PM
mattthewp	Hi	8:35:22 PM
Anjainay Singh	Hello Matthew.	8:37:12 PM
	Could you please mention with which application you are facing issue .	8:38:02 PM
mattthewp	I need our TaxDome printer app updated: The Ticket Number is: 691884	8:38:29 PM
	<i>8:39:33 PM mattthewp is sharing a file with you 1_image.png - (Size:304.97 KB)</i>	8:39:33 PM
Anjainay Singh	Please allow me two minutes so that I can look into the issue .	8:39:47 PM
	Could you please close TaxDome at your end . (Edited)	8:42:31 PM
mattthewp	It is not open.	8:42:42 PM
Anjainay Singh	We have updated the application on your behalf.	8:44:30 PM
mattthewp	Is there a reason I need to go through all of this to have this app updated?	8:45:06 PM
Anjainay Singh	Actually support team update the application as we need to have take care of backend setting of servers .	8:46:07 PM
	Is there anything else I may help you with ?	8:46:47 PM
mattthewp	I don't understand what that means. I expect to be able to log into this cloud and have my tools ready to use.	8:47:23 PM
	This is what my cloud access looks like right now:	8:48:03 PM
	<i>8:48:06 PM mattthewp is sharing a file with you 1_image.png - (Size:31.1 KB)</i>	8:48:06 PM
	It's a black screen. NOTHING THERE!	8:48:23 PM
Anjainay Singh	Could you please confirm your username .	8:49:18 PM
mattthewp	matthewp@rortax.com	8:49:54 PM
Anjainay Singh	Please try to login again .	8:50:18 PM

	<i>8:51:37 PM mattthewp is sharing a file with you 1_image.png - (Size:211.92 KB)</i>	8:51:37 PM
mattthewp	trying again	8:52:15 PM
Anjainay Singh	May I take the remote access of your local computer?	8:52:23 PM
mattthewp	Now I'm in	8:53:09 PM
Anjainay Singh	Yes I just found that you are able to login .	8:53:35 PM
mattthewp	I still expect an explanation why this is an issue.	8:54:15 PM
Anjainay Singh	Please allow me just two minutes .	8:55:36 PM
	As you do not have the admin rights so you are not able to update application .	8:58:22 PM
mattthewp	Sorry... that's not an acceptable answer.	8:59:10 PM
	<i>mattthewp has ended this chat session</i>	8:59:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 May, 9:07:55 PM

#76915 prescilla

Email: prescilla@rchomesinc.com ☎ 13234502331

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: 48 Secs

City: FULLERTON

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 52 Secs

prescilla Hello, I am your Acebuddy

12 May, 9:07:56 PM

Acebuddy	Hello Prescilla, I'm your Ace Buddy. I'll be happy to assist you!	9:07:56 PM
	Whom Would You Like to Connect With?	9:07:56 PM
prescilla	Technical Support (QB & App Hosting)	9:08:14 PM
Acebuddy	Welcome to Ace Support.	9:08:14 PM
	Please chose an option :	9:08:14 PM
prescilla	I'd like to report an Issue	9:08:23 PM
Acebuddy	Please select an option!	9:08:24 PM
prescilla	Other Issue	9:08:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:08:30 PM
prescilla	My remote desktop connection is lost since Friday .	9:09:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:09:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:09:07 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:09:46 PM
	<i>Shivam Singh is transferring the chat to Ashutosh Mishra.</i>	9:09:56 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:09:59 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:10:10 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:10:24 PM
prescilla	Hi Ashutosh	9:10:25 PM
	RCHomesIncmyrealdata.net	9:11:08 PM
	prescilla.c@myrealdata.net	9:11:23 PM
Ashutosh Mishra	Thanks for the confirmation !	9:11:49 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	9:12:09 PM
prescilla	only me, wait it's RCHomesInc.myrealdata.net	9:12:59 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	9:13:59 PM
prescilla	yes	9:14:07 PM
Ashutosh Mishra	Do you have any existing ticket open for this concern?	9:14:49 PM
prescilla	Ticket ID: 691860	9:15:49 PM
Ashutosh Mishra	Thanks for the confirmation !	9:16:12 PM
	Kindly allow me two minutes to check the same.	9:16:20 PM
prescilla	ok. thanks	9:16:31 PM
Ashutosh Mishra	May I take the remote access of your local computer?	9:18:53 PM
prescilla	sure	9:19:00 PM

Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:19:14 PM
	Kindly paste this link in the browser of local computer and join the session.	9:19:25 PM
	https://assist.acecloudhosting.com/join/4252163586	9:19:26 PM
	we are connected now.	9:22:03 PM
	As per discussion over the remote session, The issue is resolved by adding required gateway on the RDP application.	9:25:58 PM
prescilla	I am connected to rdp. Thank you Ashutosh.	9:26:39 PM
Ashutosh Mishra	Thanks for the confirmation !	9:26:40 PM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	9:26:45 PM
	<i>Ashutosh Mishra has ended this chat session</i>	9:26:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	28 May, 3:18:22 AM
#77503 grace.lee	
Email: grace.lee@myrealdata.net	
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: 32 Secs	
City: NEW YORK	
State: New York	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 26 Mins 18 Secs
grace.lee	28 May, 3:18:23 AM
Acebuddy	Hello, I am your Acebuddy

	Hello Grace Lee, I'm your Ace Buddy. I'll be happy to assist you!	3:18:24 AM
	Whom Would You Like to Connect With?	3:18:24 AM
grace.lee	Technical Support (QB & App Hosting)	3:18:36 AM
Acebuddy	Welcome to Ace Support.	3:18:36 AM
	Please chose an option :	3:18:36 AM
grace.lee	I'd like to raise a Request	3:19:24 AM
Acebuddy	Please select your request type.	3:19:24 AM
grace.lee	Other Request	3:19:55 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:19:55 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:19:55 AM
grace.lee	Yes, I'm facing issues with my server	3:20:12 AM
Acebuddy	Please select an option!	3:20:12 AM
grace.lee	QuickBooks Issue	3:20:18 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:20:18 AM
grace.lee	Other QB related issue	3:21:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:21:03 AM
grace.lee	There is an issue with MJ DFW Payroll in QB. It shows a payment issue, but it is currently active.	3:21:16 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:21:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:21:16 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:21:30 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:21:40 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:21:55 AM
grace.lee	Grace Lee	3:22:32 AM
	grace.lee@myrealdata.net	3:22:45 AM
Ashutosh Mishra	Thanks for the confirmation !	3:23:54 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	3:24:44 AM
grace.lee	Everyone is experiencing it	3:25:17 AM
Ashutosh Mishra	May I take the remote access of your server?	3:25:37 AM
grace.lee	Sure, please go ahead	3:26:31 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	3:26:54 AM
grace.lee	Do I have to close to everything?	3:27:29 AM

Ashutosh Mishra Anything that you may want to close, if it's something related to the current issue you can keep it open. 3:27:59 AM

As per discussion over the remote session, we will update the QuickBooks Enterprise 2023 during night hours after which you can check if issue persists. 3:43:24 AM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 3:44:32 AM

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. 3:44:36 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! 3:44:38 AM

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

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

Ashutosh Mishra has ended this chat session

3:44:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 4:44:02 PM

#77060 ELENA KALASHNIKOVA

Email: ekalashnikova@icecapgroup.com

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: BROOKLYN

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 35 Secs

ELENA KALASHNIKOVA	Hello, I am your Acebuddy	15 May, 4:44:04 PM
Acebuddy	Hello Elena Kalashnikova, I'm your Ace Buddy. I'll be happy to assist you!	4:44:05 PM
	Whom Would You Like to Connect With?	4:44:05 PM
ELENA KALASHNIKOVA	Technical Support (QB & App Hosting)	4:44:13 PM
Acebuddy	Welcome to Ace Support.	4:44:13 PM
	Please chose an option :	4:44:13 PM
ELENA KALASHNIKOVA	I'd like to report an Issue	4:44:25 PM
Acebuddy	Please select an option!	4:44:25 PM
ELENA KALASHNIKOVA	QuickBooks Issue	4:44:29 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:44:29 PM
ELENA KALASHNIKOVA	Other QB related issue	4:44:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:44:36 PM
ELENA KALASHNIKOVA	Re:[## 693407 ##] Error message on QB	4:44:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:44:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:44:46 PM
	<i>Ankit accepted the chat transfer request.</i>	4:44:53 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	4:44:57 PM
ELENA KALASHNIKOVA	Hi, Re:[## 693407 ##] Error message on QB	4:45:08 PM
Ankit	Hello Elena!! How are you doing today?	4:45:24 PM
	I deeply apologize for the inconvenience caused to you.	4:45:32 PM
ELENA KALASHNIKOVA	Hi, good morning	4:45:35 PM
Ankit	I will surely help you with this issue.	4:45:42 PM
	Kindly help me with your server name and username?	4:46:03 PM
ELENA KALASHNIKOVA	I don't know	4:46:16 PM
Ankit	Kindly allow me 3-4 minutes to check the same.	4:46:32 PM
ELENA KALASHNIKOVA	Can you just log in to my computer?	4:46:33 PM
Ankit	Thank you for your patience.	

Kindly confirm if this is your business name : Ice Cap Group ?

4:48:54 PM

ELENA
KALASHNIKOVA

yes

4:49:01 PM

Ankit

Thanks for the confirmation !

4:49:07 PM

May I take the remote access of your server?

4:49:13 PM

ELENA
KALASHNIKOVA

yes please

4:49:21 PM

Ankit

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

4:49:45 PM

Elena, Please check your server screen once I have sent the request for remote session.

4:51:00 PM

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

5:06:46 PM

ELENA
KALASHNIKOVA

thank you, please don't clos a ticket yet

5:14:54 PM

Ankit

Sure, We will keep the ticket under observation.

5:15:15 PM

Is there anything else I may help you with ?

5:15:19 PM

ELENA
KALASHNIKOVA

thank you very much!

5:15:29 PM

Ankit

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

5:15:34 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!

5:15:37 PM

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

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

Ankit has ended this chat session

5:15:40 PM



Chat Transcript

Hello, I am your Acebuddy

#76642 Adam Kraemer

Email: kraemer003@gmail.com 18037831061

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: 41 Secs

City: COLUMBIA

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 3 Secs

Adam Kraemer	Hello, I am your Acebuddy	6 May, 7:58:25 PM
Acebuddy	Hello Denise, I'm your Ace Buddy. I'll be happy to assist you!	7:58:26 PM
	Whom Would You Like to Connect With?	7:58:26 PM
Adam Kraemer	Technical Support (QB & App Hosting)	7:58:34 PM
Acebuddy	Welcome to Ace Support.	7:58:34 PM
	Please chose an option :	7:58:34 PM
Adam Kraemer	I'd like to report an Issue	7:58:42 PM
Acebuddy	Please select an option!	7:58:42 PM
Adam Kraemer	Other Issue	7:58:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:58:47 PM
Adam Kraemer	We just upgraded our QuickBooks Desktop Pro to 5 users. It looks like our license number is still the same, but our product number has changed ?	7:59:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:59:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:59:27 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:01:15 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:01:22 PM
	can you please elaborate your issue	8:02:17 PM
Adam Kraemer	We just updated our QuickBooks Desktop from 3 users to 5 users.	8:02:48 PM
	The 5 users are not showing up on our quickbooks	8:02:59 PM
	When I looked at our Intuit subscription it looks like we have the same QuickBooks License number	8:03:32 PM

	but it looks like our product number has changed	8:03:41 PM
	Is that what we need to update on our current quickbooks to get the 5 users to show up when we login to quickbooks?	8:04:14 PM
	Do we need to download the product again? Or do I need to give you the new product number?	8:04:55 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	8:05:16 PM
	<i>Sanyam Madan is transferring the chat to Anjainay Singh.</i>	8:07:56 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:07:59 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:08:40 PM
	Please allow me sometime so that I can look into it .	8:09:21 PM
	We request you to contact intuit support and provide the new product code for 5 users license so that we can upgrade it on server.	8:13:36 PM
	Is there anything else I may help you with ?	8:15:49 PM
Adam Kraemer	I have the new product ID	8:16:15 PM
	Should I just give that to you, or do you need to download	8:16:32 PM
Anjainay Singh	We need to reinstall the application .	8:16:42 PM
	Please provide us the new Product code .	8:17:09 PM
Adam Kraemer	License Number is 221687570915246 (should be same license we have) Product number is 324174	8:18:04 PM
Anjainay Singh	Thankyou for providing us the details (Edited)	8:18:29 PM
	We need to install the application in night hours as it requires server reboot .	8:19:17 PM
Adam Kraemer	Thank you. Will that be done tonight	8:19:47 PM
Anjainay Singh	Once it is installed we will inform you over an email .	8:19:56 PM
	Is there anything else I may help you with ?	8:20:08 PM
Adam Kraemer	No that is all. Thank you	8:20:31 PM
Anjainay Singh	Please provide your valuable feedback by clicking on smiling emoji once this chat gets disconnected.	8:21:06 PM
	You may end this chat.	8:21:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:21:37 PM
	<i>Anjainay Singh has ended this chat session</i>	8:22:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 May, 8:50:54 PM

#76513 Rosane Hayes

Email: dboyle@cricpa.com 15058832727

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: 3 Mins 44 Secs

City: PALM COAST

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 26 Secs

Rosane Hayes	Hello, I am your Acebuddy	2 May, 8:50:54 PM
Acebuddy	Hello Dawn Boyle, I'm your Ace Buddy. I'll be happy to assist you!	8:50:55 PM
	Whom Would You Like to Connect With?	8:50:55 PM
Rosane Hayes	Technical Support (QB & App Hosting)	8:51:09 PM
Acebuddy	Welcome to Ace Support.	8:51:09 PM
	Please chose an option :	8:51:09 PM
Rosane Hayes	I'd like to report an Issue	8:51:17 PM
Acebuddy	Please select an option!	8:51:17 PM
Rosane Hayes	QuickBooks Issue	8:51:22 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:51:22 PM
Rosane Hayes	QuickBooks Login Issue	8:51:31 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	8:51:32 PM
	Was that helpful?	8:51:32 PM
Rosane Hayes	No	8:51:45 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:51:45 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:51:45 PM
Rosane Hayes	ticket ID 687969	8:51:53 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:51:58 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:52:06 PM
	I will surely help you with this issue.	8:52:20 PM
	Kindly allow me two minutes to check the same.	8:52:25 PM
Rosane Hayes	thx!	8:52:30 PM
Ashutosh Mishra	I understand your client is facing issue with QuickBooks.	8:59:00 PM
	Kindly help me with the server's name.	8:59:51 PM
Rosane Hayes	CRICPA or CRICPAent... I am double checking if they are regular QB, or QB Enterprise	9:00:59 PM
Ashutosh Mishra	Sure, please take your time	9:01:41 PM
Rosane Hayes	are you able to tell if MarryAnnS login is to CRICPA or CRCPAent ?	9:01:47 PM
	we believe CRICPAent	9:03:18 PM
	ie, Enterprise version	9:03:28 PM
Ashutosh Mishra	Mary Ann is part of CRICPAEnt	9:03:28 PM
Rosane Hayes	perfect! thankx!	9:03:35 PM
	<i>The visitor's email address and phone number were changed.</i>	9:04:31 PM
Ashutosh Mishra	Please let me know what is the version of QuickBooks that Marry Ann is using.	9:07:45 PM
Rosane Hayes	let me find out	9:08:50 PM
Ashutosh Mishra	May I take the remote access of Marry Ann server?	9:10:31 PM
Rosane Hayes	yes	9:11:13 PM
Ashutosh Mishra	Please inform user to close any important documents and accept the message on server.	9:12:00 PM
Rosane Hayes	ok, calling her nwo	9:12:08 PM
	ok, she's ready for you to send a message	9:14:25 PM
	to gain access	9:14:28 PM
	it's still giving them the same error	9:28:39 PM
	wait....	9:29:57 PM
	now it says updating quickbooks	9:33:32 PM
Ashutosh Mishra	I have made some changes from the backend.	9:33:37 PM
Rosane Hayes	cool!	9:33:46 PM
Ashutosh Mishra	After update it should work.	9:33:56 PM
	Is there anything else I may help you with ?	9:34:06 PM

Rosane Hayes

that should be it!

9:34:13 PM

Ashutosh Mishra

Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you

9:34:18 PM

Ashutosh Mishra has ended this chat session

9:34:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 May, 2:22:14 AM

#76939 sreed

Email: sreed@fixmybustedcomputer.com 1612819089

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 23 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 29 Secs

sreed	Hello, I am your Acebuddy	13 May, 2:22:16 AM
Acebuddy	Hello Steve Reed, I'm your Ace Buddy. I'll be happy to assist you!	2:22:17 AM
	Whom Would You Like to Connect With?	2:22:17 AM
sreed	Technical Support (QB & App Hosting)	2:22:22 AM
Acebuddy	Welcome to Ace Support.	2:22:22 AM
	Please chose an option :	2:22:22 AM
sreed	I'd like to report an Issue	2:22:31 AM
Acebuddy	Please select an option!	2:22:31 AM

sreed	QuickBooks Issue	2:22:34 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:22:34 AM
sreed	QuickBooks Update	2:22:40 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.	2:22:40 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.	2:22:40 AM
	Do you need any further assistance on the topic?	2:22:40 AM
sreed	Yes	2:22:51 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:22:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:22:51 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:23:17 AM
	<i>2:23:20 AM sreed is sharing a file with you image.png - (Size:122.9 KB)</i>	2:23:20 AM
	<i>I thought it was just recently updated. Now we can't even get into it.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:23:28 AM
sreed	rehabilitation.myrealdata.net	2:23:42 AM
	user name is MeghanBi	2:23:56 AM
	we just updated to Quickbooks Pro Plus 2024	2:24:21 AM
Ashutosh Mishra	I will be transferring you to another agent for better assistance.	2:24:25 AM
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>	2:24:33 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	2:24:39 AM
Shivam Singh	Kindly allow me two minutes to check the same.	2:25:09 AM
sreed	ok	2:25:11 AM
	ok	2:27:19 AM
Shivam Singh	Thanks for your patience	2:28:26 AM
	Updates are usually launched and aired by the Intuit.	2:29:16 AM
	For now, I can update it for you	2:29:27 AM
	But for that, users have to log off.	2:29:59 AM
	Shall I move forward with update?	2:30:24 AM
	Meghan is idle for 6 minutes now, can I sign her off?	2:31:42 AM
	Are we still connected here?	2:32:59 AM

Are we still connected here? 2:35:07 AM

Are we still connected here? 2:38:08 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 2:41:27 AM

Also, I would like to inform you all the pending updates for QuickBooks Pro Plus 2024 has been updated.

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 2:41:32 AM

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! 2:41:43 AM

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

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

Shivam Singh has ended this chat session 2:41:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 8 May, 3:59:21 AM

#76728 Asif Ehtesham

Email: sales@water mainsupply.com 18326961189

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 11 Secs

City: ALVIN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 22 Secs

Asif Ehtesham	Hello, I am your Acebuddy	8 May, 3:59:23 AM
Acebuddy	Hello Asif Ehtesham, I'm your Ace Buddy. I'll be happy to assist you!	3:59:23 AM
	Whom Would You Like to Connect With?	3:59:23 AM
Asif Ehtesham	Technical Support (QB & App Hosting)	3:59:37 AM
Acebuddy	Welcome to Ace Support.	3:59:37 AM
	Please chose an option :	3:59:37 AM
Asif Ehtesham	I'd like to report an Issue	3:59:44 AM
Acebuddy	Please select an option!	3:59:44 AM
Asif Ehtesham	Other Issue	3:59:48 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:59:48 AM
Asif Ehtesham	online portal not working	3:59:56 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:59:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:59:56 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:00:05 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:00:10 AM
	I will surely help you with this issue.	4:00:23 AM
	Are you referring to My Portal or Self Care Portal?	4:00:58 AM
Asif Ehtesham	my portal	4:01:04 AM
	it never sends the verification code	4:01:25 AM
Ashutosh Mishra	Thanks for the confirmation !	4:02:33 AM
	Please share your CID or business name?	4:02:45 AM
Asif Ehtesham	CID74719	4:02:57 AM
	watermain supply	4:03:00 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	4:03:45 AM
Asif Ehtesham	ok	4:03:48 AM
Ashutosh Mishra	I see that My Portal Admin is Muhammad Ehtesham.	4:09:09 AM
Asif Ehtesham	yes thats me	4:09:23 AM
Ashutosh Mishra	The OTP will be received on email sales@watermainsupply.com	4:09:31 AM
Asif Ehtesham	yes	4:09:38 AM
	but i am not getting the email	4:09:42 AM

	not even in spam	4:09:45 AM
Ashutosh Mishra	To assist further, may I take the remote access of your local computer?	4:11:12 AM
Asif Ehtesham	sure	4:11:23 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	4:12:04 AM
Asif Ehtesham	ok	4:12:12 AM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	4:13:50 AM
	https://assist.acecloudhosting.com/join/5592826657	4:13:52 AM
	we are connected now.	4:16:17 AM
Asif Ehtesham	ok	4:22:21 AM
Ashutosh Mishra	As per discussion over the remote session, We will update new email to your My Portal admin account and let you know once done over the email.	4:22:27 AM
Asif Ehtesham	okay	4:22:34 AM
	thanks	4:22:35 AM
Ashutosh Mishra	Thanks for the confirmation !	4:22:40 AM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	4:22:42 AM
	<i>Ashutosh Mishra has ended this chat session</i>	4:22:45 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 May, 11:02:33 PM

#76711 Diane Brooks

Email: admin@dottconstruction.com ☎ 7178269097

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: 43 Secs

City: EGG HARBOR TOWNSHIP

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 52 Secs

Diane Brooks	Hello, I am your Acebuddy	7 May, 11:02:34 PM
Acebuddy	Hello Diane Brooks, I'm your Ace Buddy. I'll be happy to assist you!	11:02:35 PM
	Whom Would You Like to Connect With?	11:02:35 PM
Diane Brooks	Technical Support (QB & App Hosting)	11:02:50 PM
Acebuddy	Welcome to Ace Support.	11:02:50 PM
	Please chose an option :	11:02:50 PM
Diane Brooks	I'd like to report an Issue	11:02:56 PM
Acebuddy	Please select an option!	11:02:56 PM
Diane Brooks	Other Issue	11:03:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:03:03 PM
Diane Brooks	trying to recover a scanner and a file folder off the cloud that was lost when upgrading QB	11:03:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:03:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:03:31 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:04:26 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:04:47 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:05:02 PM
Diane Brooks	I am not sure, the manager deleted it from my desktop after she had qb upgraded it	11:05:36 PM
Yash Kalra	To help you further, could you please share your server name and username associated with the account? This will allow me to locate your account details and provide the necessary support.	11:07:11 PM
Diane Brooks	Ticket: 492246	11:08:02 PM
	this was from yesterday	11:08:09 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:08:10 PM
	please share us the path of these folder so that we can recover these folders (Edited)	11:10:21 PM
Diane Brooks	I believe it was just on the desktop of the cloud. I dont know how the scanner connected to the folder but i put the paper in the scanner, hit scan on the software and it saved to the qb 2023 folder	11:11:23 PM
Yash Kalra	Diane, Could you kindly confirm if you've made any recent changes to your laptop?	11:14:57 PM
Diane Brooks	yesterday the manager upgraded QB and I dont log in through ace cloud now.	11:15:32 PM

Yash Kalra	By any chance have you changed your laptop or computer?	11:16:18 PM
Diane Brooks	When I open the QB icon now it goes to 198.12.92.175	11:16:33 PM
Yash Kalra	May I take the remote access of your local computer?	11:17:01 PM
Diane Brooks	no changes to the computer. When I open QB it directly takes me to that IP I dont have to sign on, I do have to sign into QB	11:17:16 PM
	yes	11:17:18 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:17:20 PM
Diane Brooks	its good	11:17:35 PM
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3172666381	11:17:53 PM
Diane Brooks	hello	11:35:10 PM
Yash Kalra	Diane, we assisted you regarding your files related issue, Is there anything else I may help you with ?	11:35:56 PM
Diane Brooks	no i think that is fine today thank you	11:36:10 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.	11:36:12 PM
Diane Brooks	ok	11:36:21 PM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:36:21 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!	11:36:23 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	11:36:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#77358 GLORIA CORREA****Email:** gloria@wellytails.com 7163448610**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:** NEW YORK**State:** New York**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 34 Mins 20 Secs

GLORIA CORREA	Hello, I am your Acebuddy	22 May, 10:08:53 PM
Acebuddy	Hello Gloria Correa, I'm your Ace Buddy. I'll be happy to assist you!	10:08:57 PM
	Whom Would You Like to Connect With?	10:08:57 PM
GLORIA CORREA	Technical Support (QB & App Hosting)	10:09:08 PM
Acebuddy	Welcome to Ace Support.	10:09:08 PM
	Please chose an option :	10:09:08 PM
GLORIA CORREA	I'd like to report an Issue	10:09:13 PM
Acebuddy	Please select an option!	10:09:13 PM
GLORIA CORREA	QuickBooks Issue	10:09:20 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:09:20 PM
GLORIA CORREA	QuickBooks Update	10:09:24 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.	10:09:24 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.	10:09:24 PM
	Do you need any further assistance on the topic?	10:09:24 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.	10:43:16 PM
	<i>Ended due to chat idle timeout</i>	10:43:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 May, 6:19:11 PM

#77383 Samantha Hardman

Email: samantha@rivercitywood.com ☎ 14197440163

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: WEST SALEM

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 46 Secs

Samantha Hardman	Hello, I am your Acebuddy	23 May, 6:19:12 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:21:56 PM
Samantha Hardman	Can I change how long the RDP will stay open i	6:22:27 PM
Anjainay Singh	We will update the RDP settings from the backend based on your preferred duration for remaining active without being disconnected. Please let us know your desired timeout period so we can configure it accordingly.	6:25:11 PM
	Are we still connected here?	6:26:59 PM
	Are we still connected here?	6:29:08 PM
	Are we still connected here?	6:30:52 PM
Samantha Hardman	yes	6:31:53 PM
	Can we have it not time out at all	6:32:20 PM
Anjainay Singh	We can configure the RDP session to remain active for up to 24 hours . However, please note that the server undergoes a daily reboot as part of the scheduled upgrade process. During this time, your session will be disconnected, and you will need to log in again once the server is back online.	6:35:19 PM
Samantha Hardman	That is perfect, thank you!.	6:35:37 PM

Anjainay Singh	Is there anything else I may help you with ?	6:36:07 PM
Samantha Hardman	no thank you	6:36:11 PM
Anjainay Singh	We will setup the configuration and will update you over an email.	6:37:03 PM
	Please also share your valuable positive feedback by clicking on smiling emoji .	6:37:27 PM
Samantha Hardman	Will do thank you	6:37:35 PM
Anjainay Singh	You may disconnect this chat .	6:37:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:37:52 PM
	<i>Anjainay Singh has ended this chat session</i>	6:38:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 May, 2:45:35 AM

#77616 Cesar Diaz

Email: cesardiaz98776@gmail.com 150499420028

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: ?

State: Honduras

Country: HONDURAS

Chat Transcript

Chat Duration : 1 Min 29 Secs

Cesar Diaz	Hello, I am your Acebuddy	30 May, 2:45:35 AM
Acebuddy	Hello Cesar.diaz, I'm your Ace Buddy. I'll be happy to assist you!	2:45:36 AM
	Whom Would You Like to Connect With?	2:45:36 AM
Cesar Diaz	Technical Support (QB & App Hosting)	2:46:24 AM
Acebuddy		

	Welcome to Ace Support.	2:46:24 AM
	Please chose an option :	2:46:24 AM
Cesar Diaz	I'd like to raise a Request	2:46:28 AM
Acebuddy	Please select your request type.	2:46:28 AM
Cesar Diaz	Other Request	2:46:47 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.	2:46:47 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:46:47 AM
Cesar Diaz	No, That'll be all!	2:47:05 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	2:47:05 AM
	<i>Acebuddy has ended this chat session</i>	2:47:05 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 May, 9:57:40 PM

#77679 elizabeth

Email: elizabeth@vingc.com 17814070606

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: HYANNIS

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 48 Secs

elizabeth	Hello, I am your Acebuddy	31 May, 9:57:42 PM
Acebuddy	Hello Elizabeth Gadoury, I'm your Ace Buddy. I'll be happy to assist you!	9:57:43 PM

	Whom Would You Like to Connect With?	9:57:43 PM
elizabeth	Technical Support (QB & App Hosting)	9:58:24 PM
Acebuddy	Welcome to Ace Support.	9:58:24 PM
	Please chose an option :	9:58:24 PM
elizabeth	I'd like to report an Issue	10:14:02 PM
Acebuddy	Please select an option!	10:14:02 PM
elizabeth	Password Reset	10:14:09 PM
Acebuddy	Please select an option below	10:14:09 PM
elizabeth	Not Enrolled to Selfcare Portal	10:14:13 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	10:14:13 PM
	Do you need any further assistance on the topic?	10:14:13 PM
elizabeth	No	10:16:30 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:16:30 PM
	<i>Acebuddy has ended this chat session</i>	10:16:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 May, 2:26:20 AM

#76480 jend

Email: jend@taxproak.com 19077431040

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 44 Secs

jend	Hello, I am your Acebuddy	2 May, 2:26:21 AM
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!	2:26:22 AM
	Whom Would You Like to Connect With?	2:26:22 AM
jend	Technical Support (QB & App Hosting)	2:26:30 AM
Acebuddy	Welcome to Ace Support.	2:26:30 AM
	Please chose an option :	2:26:30 AM
jend	I'd like to raise a Request	2:26:39 AM
Acebuddy	Please select your request type.	2:26:39 AM
jend	Application Version Upgrade	2:26:49 AM
Acebuddy	Please select the application you would like to upgrade :	2:26:49 AM
jend	Setback	2:26:59 AM
Acebuddy	Please select your request type.	2:26:59 AM
jend	Application Update	2:27:09 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	2:27:09 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	2:27:09 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:01:06 AM
	<i>Ended due to chat idle timeout</i>	3:01:06 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 1:04:23 AM

#77106 shari

Email: shari@jkservicesinc.com  18054079440

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 20 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 34 Secs

shari	Hello, I am your Acebuddy	16 May, 1:04:24 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	1:04:25 AM
	Whom Would You Like to Connect With?	1:04:25 AM
shari	Technical Support (QB & App Hosting)	1:04:29 AM
Acebuddy	Welcome to Ace Support.	1:04:29 AM
	Please chose an option :	1:04:29 AM
shari	I'd like to report an Issue	1:04:33 AM
Acebuddy	Please select an option!	1:04:33 AM
shari	Other Issue	1:04:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:04:37 AM
shari	still having issues in QB ... new error is The windows error was the file exists	1:04:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:04:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:04:59 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:05:49 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:05:55 AM
	Hi Shari, could you please share a screenshot of the error message	1:06:22 AM
	<i>1:07:00 AMshari is sharing a file with you image.png - (Size:9.24 KB)</i>	1:07:00 AM
	Thank you, could you also let me know the location of the file	1:07:48 AM
shari	d:\Client Data\KWAW	1:08:28 AM
	I was reconciling a credit card statement and when trying to generate teh report this error comes up	1:08:50 AM
Ashutosh Mishra	Kindly allow me few minutes to check the same.	1:11:14 AM

shari	ok	1:11:22 AM
Ashutosh Mishra	Please help me with your server name.	1:14:36 AM
	Are we still connected here?	1:17:13 AM
shari	yes	1:18:23 AM
	blue isle-drake	1:18:29 AM
Ashutosh Mishra	Please try now.	1:19:40 AM
shari	ok will be a bit as I have to wait till the next recon	1:20:46 AM
Ashutosh Mishra	I see, may i know how much time it can take?	1:21:49 AM
shari	looks like it is working	1:23:34 AM
	thanks	1:23:35 AM
Ashutosh Mishra	Thanks for the confirmation !	1:23:42 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:23:49 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!	1:23:53 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com .)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	1:23:58 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 May, 2:52:23 PM

#77514 avishek

Email: avishek@ieee-isto.org

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: 39 Secs

City: MOTILAL NEHRU NAGR BHILAI

State: Chhattisgarh

Country: INDIA

Chat Duration : 32 Mins 22 Secs

Chat Transcript

avishek	Hello, I am your Acebuddy	28 May, 2:52:24 PM
Acebuddy	Hello Avishek, I'm your Ace Buddy. I'll be happy to assist you!	2:52:25 PM
	Whom Would You Like to Connect With?	2:52:25 PM
avishek	Managed IT	2:52:31 PM
Acebuddy	Please wait while we connect you to an available Representative.	2:52:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:52:31 PM
	<i>Priyanshu accepted the chat transfer request.</i>	2:52:36 PM
avishek	Hi Priyanshu	2:52:50 PM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?	2:52:58 PM
avishek	I am unable to login to my desktop	2:53:02 PM
	Can you please help me out please	2:53:15 PM
Priyanshu	Apologies for the inconvenience. Could you please help me with your businessname and username once	2:53:47 PM
	<i>2:54:17 PM avishek is sharing a file with you 1_image.png - (Size:47.04 KB)</i>	2:54:17 PM
avishek	This is the detail	2:54:23 PM
	<i>2:54:48 PM avishek is sharing a file with you 1_image.png - (Size:41.93 KB)</i>	2:54:48 PM
Priyanshu	Thank you for sharing the details.	2:55:03 PM
	It seems that your server is being managed by different team, please let me transfer the chat to the concerned team so that they may better assist you.	2:55:28 PM
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>	2:55:41 PM
avishek	ok	2:55:42 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:56:11 PM

	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:56:30 PM
avishek	Hi Anjainay	2:56:51 PM
	I am unable to login to my remote desktop	2:57:08 PM
	<i>2:57:29 PM avishek is sharing a file with you</i> <u>1_image.png</u> - (Size:21.83 KB)	2:57:29 PM
	This is the error message I am getting	2:57:50 PM
Anjainay Singh	Since when you are not able to login into the server?	2:58:17 PM
avishek	Just now	2:58:54 PM
Anjainay Singh	Are other users also facing same issue ?	2:59:18 PM
	May I take the remote access of your local computer?	2:59:58 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:00:05 PM
	<u>https://assist.acecloudhosting.com/join/3052494994</u>	3:00:17 PM
avishek	Its closed	3:00:41 PM
Anjainay Singh	Please copy this URL at your local machine browser so that I can access it and assist you to resolve your issue .	3:00:46 PM
	Are we still connected here?	3:21:12 PM
	<i>Anjainay Singh has ended this chat session</i>	3:24:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 May, 10:46:21 PM

#77490 linsey hempel

Email: linsey@thepinnaclecompanies.com ☎ 19708525989

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 8 Secs

City: FRISCO

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 48 Secs

linsey hempel	Hello, I am your Acebuddy	27 May, 10:46:22 PM
Acebuddy	Hello Linsey Hempel, I'm your Ace Buddy. I'll be happy to assist you!	10:46:23 PM
	Whom Would You Like to Connect With?	10:46:23 PM
linsey hempel	Technical Support (QB & App Hosting)	10:46:40 PM
Acebuddy	Welcome to Ace Support.	10:46:40 PM
	Please chose an option :	10:46:40 PM
linsey hempel	I'd like to raise a Request	10:46:45 PM
Acebuddy	Please select your request type.	10:46:45 PM
linsey hempel	Application Update	10:46:54 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	10:46:54 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	10:46:54 PM
linsey hempel	Yes	10:47:00 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:47:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:47:00 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:47:11 PM
linsey hempel	Hello - i just opened case: 701730 can you please install that for me? I am on hold with QB customer support.	10:47:26 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:47:28 PM
linsey hempel	great - i just opened case: 701730 can you please install that for me? I am on hold with QB customer support.	10:47:36 PM
Ashutosh Mishra	I will surely help you with this issue.	10:47:48 PM
	Kindly allow me two minutes to check the same.	10:47:54 PM
linsey hempel	thanks	10:48:53 PM
	can you install that webconnector for me?	10:50:49 PM
Ashutosh Mishra	Yes	10:51:21 PM
	I am downloading it right now.	10:51:27 PM

linsey hempel	thanks	10:52:13 PM
Ashutosh Mishra	The webconnector is installed.	10:53:58 PM
	Are we still connected here?	10:54:59 PM
	Are we still connected here?	10:56:07 PM
	Are we still connected here?	10:57:25 PM
linsey hempel	ok	10:57:34 PM
	great. where is it saved.	10:57:39 PM
	desktop?	10:57:42 PM
Ashutosh Mishra	It is not like an application, it is like a service that is used by QuickBooks support to connect with your computer.	10:58:32 PM
	It's name is GlanceGuest.	10:58:45 PM
	Are we still connected here?	11:03:50 PM
	Are we still connected here?	11:04:03 PM
	Are we still connected here?	11:05:14 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:06:04 PM
<i>Ashutosh Mishra has ended this chat session</i>		11:06:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 May, 2:28:07 AM

#77157 Melissa Collins

Email: melissa.collins@squyres.cpa ☎ 19035972021

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: 55 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 19 Secs

Melissa Collins	Hello, I am your Acebuddy	17 May, 2:28:08 AM
Acebuddy	Hello Melissa Collins, I'm your Ace Buddy. I'll be happy to assist you!	2:28:09 AM
	Whom Would You Like to Connect With?	2:28:09 AM
Melissa Collins	Technical Support (QB & App Hosting)	2:28:13 AM
Acebuddy	Welcome to Ace Support.	2:28:13 AM
	Please chose an option :	2:28:13 AM
Melissa Collins	I'd like to report an Issue	2:28:20 AM
Acebuddy	Please select an option!	2:28:20 AM
Melissa Collins	QuickBooks Issue	2:28:23 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:28:23 AM
Melissa Collins	QuickBooks Login Issue	2:28:28 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	2:28:28 AM
	Was that helpful?	2:28:28 AM
Melissa Collins	No	2:28:35 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:28:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:28:35 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:28:41 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:28:49 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:28:59 AM
Melissa Collins	Squyres & CO LLP	2:29:14 AM
	I have an open ticket	2:29:28 AM
	#695612	2:29:37 AM
Ashutosh Mishra	Kindly allow me few minutes to check the same.	2:31:21 AM
Melissa Collins	ok	2:33:58 AM
Ashutosh Mishra	Please sign off from the server and sign in again.	2:34:12 AM
Melissa Collins	I have done that 3 times. If I sign off I will lose this char session	2:34:45 AM

Ashutosh Mishra	I see, sure we will check from backend please do not sign off.	2:35:45 AM
	<i>2:36:27 AM</i> <i>Melissa Collins is sharing a file with you</i> <u>1_image.png</u> - (Size:14.03 KB)	2:36:27 AM
Melissa Collins	this is the error I am getting	2:36:33 AM
	I ran the file doctor and it did not find any issues and it is still giving me the same error	2:37:03 AM
Ashutosh Mishra	Yes, i am working on this please allow me some time.	2:37:12 AM
	May I take the remote access of your server?	2:38:30 AM
Melissa Collins	yes	2:38:46 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:38:56 AM
	Please try now.	2:43:49 AM
	It is working on my end.	2:43:59 AM
Melissa Collins	I still get the same errr	2:44:54 AM
Ashutosh Mishra	Please relaunch quickbooks.	2:44:59 AM
Melissa Collins	what is that message?	2:45:35 AM
Ashutosh Mishra	Please ignore this for now, it is just for update.	2:45:54 AM
Melissa Collins	same error	2:46:36 AM
Ashutosh Mishra	Yes, we are still working on this.	2:50:53 AM
	We have tried few changes from backend however it is still not working, i would have to escalate this to senior level. They will reach out to you for further assistance.	2:59:26 AM
Melissa Collins	ok thank you	3:00:04 AM
Ashutosh Mishra	Thanks for the confirmation !	3:00:10 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!	3:00:22 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](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>	3:00:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 May, 2:34:10 PM

#76892 support

Email: support@silversfs.com  +919084599218

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: 1 Min 10 Secs

City: BABAIL

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 41 Mins 43 Secs

support	Hello, I am your Acebuddy	12 May, 2:34:11 PM
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!	2:34:12 PM
	Whom Would You Like to Connect With?	2:34:12 PM
support	Technical Support (QB & App Hosting)	2:34:21 PM
Acebuddy	Welcome to Ace Support.	2:34:21 PM
	Please chose an option :	2:34:21 PM
support	I'd like to raise a Request	2:34:29 PM
Acebuddy	Please select your request type.	2:34:29 PM
support	Other Request	2:34:44 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.	2:34:44 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:34:44 PM
support	Yes, I'm facing issues with my server	2:34:52 PM
Acebuddy	Please select an option!	2:34:52 PM
support	Other Issue	2:34:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:34:56 PM

support	Unable to login	2:35:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:35:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:35:06 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:35:21 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:35:34 PM
support	Hi Anjainay	2:35:46 PM
	i am unable to login to the server	2:35:55 PM
	the ACE team had changed the settings since we were operating from a different location for company meeting	2:36:29 PM
Anjainay Singh	Since when you are not able to login into the server.	2:37:18 PM
support	now	2:37:24 PM
Anjainay Singh	Please allow me two minutes so that I can look into the issue .	2:38:25 PM
support	sure	2:38:29 PM
Anjainay Singh	Do you have any supporting ticket number regarding the issue ?	2:39:07 PM
support	not yet	2:39:16 PM
	have just initiated the chat	2:39:32 PM
Anjainay Singh	As I have found that meeting was held in Mumbai and RDP was changed accordingly.	2:40:51 PM
support	Correct	2:40:57 PM
Anjainay Singh	Please confirm whether you have reached to your original location so that I can assist you accordingly	2:41:55 PM
support	.	
support	Yes I am at my original location	2:42:13 PM
Anjainay Singh	Thankyou for your confirmation.	2:43:01 PM
support	You are welcome	2:43:13 PM
Anjainay Singh	I am discussing it with my escalation team who did the changes so that they can provide assistance asap.	2:45:05 PM
support	Alright	2:45:13 PM
Anjainay Singh	As our escalation team member informed they need one hour to restore the setting and will inform you over an email.	2:49:43 PM
support	will that be on the personal email?	2:50:16 PM
	as without the server I cannot use official email	2:50:33 PM
Anjainay Singh	Please also provide your call back details in below format so that we can inform you over an call as well	
	Call Back Number -	2:51:36 PM
	Suitable time for call -	
	Time zone -	

	support	Call back Number: +91 9084599218	2:52:01 PM
		Time Zone: IST	2:52:10 PM
Anjainay Singh		Alternatively you may also provide your personal email so that we can also inform you there as well . (Edited)	2:52:17 PM
	support	Suitable time: 2:30 pm to 1:30 am	2:52:26 PM
		email: dina.pratt19@gmail.com	2:53:01 PM
Anjainay Singh		Thankyou for your cooperation.	2:53:38 PM
	support	Welcome :)	2:53:49 PM
Anjainay Singh		May I take the remote access of your local computer?	2:54:25 PM
	support	yes you may	2:55:23 PM
Anjainay Singh		Are we still connected here?	2:55:24 PM
	support	yes	2:55:36 PM
Anjainay Singh		May I take the remote access of your local computer?	2:55:52 PM
	support	Yes	2:55:58 PM
		you can take the access	2:56:04 PM
Anjainay Singh		Prior providing the access, I would suggest you to close any important documents at your end.	2:56:25 PM
	support	it is closed	2:56:36 PM
Anjainay Singh		https://assist.acecloudhosting.com/join/7412214135	2:56:55 PM
		Please copy this URL at your local machine Browser.	2:57:46 PM
	support	joined the session	2:58:06 PM
Anjainay Singh		Yes I am collecting some important details related to connectivity.	3:02:01 PM
		Our escalation team member is taking remote of your local machine and will assist you remotely.	3:06:52 PM
	support	Is it done?	3:10:14 PM
Anjainay Singh		Yes our escalation team helped you remotely to access the server and issue is resolved.	3:11:42 PM
	support	Thank you	3:11:53 PM
Anjainay Singh		Is there anything else I may help you with ?	3:12:26 PM
	support	No	3:12:34 PM
		this was it	3:12:38 PM
Anjainay Singh		At end you may receive a feedback in which by clicking on smiling emoji you may provide your positive feedback.	3:14:15 PM
	support	Will do it	3:14:26 PM
Anjainay Singh		You may end this chat session.	3:14:56 PM

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

3:15:01 PM

support alright

3:15:05 PM

wish you the same

3:15:08 PM

Anjainay Singh has ended this chat session

3:15:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 8:32:48 PM

#77187 Laura Baker

Email: admin@wiseproductsinc.com ☎ 9032277882

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 24 Secs

City: HONEY GROVE

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 19 Secs

Laura Baker Hello, I am your Acebuddy 19 May, 8:32:49 PM

Acebuddy Hello Laura Baker, I'm your Ace Buddy. I'll be happy to assist you! 8:32:50 PM

Whom Would You Like to Connect With? 8:32:50 PM

Laura Baker Technical Support (QB & App Hosting) 8:33:11 PM

Acebuddy Welcome to Ace Support. 8:33:11 PM

Please chose an option : 8:33:11 PM

Laura Baker I'd like to report an Issue 8:33:17 PM

Acebuddy Please select an option! 8:33:17 PM

Laura Baker	QuickBooks Issue	8:33:21 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:33:21 PM
Laura Baker	QuickBooks Login Issue	8:33:26 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	8:33:26 PM
	Was that helpful?	8:33:26 PM
Laura Baker	No	8:33:31 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:33:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:33:31 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:33:48 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:34:09 PM
Laura Baker	I keep getting a error and I have tried restarting the computer. It says We are sorry, but Quickbooks can't open your company file error 6189-81	8:34:41 PM
	6189-816	8:34:48 PM
Shivam Singh	Okay, allow me to look into it	8:35:09 PM
	Would you be able to share the screenshot of the same so that I can review it.	8:35:30 PM
	Are we still connected here?	8:38:07 PM
	Laura, Are we still connected here?	8:40:12 PM
	Are we still connected here?	8:42:44 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.	8:44:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:44:13 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!	8:45:04 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shivam Singh has ended this chat session</i>	8:45:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 8:42:03 PM

#76834 Salome Franco

Email: sfranco@synergybc.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 12 Secs

City: SANGOLQUI

State: Pichincha

Country: ECUADOR

Chat Transcript

Chat Duration : 23 Mins 56 Secs

Salome Franco	Hello, I am your Acebuddy	9 May, 8:42:04 PM
Acebuddy	Hello Salome Franco, I'm your Ace Buddy. I'll be happy to assist you!	8:42:04 PM
	Whom Would You Like to Connect With?	8:42:04 PM
Salome Franco	Technical Support (QB & App Hosting)	8:42:08 PM
Acebuddy	Welcome to Ace Support.	8:42:08 PM
	Please chose an option :	8:42:08 PM
Salome Franco	I'd like to raise a Request	8:42:14 PM
Acebuddy	Please select your request type.	8:42:14 PM
Salome Franco	Setup Ace Server	8:42:19 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:42:19 PM
Salome Franco	Microsoft Windows	8:42:24 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	8:42:24 PM
	Do you need any further assistance on the topic?	8:42:24 PM

Salome Franco	Yes	8:45:03 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:45:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:45:03 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:45:20 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:45:23 PM
	Hello Salome	8:45:30 PM
Salome Franco	Good morning!, i need help configuring my RDP	8:45:50 PM
Shashwat Verma	I will surely help you with this issue.	8:45:57 PM
	Are you using Windows or mac os ? (Edited)	8:46:20 PM
Salome Franco	Someone was already helping me with it, but sadly i didn't have the password for the account that they created for me, and the person that had it never answered so we had to cut that session	8:46:55 PM
	It's windows	8:47:01 PM
	Now i do have the password and an email authorizing to change my password just in case	8:47:20 PM
Shashwat Verma	Okay	8:47:30 PM
	May I take the remote access of your local computer?	8:47:38 PM
Salome Franco	Sure!	8:48:04 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:48:10 PM
	https://assist.acecloudhosting.com/join/7832108000	8:48:13 PM
	Kindly Click on the link and open the downloaded file.	8:48:16 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:50:22 PM
	as per the remote session, we will soon share you the password	9:05:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:05:58 PM
	<i>Shashwat Verma has ended this chat session</i>	9:06:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#77393 steven****Email:** steven@lynncpas.com  17204703581**Department:** Support(QB & App Hosting)**Operator:** Anurag Sharma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 22 Secs**City:** DENVER**State:** Colorado**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 23 Mins 18 Secs

steven	Hello, I am your Acebuddy	23 May, 8:04:54 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	8:04:55 PM
	Whom Would You Like to Connect With?	8:04:55 PM
steven	Technical Support (QB & App Hosting)	8:05:00 PM
Acebuddy	Welcome to Ace Support.	8:05:00 PM
	Please chose an option :	8:05:00 PM
steven	I'd like to report an Issue	8:05:04 PM
Acebuddy	Please select an option!	8:05:05 PM
steven	Other Issue	8:05:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:05:09 PM
steven	Login issues	8:05:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:05:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:05:18 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	8:05:21 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	8:05:24 PM
	Hello Steven	8:05:29 PM
steven	hello	8:05:56 PM
	I am unable to login to the server I have tried many times it wont connect	8:06:09 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	8:06:20 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:06:22 PM

steven	one second	8:07:03 PM
	rdg.myrealdata.net	8:07:21 PM
	Lynn.myrealdata.net	8:07:34 PM
Anurag Sharma	Thanks for the confirmation !	8:07:50 PM
	Could you please confirm whether this issue occurs regularly? (Edited)	8:08:10 PM
steven	last couple days	8:08:25 PM
	not since I switched to a internet cable connection	8:08:53 PM
Anurag Sharma	Okay	8:08:57 PM
	As I can see you are the only user on this server.	8:09:11 PM
	May I take the remote access of your local computer?	8:09:24 PM
steven	ok	8:10:01 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	8:10:06 PM
	https://assist.acecloudhosting.com/join/8252231474	8:10:11 PM
	Kindly paste this link in the browser of local computer and join the session.	8:10:14 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.	8:11:14 PM
	Since we are connected on the remote session. I am ending this chat now.	8:28:10 PM
	<i>Anurag Sharma has ended this chat session</i>	8:28:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 May, 2:12:52 AM

#77368 Sam Mallery

Email: sam.mallery@accountingdepartment.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: ROOSEVELT

State: Utah

Country: UNITED STATES

Chat Duration : 4 Mins 32 Secs

Chat Transcript

Sam Mallery	Hello, I am your Acebuddy	23 May, 2:12:53 AM
Acebuddy	Hello Sam Mallery, I'm your Ace Buddy. I'll be happy to assist you!	2:12:53 AM
	Whom Would You Like to Connect With?	2:12:53 AM
Sam Mallery	Technical Support (QB & App Hosting)	2:13:03 AM
Acebuddy	Welcome to Ace Support.	2:13:03 AM
	Please chose an option :	2:13:03 AM
Sam Mallery	I'd like to raise a Request	2:13:11 AM
Acebuddy	Please select your request type.	2:13:11 AM
Sam Mallery	Other Request	2:13:29 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.	2:13:29 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:13:29 AM
Sam Mallery	Setback	2:17:06 AM
Acebuddy	Please select your request type.	2:17:06 AM
Sam Mallery	Application Update	2:17:20 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	2:17:20 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	2:17:20 AM
Sam Mallery	No	2:17:25 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	2:17:25 AM
	<i>Acebuddy has ended this chat session</i>	2:17:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 5:18:44 PM

#76738 Kevinder

Email: k.singh@innercircle.cpa

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: 31 Secs

City: NOIDA

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 49 Mins 26 Secs

Kevinder	Hello, I am your Acebuddy	8 May, 5:18:46 PM
Acebuddy	Hello K.singh, I'm your Ace Buddy. I'll be happy to assist you!	5:18:47 PM
	Whom Would You Like to Connect With?	5:18:47 PM
Kevinder	Technical Support (QB & App Hosting)	5:19:00 PM
Acebuddy	Welcome to Ace Support.	5:19:00 PM
	Please chose an option :	5:19:00 PM
Kevinder	I'd like to report an Issue	5:19:06 PM
Acebuddy	Please select an option!	5:19:06 PM
Kevinder	Other Issue	5:19:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:19:21 PM
Kevinder	Rdp is not working while entering the credentials it is not working	5:19:56 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:19:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:19:56 PM
	<i>Deepak Taneja declined the transfer request.</i>	5:20:03 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:20:06 PM

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:20:17 PM
Kevinder	Okay	5:20:28 PM
Anjainay Singh	Since when you are facing this issue .	5:21:26 PM
Kevinder	Since Afternoon I am facing this issue	5:22:02 PM
Anjainay Singh	May I take the remote access of your local computer?	5:22:26 PM
Kevinder	yes sure	5:22:40 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	5:23:29 PM
Kevinder	yes done	5:24:02 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/9672276243	5:24:19 PM
	Please copy this URL at your local machine browser so that I can access it .	5:25:03 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:08:13 PM
	<i>Ended due to chat idle timeout</i>	6:08:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 7:47:04 PM

#77067 srinivas

Email: srinivas@taxgeeks.com 2252847776

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 18 Secs

srinivas	Hello, I am your Acebuddy	15 May, 7:47:04 PM
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!	7:47:05 PM
	Whom Would You Like to Connect With?	7:47:05 PM
srinivas	Technical Support (QB & App Hosting)	7:47:12 PM
Acebuddy	Welcome to Ace Support.	7:47:12 PM
	Please chose an option :	7:47:12 PM
srinivas	I'd like to report an Issue	7:47:18 PM
Acebuddy	Please select an option!	7:47:18 PM
srinivas	Other Issue	7:47:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:47:22 PM
srinivas	TAXG1	7:47:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:47:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:47:28 PM
	<i>Ankit accepted the chat transfer request.</i>	7:47:54 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	7:47:59 PM
	Hello Srinivas ! How are you doing today?	7:48:24 PM
srinivas	THE Z DRIVE ON taxg1 server	7:48:25 PM
	is not working	7:48:28 PM
Ankit	I deeply apologize for the inconvenience caused to you.	7:48:34 PM
	I will surely help you with this issue.	7:48:42 PM
	Kindly allow me 2-3 minutes to check the same.	7:48:52 PM
	Thank you for your time and patience.	7:50:27 PM
	Please confirm if this is your username : Myrealdatalsrinivas ?	7:50:38 PM
srinivas	yes	7:50:57 PM
Ankit	Thanks for the confirmation !	7:51:05 PM
	Kindly allow me 4-5 minutes to check the same from backend. (Edited)	7:51:21 PM
srinivas	ok	7:53:04 PM
Ankit	Thank you for waiting.	7:55:21 PM
	May I take the remote access of your local computer?	7:55:27 PM
srinivas	yes	7:55:38 PM
Ankit	Prior providing the access, I would suggest you to close any important documents at your end.	7:55:43 PM

srinivas	ok	7:55:50 PM
Ankit	https://assist.acecloudhosting.com/join/4612322220	7:55:59 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:57:44 PM
srinivas	thanks	8:11:30 PM
Ankit	As discussed over the remote, you are able to access the server now.	8:11:41 PM
	As per our records, our team was awaiting your response on ticket #659757. However, due to no reply, the server was temporarily turned off. We kindly request you to respond on the ticket at your earliest convenience to avoid any further disruption to your services.	8:11:49 PM
	Is there anything else I may help you with ?	8:12:39 PM
srinivas	will do it	8:12:40 PM
Ankit	Thank you	8:12:56 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:13:01 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!	8:13:14 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ankit has ended this chat session</i>	8:13:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 May, 11:29:38 AM

#77458 louispav

Email: louispav@dasystems.com ☎ 19495823908

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 33 Secs

louispav	Hello, I am your Acebuddy	27 May, 11:29:40 AM
Acebuddy	Hello Louis Pavlovich, I'm your Ace Buddy. I'll be happy to assist you!	11:29:41 AM
	Whom Would You Like to Connect With?	11:29:41 AM
louispav	Technical Support (QB & App Hosting)	11:29:46 AM
Acebuddy	Welcome to Ace Support.	11:29:46 AM
	Please chose an option :	11:29:46 AM
louispav	I'd like to report an Issue	11:29:53 AM
Acebuddy	Please select an option!	11:29:54 AM
louispav	Other Issue	11:29:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:29:58 AM
louispav	Ace Hub is not connecting after new install, Windows Security is saying my credentials are not valid, but something seems off	11:30:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:30:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:30:46 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:30:57 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:31:09 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:31:21 AM
louispav	Server Name :- DASServices.myreldata.net User Name : LouisPavlovich	11:31:57 AM
Shubham Kataria	Thank you for the information. Kindly confirm from when you're unable to access server.	11:32:54 AM
louispav	I switched to a new computer and downloaded the Ace Connect software, and everything looks fine, I'm able to open the app (as Administrator) but then a Windows Security prompt comes up saying my credentials aren't valid	11:34:05 AM
Shubham Kataria	I will surely help you with this issue.	11:34:16 AM

	May I take the remote access of your local computer?	11:34:19 AM
louispav	sure	11:34:27 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	11:34:39 AM
	https://assist.acecloudhosting.com/join/6512098871	11:34:41 AM
	Kindly paste this link in the browser of local computer and join the session.	11:34:45 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:36:02 AM
	Thank you for your patience.	11:41:11 AM
	As per the remote session, your issue has been resolved.	11:41:26 AM
	Is there anything else I may help you with ?	11:41:28 AM
	Are we still connected here?	11:42:27 AM
	Are we still connected here?	11:43:36 AM
	Are we still connected here?	11:44:06 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:45:10 AM
	<i>Shubham Kataria has ended this chat session</i>	11:45:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 May, 11:20:40 PM

#77425 Raghava

Email: rahul.captn@gmail.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: HYDERABAD

State: Telangana

Country: INDIA

Chat Transcript

Chat Duration : 23 Mins 37 Secs

Raghava	Hello, I am your Acebuddy	24 May, 11:20:42 PM
Acebuddy	Hello Raghava, I'm your Ace Buddy. I'll be happy to assist you!	11:20:43 PM
	Whom Would You Like to Connect With?	11:20:43 PM
Raghava	Technical Support (QB & App Hosting)	11:22:13 PM
Acebuddy	Welcome to Ace Support.	11:22:13 PM
	Please chose an option :	11:22:13 PM
Raghava	I'd like to raise a Request	11:22:32 PM
Acebuddy	Please select your request type.	11:22:32 PM
Raghava	Other Request	11:22:54 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.	11:22:54 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:22:54 PM
Raghava	Yes, I'm facing issues with my server	11:22:57 PM
Acebuddy	Please select an option!	11:22:57 PM
Raghava	Other Issue	11:23:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:23:07 PM
Raghava	i got key but not sure about the user name and not able to login using putty from my pc to the public ip	11:23:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:23:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:23:54 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:24:18 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:24:22 PM
	Hello Raghava	11:24:28 PM
Raghava	Hi Verma	11:24:39 PM
Shashwat Verma	Are you facing issue in log in the server?	11:25:01 PM
	Right?	11:25:03 PM
Raghava	yes	11:25:19 PM
Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:25:31 PM

Raghava	Test-kokoro is my server name while creating it . it did not asked for username it asked for only keypair name	11:27:07 PM
Shashwat Verma	Raghava please confirm your business name that is registered with ACE.	11:27:31 PM
Raghava	rahul.captn@gmail.com	11:29:29 PM
Shashwat Verma	We apologies for the inconvenience caused, but the shared email is not registered with us.	11:29:56 PM
	Kindly share your company name or the email address registered with us.	11:30:14 PM
	<i>11:31:04 PM Raghava is sharing a file with you image.png - (Size:102.89 KB)</i>	11:31:04 PM
	Kindly allow me two minutes to check the same.	11:32:07 PM
	May I take the remote access of your local computer?	11:34:51 PM
Raghava	sure	11:35:19 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:35:26 PM
	https://assist.acecloudhosting.com/join/9182601212	11:35:33 PM
	Kindly Click on the link and open the downloaded file.	11:35:35 PM
	Ragahava, we have checked you are using public cloud, which is managed by another department, let me transfer your chat	11:39:29 PM
	<i>Shashwat Verma is transferring the chat to Public Cloud.</i>	11:39:35 PM
	Raghava, currently the team manage your resources are unavailable, let me know your direct contact number for the call back from the team.	11:41:29 PM
Raghava	will conect tmrw	11:43:20 PM
Shashwat Verma	Sure	11:43:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:43:41 PM
	<i>Shashwat Verma has ended this chat session</i>	11:44:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 12:21:37 AM

#76792 Anita Scheiderer

Email: ams@acornbusinessassistance.com ☎ 260 342 1845

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: 6 Secs

City: SHRUB OAK

State: Michigan

Country: UNITED STATES

Chat Duration : 15 Mins 46 Secs

Chat Transcript

Anita Scheiderer	Hello, I am your Acebuddy	9 May, 12:21:38 AM
Acebuddy	Hello Anita Scheiderer, I'm your Ace Buddy. I'll be happy to assist you!	12:21:39 AM
	Whom Would You Like to Connect With?	12:21:39 AM
Anita Scheiderer	Technical Support (QB & App Hosting)	12:21:44 AM
Acebuddy	Welcome to Ace Support.	12:21:45 AM
	Please chose an option :	12:21:45 AM
Anita Scheiderer	I'd like to report an Issue	12:21:55 AM
Acebuddy	Please select an option!	12:21:55 AM
Anita Scheiderer	QuickBooks Issue	12:22:03 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:22:03 AM
Anita Scheiderer	Other QB related issue	12:22:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:22:11 AM
Anita Scheiderer	Bank feeds are not setting up correctly for new client file.	12:22:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:22:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:22:38 AM
Anita Scheiderer	I also am having an issue logging in to Ace and getting disconnected from Ace.	12:22:59 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:23:03 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:23:07 AM
	Hello Anita	12:23:16 AM
Anita Scheiderer	Hello Shashwat	12:23:26 AM
Shashwat Verma	I will surely help you with this issue.	12:23:37 AM
Anita Scheiderer	Before yesterday I just had to hit connect now I need to load my password each time.	12:24:18 AM

Shashwat Verma	Okay	12:24:23 AM
	May I take the remote access of your local computer?	12:24:27 AM
Anita Scheiderer	Sure.	12:24:37 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	12:24:43 AM
	https://assist.acecloudhosting.com/join/1632466882	12:24:53 AM
	Kindly Click on the link and open the downloaded file.	12:24:56 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.	12:26:27 AM
	Will update you once we are done with QB update	12:37:13 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:37:20 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:37:22 AM
	<i>Shashwat Verma has ended this chat session</i>	12:37:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 8:08:22 PM

#77186 rachel

Email: rachel@txalphateam.com ☎ 12813973688

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: 49 Secs

City: NORTH POBLACION

State: La Union

Country: PHILIPPINES

Chat Transcript

Chat Duration : 16 Mins 15 Secs

rachel	Hello, I am your Acebuddy	19 May, 8:08:23 PM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	8:08:24 PM
	Whom Would You Like to Connect With?	8:08:24 PM
rachel	Technical Support (QB & App Hosting)	8:08:35 PM
Acebuddy	Welcome to Ace Support.	8:08:35 PM
	Please chose an option :	8:08:35 PM
rachel	I'd like to report an Issue	8:08:42 PM
Acebuddy	Please select an option!	8:08:42 PM
rachel	QuickBooks Issue	8:08:49 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:08:49 PM
rachel	QuickBooks Update	8:08:59 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	8:08:59 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	8:08:59 PM
	Do you need any further assistance on the topic?	8:08:59 PM
rachel	Yes	8:09:56 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:09:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:09:56 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:10:13 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:10:45 PM
	<i>8:11:16 PM rachel is sharing a file with you</i>	8:11:16 PM
	<i><u>1_image.png</u> - (Size:236.13 KB)</i>	
	We would like to inform you that we may update the QB in night hours as it requires complete reboot process and in return it may impact the active users data and their productivity	8:12:51 PM
	We will schedule the update in night hours and once it gets updated we will inform you over an email.	8:14:46 PM
	Are we still connected here?	8:16:32 PM
rachel	Got it.	8:17:28 PM
Anjainay Singh	Is there anything else I may help you with ?	8:17:39 PM
rachel	When can we expect this update to be finished?	8:18:00 PM
	Is it possible to schedule the update during daytime?	8:18:31 PM
Anjainay Singh	It may impact the data as QB update requires server reboot so for your convenience we schedule it in	8:19:21 PM

	night hours .	
rachel	How long will the update last?	8:20:13 PM
Anjainay Singh	Until QB does not release the next updated version .	8:20:58 PM
rachel	ok	8:21:58 PM
Anjainay Singh	It usually takes around 30 minutes, depending on the type of update, but it may take longer for larger updates.	8:22:35 PM
	Is there anything else I may help you with ?	8:22:41 PM
rachel	That'll be all. thanks	8:22:51 PM
Anjainay Singh	Please also share your valuable positive feedback with me by choosing smiling emoji that will make my day.	8:23:33 PM
	You may disconnect this chat .	8:24:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:24:37 PM
	<i>Anjainay Singh has ended this chat session</i>	8:24:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 May, 3:28:38 AM

#76536 Raelyn Tychsen

Email: info@boxerhomesllc.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: SANDY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 33 Secs

Raelyn Tychsen	Hello, I am your Acebuddy	3 May, 3:28:39 AM
Acebuddy	Hello Raelyn Tychsen, I'm your Ace Buddy. I'll be happy to assist you!	3:28:40 AM
	Whom Would You Like to Connect With?	3:28:40 AM
Raelyn Tychsen	Technical Support (QB & App Hosting)	3:28:51 AM
Acebuddy	Welcome to Ace Support.	3:28:51 AM
	Please chose an option :	3:28:51 AM
Raelyn Tychsen	I'd like to report an Issue	3:29:00 AM
Acebuddy	Please select an option!	3:29:00 AM
Raelyn Tychsen	QuickBooks Issue	3:29:05 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:29:05 AM
Raelyn Tychsen	Other QB related issue	3:29:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:29:18 AM
Raelyn Tychsen	Trying to set up Quickbooks with my accountant Lee (Ticket ID: 681958) the service update is saying that I don't have the required permissions.	3:30:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:30:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:30:46 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:31:09 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:31:20 AM
	I will surely help you with this issue.	3:31:31 AM
	Kindly allow me two minutes to check the same.	3:31:36 AM
	Thank you for your patience.	3:37:03 AM
	It appears QB has a new update.	3:37:17 AM
	May I take the remote access of your server?	3:37:56 AM
Raelyn Tychsen	Yes	3:38:10 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	3:38:18 AM
	As per discussion over the remote session, it appears the Spencer Townsend folder that you have access to doesn't have any files. Once Lee has added required files it will be visible on your end too.	3:46:23 AM
Raelyn Tychsen	Then I would be able to have access?	3:46:59 AM
Ashutosh Mishra	Yes it would be accessible.	3:47:14 AM
Raelyn Tychsen	Great Thanks for your help.	3:48:02 AM
Ashutosh Mishra	Thanks for the confirmation !	3:48:06 AM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	3:48:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 10:16:26 PM

#77196 Heather Fuemmeler

Email: heather@ameristarroofing.com 8164015606

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: 28 Secs

City: ARMSTRONG

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 48 Secs

Heather Fuemmeler	Hello, I am your Acebuddy	19 May, 10:16:27 PM
Acebuddy	Hello Heather Fuemmeler, I'm your Ace Buddy. I'll be happy to assist you!	10:16:27 PM
	Whom Would You Like to Connect With?	10:16:27 PM
Heather Fuemmeler	Technical Support (QB & App Hosting)	10:16:38 PM
Acebuddy	Welcome to Ace Support.	10:16:38 PM
	Please chose an option :	10:16:38 PM
Heather Fuemmeler	I'd like to report an Issue	10:16:44 PM
Acebuddy	Please select an option!	10:16:44 PM
Heather Fuemmeler	Other Issue	10:16:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:16:49 PM
Heather Fuemmeler	I cannot get logged into the Ace Cloud Server	10:17:04 PM

Acebuddy	Please wait while we connect you to a Support Representative	10:17:04 PM
Acebuddy (bot)	<i>forwarded the chat request</i>	10:17:04 PM
Anjainay Singh	<i>Anjainay Singh accepted the chat transfer request.</i>	10:18:07 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:18:16 PM
Heather Fuemmeler	It finally let me into the server after 6 times of trying.	10:18:40 PM
Anjainay Singh	So I guess I'm good for now	10:18:46 PM
Anjainay Singh	Thankyou for letting me know , I will keep this ticket under observation .	10:19:28 PM
Anjainay Singh	Is there anything else I may help you with ?	10:20:34 PM
Anjainay Singh	As there is no response from your end so we are closing it .	10:22:09 PM
Anjainay Singh	<i>Anjainay Singh has ended this chat session</i>	10:22:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 May, 5:22:21 AM

#76614 landongolder

Email: landongolder@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 42 Secs

landongolder	Hello, I am your Acebuddy	6 May, 5:22:22 AM
Acebuddy	Hello Landongolder, I'm your Ace Buddy. I'll be happy to assist you!	5:22:22 AM

	Whom Would You Like to Connect With?	5:22:22 AM
landongolder	Technical Support (QB & App Hosting)	5:22:29 AM
Acebuddy	Welcome to Ace Support.	5:22:29 AM
	Please chose an option :	5:22:29 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.	5:58:04 AM
	<i>Ended due to chat idle timeout</i>	5:58:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 May, 7:52:13 PM

#76694 Michael Szymanski

Email: michael.szymanski@gagetech.com 12547593342

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: PIERRE PART

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Secs

Michael Szymanski	Hello, I am your Acebuddy	7 May, 7:52:14 PM
Acebuddy	Hello Michael Szymanski, I'm your Ace Buddy. I'll be happy to assist you!	7:52:15 PM
	Whom Would You Like to Connect With?	7:52:15 PM
Michael Szymanski	Technical Support (QB & App Hosting)	7:52:28 PM
Acebuddy	Welcome to Ace Support.	7:52:28 PM
	Please chose an option :	7:52:28 PM

Michael Szymanski	I'd like to raise a Request	7:52:35 PM
Acebuddy	Please select your request type.	7:52:35 PM
Michael Szymanski	Other Request	7:52:49 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.	7:52:49 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:52:49 PM
Michael Szymanski	No, That'll be all!	7:53:01 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	7:53:01 PM
	<i>Acebuddy has ended this chat session</i>	7:53:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 May, 3:33:20 AM

#76418 Long Doan

Email: accounting@realtygroupmn.com 19522049081

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: DASMARINAS

State: Cavite

Country: PHILIPPINES

Chat Transcript

Chat Duration : 25 Mins 47 Secs

Long Doan	Hello, I am your Acebuddy	1 May, 3:33:20 AM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	3:33:21 AM
	Whom Would You Like to Connect With?	3:33:21 AM

Long Doan	Technical Support (QB & App Hosting)	3:33:25 AM
Acebuddy	Welcome to Ace Support.	3:33:25 AM
	Please chose an option :	3:33:25 AM
Long Doan	I'd like to report an Issue	3:33:39 AM
Acebuddy	Please select an option!	3:33:39 AM
Long Doan	QuickBooks Issue	3:33:44 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:33:44 AM
Long Doan	QuickBooks Update	3:33:56 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.	3:33:56 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.	3:33:56 AM
	Do you need any further assistance on the topic?	3:33:56 AM
Long Doan	Yes	3:34:28 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:34:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:34:28 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:35:16 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:35:18 AM
	Hello Accounting	3:35:24 AM
Long Doan	Hello Sharma	3:35:34 AM
	need help on logging in Quickbooks	3:35:49 AM
	I am getting this error message	3:36:04 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:36:16 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:36:20 AM
	<i>3:36:39 AM Long Doan is sharing a file with you</i>	3:36:39 AM
	<i>Error.JPG - (Size:28.48 KB)</i>	
	Thanks for sharing the snapshot of the issue.	3:37:48 AM
Long Doan	RealtyGroupLLC.myrealdata.net	3:37:55 AM
	myrealdata\LesterCruz	3:38:18 AM
Anurag Sharma	I would like to inform you that I have scheduled the QB update during the night hours when users are less active on the server.	3:38:21 AM
	We will inform you via email once it is completed.	3:38:30 AM

	Is there anything else I may help you with ?	3:38:47 AM
Long Doan	will you be reschedulling the update by what time?	3:39:39 AM
Anurag Sharma	We will update the server during the night hours when no user is logged into the server to avoid any disturbance.	3:40:21 AM
	Is there anything else I may help you with ?	3:41:04 AM
	Are we still connected here?	3:42:20 AM
Long Doan	can i use QB now	3:42:30 AM
Anurag Sharma	You can work on the server. (Edited)	3:43:03 AM
Long Doan	Look like i can't the same error when i open QB	3:44:23 AM
Anurag Sharma	We need to update the QB application in order to resolve this issue.	3:44:48 AM
	But there are active users on the server who are working.	3:44:58 AM
	Therefore, I have scheduled the QB update during the night hours.	3:45:21 AM
Long Doan	yes we got one user who can	3:45:31 AM
	and is still logged in	3:45:51 AM
	but i can't	3:46:02 AM
Anurag Sharma	Even I am unable to access the QB application on my end.	3:46:37 AM
	We need to update the application to resolve this issue.	3:46:50 AM
	Due to active users on the server we have scheduled this update, else we would have done it right away.	3:47:50 AM
	I hope you understand.	3:47:57 AM
	Is there anything else I may help you with ?	3:48:00 AM
Long Doan	if he logs out now can you do the update rightaway?	3:48:41 AM
Anurag Sharma	Yes, you can ask all the active users to log off from the server. Only then I can proceed with the QB update	3:49:36 AM
	It will definitely take sometime.	3:49:55 AM
	But it will be earlier.	3:50:02 AM
	Please confirm what you want us to proceed with ?	3:50:25 AM
Long Doan	all users are logged out now	3:51:19 AM
Anurag Sharma	I can still see active users on the server.	3:51:51 AM
	No problem, I will send you an email after this chat. Please revert back to that email once all the users are logged off from the server. So that we can proceed with the update.	3:52:31 AM
	Is there anything else I may help you with ?	3:52:40 AM
	Are we still connected here?	3:53:09 AM

	Are we still connected here?	3:54:04 AM
Long Doan	all are out of the server	3:54:10 AM
Anurag Sharma	I am so sorry, but still there are active users on the server.	3:54:34 AM
	Please take your time. You can mention us on email. Once the users are logged off from the server.	3:55:14 AM
	<i>3:55:29 AM Anurag Sharma is sharing a file with you image.png - (Size:6.08 KB)</i>	3:55:29 AM
	Are we still connected here?	3:56:03 AM
	Are we still connected here?	3:57:01 AM
Long Doan	yes we are	3:57:17 AM
Anurag Sharma	Is there anything else I may help you with ?	3:57:28 AM
	Are we still connected here?	3:58:16 AM
Long Doan	ok please do the update after hours	3:58:55 AM
Anurag Sharma	Thanks for the confirmation !	3:58:59 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:59:02 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!	
	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>Anurag Sharma has ended this chat session</i>	3:59:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 May, 3:24:57 AM

#77561 John Bove

Email: it@fixyourtaxproblem.com  114157064442

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 3 Secs

City: WINDSOR

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 53 Secs

John Bove	Hello, I am your Acebuddy	29 May, 3:24:59 AM
Acebuddy	Hello Tommy Rosettie, I'm your Ace Buddy. I'll be happy to assist you!	3:25:00 AM
	Whom Would You Like to Connect With?	3:25:00 AM
John Bove	Technical Support (QB & App Hosting)	3:25:10 AM
Acebuddy	Welcome to Ace Support.	3:25:10 AM
	Please chose an option :	3:25:10 AM
John Bove	I'd like to raise a Request	3:25:21 AM
Acebuddy	Please select your request type.	3:25:21 AM
John Bove	Restart	3:25:26 AM
Acebuddy	Hello Tommy Rosettie, I'm your Ace Buddy. I'll be happy to assist you!	3:25:27 AM
	Whom Would You Like to Connect With?	3:25:27 AM
John Bove	Technical Support (QB & App Hosting)	3:25:35 AM
Acebuddy	Welcome to Ace Support.	3:25:35 AM
	Please chose an option :	3:25:35 AM
John Bove	I'd like to report an Issue	3:25:39 AM
Acebuddy	Please select an option!	3:25:39 AM
John Bove	Other Issue	3:25:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:25:43 AM
John Bove	Existing ticket - 695087 - TFA Setup for Remote Servers	3:26:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:26:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:26:05 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:26:21 AM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:26:31 AM
John Bove	Hello	3:26:36 AM
	I'm looking to setup all users with TFA. Can we use Google authenticator to set them up or do we need to use the AD self service plus?	3:27:26 AM
Ashutosh Mishra	We can help setup TFA for all users, that would be based on Google Authenticator and would require changes from the backend to support it.	3:28:15 AM
John Bove	OK, so AD self service Plus (https://selfcare.acecloudhosting.com/help/user-guide/starting-and-accessing-adselfserviceplus-server.html#mblph) is not needed?	3:29:05 AM
Ashutosh Mishra	Yes this is needed, just make sure to follow steps and enroll from your end so that we can make changes from backend to make the services available.	3:29:52 AM
John Bove	OK, so do we need to setup both google authenticator AND the AD self service plus mentioned in the link above?	3:30:34 AM
Ashutosh Mishra	You need to setup google authenticator only.	3:33:07 AM
John Bove	Great, thank you. That is most helpful. Have a great rest of your day.	3:33:34 AM
Ashutosh Mishra	Thanks for the confirmation !	3:33:42 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:33:46 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:33:48 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com]).](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>	3:33:52 AM



Chat Transcript

Hello, I am your Acebuddy

#77098 Andrew Snider**Email:** andrew@sniderdoll-cpa.com  7209359385**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:** 15 Secs**City:** AURORA**State:** Colorado**Country:** UNITED STATES

Chat Duration : 16 Mins 25 Secs

Chat Transcript

Andrew Snider	Hello, I am your Acebuddy	16 May, 12:04:44 AM
Acebuddy	Hello Andrew Snider, I'm your Ace Buddy. I'll be happy to assist you!	12:04:45 AM
	Whom Would You Like to Connect With?	12:04:45 AM
Andrew Snider	Technical Support (QB & App Hosting)	12:04:51 AM
Acebuddy	Welcome to Ace Support.	12:04:51 AM
	Please chose an option :	12:04:51 AM
Andrew Snider	I'd like to report an Issue	12:04:57 AM
Acebuddy	Please select an option!	12:04:57 AM
Andrew Snider	Password Reset	12:05:01 AM
Acebuddy	Please select an option below	12:05:01 AM
Andrew Snider	Not Enrolled to Selfcare Portal	12:05:17 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.	12:05:17 AM
	Do you need any further assistance on the topic?	12:05:17 AM
Andrew Snider	Yes	12:05:29 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:05:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:05:29 AM
	<i>Gaurava Tyagi declined the transfer request.</i>	12:05:32 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:05:59 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:06:01 AM
	Hello Andrew	12:06:07 AM

Andrew Snider	Hello	12:06:15 AM
Shashwat Verma	I will surely help you with this issue.	12:06:16 AM
Andrew Snider	I was sent the link to reset my password but I don't know what my username is either. Can you assist?	12:06:47 AM
Shashwat Verma	Your username is AndrewWS@myrealdata.net	12:07:11 AM
	Shall I help you to login on remote session?	12:07:30 AM
Andrew Snider	Yes please. It says that username is invalid	12:08:12 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	12:08:49 AM
	https://assist.acecloudhosting.com/join/4022884882	12:08:55 AM
	Kindly Click on the link and open the downloaded file.	12:08:58 AM
	issue resolved on remote session by sharing the password on email.	12:21:01 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:21:07 AM
	<i>Shashwat Verma has ended this chat session</i>	12:21:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 4:12:21 PM

#77058 mariateresacastulo

Email: mariateresacastulo@gmail.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 19 Secs

City: SANTOL

State: Pampanga

Country: PHILIPPINES

Chat Transcript

Chat Duration : 7 Mins 18 Secs

mariateresacastulo	Hello, I am your Acebuddy	15 May, 4:12:22 PM
Acebuddy	Hello Mariateresacastulo, I'm your Ace Buddy. I'll be happy to assist you!	4:12:22 PM
	Whom Would You Like to Connect With?	4:12:22 PM
mariateresacastulo	Technical Support (QB & App Hosting)	4:12:34 PM
Acebuddy	Welcome to Ace Support.	4:12:34 PM
	Please chose an option :	4:12:34 PM
mariateresacastulo	I'd like to report an Issue	4:12:38 PM
Acebuddy	Please select an option!	4:12:38 PM
mariateresacastulo	Other Issue	4:12:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:12:43 PM
mariateresacastulo	The RDP is showing all black. tried to log in and out	4:13:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:13:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:13:30 PM
	<i>4:13:40 PM mariateresacastulo is sharing a file with you image.png - (Size:28.73 KB)</i>	4:13:40 PM
	<i>this is how it show</i>	
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:13:58 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:14:04 PM
	Hello Mariateresa	4:14:12 PM
mariateresacastulo	Hi Anurag	4:14:12 PM
	thanks for assisting	4:14:27 PM
	do you have access on my previous chats?	4:14:35 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	4:14:54 PM
	Yes	4:15:03 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:15:16 PM
mariateresacastulo	where do i get the username?	4:15:30 PM
	and servername?	4:15:47 PM
Anurag Sharma	Please confirm if it is Maria.Teresa.C@myrealdatal.net?	4:15:47 PM
mariateresacastulo	yeah, that sounds familiar	4:15:57 PM
Anurag Sharma	Thanks for the confirmation !	4:16:06 PM
	Do you face this issue regularly?	4:17:01 PM
mariateresacastulo	no, just today	4:17:07 PM

Anurag Sharma	Are other users also facing this issue?	4:17:26 PM
	Or you are the only one?	4:17:32 PM
mariateresacastulo	am not sure, were working at different hours	4:17:56 PM
Anurag Sharma	Okay no problem	4:18:00 PM
	Could you please try to login again on the server now?	4:18:10 PM
mariateresacastulo	alright, one moment	4:18:19 PM
	its working well now	4:19:00 PM
	thanks anurag!	4:19:04 PM
Anurag Sharma	Thanks for the confirmation !	4:19:08 PM
	Is there anything else I may help you with ?	4:19:13 PM
mariateresacastulo	thats it	4:19:24 PM
Anurag Sharma	Thank you so much Maria	4:19:31 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:19:34 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:19:36 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!	4:19:38 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com .)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	4:19:40 PM



Chat Transcript

Hello, I am your Acebuddy

#77403 Rachel Sylverne

Email: rsylverne@acmealliance.com  13123756209

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: BUFFALO GROVE

State: Illinois

Country: UNITED STATES

Chat Duration : 31 Mins 41 Secs

Chat Transcript

Rachel Sylverne	Hello, I am your Acebuddy	23 May, 11:38:48 PM
Acebuddy	Hello Rsylverne, I'm your Ace Buddy. I'll be happy to assist you!	11:38:49 PM
	Whom Would You Like to Connect With?	11:38:49 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.	24 May, 12:10:30 AM
	<i>Ended due to chat idle timeout</i>	12:10:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 May, 1:56:22 AM

#76606 eda

Email: eda@walldorfcapitalventures.com  14234001756

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: 53 Secs

City: SAN BARTOLOME

State: Bulacan

Country: PHILIPPINES

Chat Transcript

Chat Duration : 1 Hour 14 Mins

eda	Hello, I am your Acebuddy	6 May, 1:56:22 AM
Acebuddy	Hello Eda, I'm your Ace Buddy. I'll be happy to assist you!	1:56:23 AM
	Whom Would You Like to Connect With?	1:56:23 AM
eda	Technical Support (QB & App Hosting)	1:56:35 AM
Acebuddy	Welcome to Ace Support.	1:56:35 AM
	Please chose an option :	1:56:35 AM
eda	I'd like to raise a Request	1:56:43 AM
Acebuddy	Please select your request type.	1:56:43 AM
eda	Other Request	1:57:02 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.	1:57:03 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:57:03 AM
eda	Yes, I'm facing issues with my server	1:57:09 AM
Acebuddy	Please select an option!	1:57:09 AM
eda	Other Issue	1:57:13 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:57:13 AM
eda	I cant connect	1:57:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:57:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:57:39 AM
	<i>Rohan Prajapati declined the transfer request.</i>	1:57:42 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:58:33 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:58:44 AM
eda	hi	1:58:55 AM
Ashutosh Mishra	Hi, I will be surely assisting you with this. Kindly help me with your server name and user name?	1:59:18 AM
eda	Hi, I got a new password, but it's still asking for a password. I need help with how to log in.	1:59:19 AM
	Server Name: QBNXTPRO1.myrealdata.net	2:00:00 AM
	GLquickbooks@gmail.com	2:00:39 AM
Ashutosh Mishra	Thank you for the details.	2:01:15 AM

eda	myrealdata\JenniferD.npro1	2:01:15 AM
Ashutosh Mishra	Yes, i do see a password was sent to you recently.	2:02:39 AM
	To assist better, May I take the remote access of your local computer?	2:02:59 AM
	Are we still connected here?	2:05:07 AM
eda	yes	2:05:47 AM
Ashutosh Mishra	I can check over your local computer what is the issue with login.	2:06:37 AM
eda	Sure	2:06:45 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:06:49 AM
eda	done	2:07:04 AM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session. (Edited)	2:07:25 AM
	https://assist.acecloudhosting.com/join/2642753947	2:07:56 AM
eda	?	2:09:41 AM
	I downloaded	2:11:03 AM
Ashutosh Mishra	Please click on join session on the browser.	2:11:20 AM
eda	I dont see any option after downloading	2:12:30 AM
Ashutosh Mishra	Just click on the link it should open a browser where you will see join session button in the middle.	2:13:46 AM
	Join Remote Support Session Zoho	2:13:55 AM
	As per discussion over the remote session, You are getting message from MFA to enter code however since you don't have the registered device i will setup MFA for you and send instructions over email to setup application on your device.	2:38:49 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:10:36 AM
	<i>Ended due to chat idle timeout</i>	3:10:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 May, 11:23:26 PM

#77259 Brent Michael Kulikowski

Email: brentk@calebchemical.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: NEW LENOX

State: Illinois

Country: UNITED STATES

Chat Duration : 2 Mins 6 Secs

Chat Transcript

Brent Michael Kulikowski	Hello, I am your Acebuddy	20 May, 11:23:27 PM
Acebuddy	Hello Brent Michael Kulikowski, I'm your Ace Buddy. I'll be happy to assist you!	11:23:28 PM
	Whom Would You Like to Connect With?	11:23:28 PM
Brent Michael Kulikowski	Technical Support (QB & App Hosting)	11:23:32 PM
Acebuddy	Welcome to Ace Support.	11:23:32 PM
	Please chose an option :	11:23:32 PM
Brent Michael Kulikowski	I'd like to raise a Request	11:23:44 PM
Acebuddy	Please select your request type.	11:23:44 PM
Brent Michael Kulikowski	Password Reset	11:23:50 PM
Acebuddy	Please select an option below	11:23:50 PM
Brent Michael Kulikowski	Already Enrolled to Selfcare Portal	11:24:01 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:24:01 PM
	Do you need any further assistance on the topic?	11:24:01 PM
Brent Michael Kulikowski	No	11:25:33 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:25:33 PM
	<i>Acebuddy has ended this chat session</i>	11:25:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 May, 12:55:09 AM

#77608 Arron Forbes

Email: irzad.zamcorp@gmail.com **Phone:** 15926741503

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 17 Secs

City: NORTH EAST LA PENITENCE

State: Demeraramahaica

Country: GUYANA

Chat Transcript

Chat Duration : 20 Mins 34 Secs

Arron Forbes	Hello, I am your Acebuddy	30 May, 12:55:10 AM
Acebuddy	Hello Irzad Zamal, I'm your Ace Buddy. I'll be happy to assist you!	12:55:11 AM
	Whom Would You Like to Connect With?	12:55:11 AM
Arron Forbes	Technical Support (QB & App Hosting)	12:55:14 AM
Acebuddy	Welcome to Ace Support.	12:55:14 AM
	Please chose an option :	12:55:14 AM
Arron Forbes	I'd like to report an Issue	12:55:23 AM
Acebuddy	Please select an option!	12:55:23 AM
Arron Forbes	QuickBooks Issue	12:55:27 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:55:27 AM
Arron Forbes	QuickBooks is Frozen	12:55:32 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:55:32 AM
	Was that helpful?	12:55:32 AM
Arron Forbes	No	12:56:39 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:56:39 AM

Acebuddy (bot) forwarded the chat request

12:56:39 AM

Ashutosh Mishra accepted the chat transfer request.

12:57:04 AM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:57:17 AM
Arron Forbes	Hi assistance with tkt id 703185	12:57:34 AM
Ashutosh Mishra	I will surely help you with this issue.	12:58:37 AM
	Kindly allow me two minutes to check the same.	12:58:41 AM
Arron Forbes	Sure	12:59:43 AM
	It's 2 issues. QB freezes when exporting and there's no excel so to add excel to 2 users	1:00:15 AM
Ashutosh Mishra	The freezing happens when exporting to excel?	1:00:47 AM
Arron Forbes	Yea	1:01:45 AM
Ashutosh Mishra	The issue is occurring only for users FarhatK and DanielaT only?	1:02:48 AM
Arron Forbes	Farhat reported the issue	1:03:19 AM
	Daniela hasn't	1:03:25 AM
	But she also exports to excel as well	1:03:41 AM
Ashutosh Mishra	Ok, i would require approval for adding MS Excel for both users, i am adding it right now and sending an email to you please also approve over the email to make the changes permanent.	1:05:15 AM
Arron Forbes	Yes please Go-ahead	1:05:58 AM
Ashutosh Mishra	I have sent the mail.	1:08:25 AM
	Are we still connected here?	1:11:20 AM
	<i>Ashutosh Mishra has ended this chat session</i>	1:15:45 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 May, 5:14:20 AM

#77622 Rossel Victoria

Email: rvictoria@facilitiesadvisors.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: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 42 Secs

Rossel Victoria	Hello, I am your Acebuddy	30 May, 5:14:21 AM
Acebuddy	Hello Rossel Victoria, I'm your Ace Buddy. I'll be happy to assist you!	5:14:21 AM
	Whom Would You Like to Connect With?	5:14:21 AM
Rossel Victoria	Technical Support (QB & App Hosting)	5:14:27 AM
Acebuddy	Welcome to Ace Support.	5:14:27 AM
	Please chose an option :	5:14:27 AM
Rossel Victoria	I'd like to report an Issue	5:15:15 AM
Acebuddy	Please select an option!	5:15:15 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.	5:56:03 AM
	<i>Ended due to chat idle timeout</i>	5:56:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 May, 5:54:30 AM

#76950 Yanko

Email: info@homesteadfop.com ☎ 3057538042

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: 2 Mins 1 Sec

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 57 Secs

Yanko	Hello, I am your Acebuddy	13 May, 5:54:32 AM
Acebuddy	Hello Yanko, I'm your Ace Buddy. I'll be happy to assist you!	5:54:33 AM
	Whom Would You Like to Connect With?	5:54:33 AM
Yanko	Technical Support (QB & App Hosting)	5:54:48 AM
Acebuddy	Welcome to Ace Support.	5:54:48 AM
	Please chose an option :	5:54:48 AM
Yanko	I'd like to report an Issue	5:54:56 AM
Acebuddy	Please select an option!	5:54:56 AM
Yanko	QuickBooks Issue	5:55:00 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:55:00 AM
Yanko	QuickBooks Login Issue	5:55:08 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	5:55:08 AM
	Was that helpful?	5:55:08 AM
Yanko	No	5:55:13 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:55:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:55:13 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	5:55:57 AM
	<i>Ashutosh Mishra is transferring the chat to Yash Kalra.</i>	5:56:07 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	5:56:11 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	5:56:18 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:56:21 AM
Yanko	YankoRodri.NPRE@myrealdata.net	5:57:10 AM
Yash Kalra	Kindly allow me two minutes to check the same.	5:57:42 AM
Yanko	okay	5:58:00 AM
Yash Kalra	Please try to login now.	5:59:56 AM

	Please let us know if the issue is resolved	6:00:16 AM
Yanko	I'm in remote desktop as we text. The issue is QB wont open	6:00:41 AM
Yash Kalra	May I take the remote access of your server?	6:00:49 AM
Yanko	yes	6:00:53 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	6:01:10 AM
Yanko	done	6:01:17 AM
Yash Kalra	<p>Yanko,</p> <p>We've successfully run the reboot script on your server, which should resolve the current issue. As this process may disconnect our chat session, please don't hesitate to reconnect if:</p> <p>The issue persists after reboot</p> <p>You encounter any other challenges</p> <p>We're happy to provide further assistance if needed. (Edited)</p>	6:10:09 AM
	<i>Yash Kalra has ended this chat session</i>	6:13:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 May, 2:06:12 AM

#77667 Gabby Guerrero

Email: dbhitechsolutions@gmail.com ☎ 12814944242

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: 31 Secs

City: PEARLAND

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 41 Secs

Gabby Guerrero

Hello, I am your Acebuddy

31 May, 2:06:13 AM

Acebuddy	Hello Damon, I'm your Ace Buddy. I'll be happy to assist you!	2:06:14 AM
	Whom Would You Like to Connect With?	2:06:14 AM
Gabby Guerrero	Technical Support (QB & App Hosting)	2:06:25 AM
Acebuddy	Welcome to Ace Support.	2:06:25 AM
	Please chose an option :	2:06:25 AM
Gabby Guerrero	I'd like to report an Issue	2:06:37 AM
Acebuddy	Please select an option!	2:06:38 AM
Gabby Guerrero	Password Reset	2:06:42 AM
Acebuddy	Please select an option below	2:06:42 AM
Gabby Guerrero	Not Enrolled to Selfcare Portal	2:06:48 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.	2:06:48 AM
	Do you need any further assistance on the topic?	2:06:48 AM
Gabby Guerrero	Yes	2:06:53 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:06:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:06:53 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:07:54 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:07:57 AM
	Hello Damon	2:08:06 AM
Gabby Guerrero	I never received the new password for ticket 703556	2:08:35 AM
Shashwat Verma	We have checked the ticket #703556 and we are waiting for the authorization for password reset	2:09:32 AM
Gabby Guerrero	authorization from me?	2:09:46 AM
Shashwat Verma	We need authorization from gguerrero@techpowerinternational.com as is the registered email address with us.	2:10:24 AM
Gabby Guerrero	I explained that she is no longer with the company	2:10:42 AM
Shashwat Verma	I will surely help you with this issue.	2:10:49 AM
Gabby Guerrero	dbhitechsolutions@gmail.com is authorized as well. I sent you an authorization email from that email address.	2:11:20 AM
Shashwat Verma	We understand your concern and would like to inform you that gguerrero@techpowerinternational.com is the only registered email.	2:12:14 AM
	Nevertheless, we have forwarded your request to concern team.	2:12:42 AM
Gabby Guerrero	dbhitechsolutions@gmail.com is also on the account right?	2:13:03 AM
Shashwat Verma	I am sorry, this email is not registered with us	2:13:21 AM

Gabby Guerrero	what about dbellard@dbhitechsolutions.com?	2:13:43 AM
Shashwat Verma	Apologies, the only email registered is gguerrero@techpowerinternational.com	2:14:06 AM
	Our team will get you authorized on call	2:14:19 AM
	Kindly share your direct contact number, so that we can proceed further	2:14:41 AM
Gabby Guerrero	when I spoke to you guys yesterday. they told me that dbhitechsolution@gmail.com was on the account. I then told them to add dbellard@dbhitechsolutions.com as an authorization account.	2:15:52 AM
	281.910.7755	2:15:57 AM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	2:16:38 AM
Gabby Guerrero	no worries. i'm ok if we can get this taken care of today. they have a new employee that is taking her place and she needs to log in.	2:17:22 AM
Shashwat Verma	Sure, our team will contact you on priority basis	2:18:02 AM
Gabby Guerrero	ok.	2:18:22 AM
Shashwat Verma	Domon, we really understand your concern and understand the severity of the matter, we assure you that we will get it done today	2:18:57 AM
Gabby Guerrero	ok...sounds good	2:19:11 AM
Shashwat Verma	Thank you for your understanding. I'm working on your request now.	2:19:33 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:19:39 AM
Gabby Guerrero	thank you. you too.	2:19:48 AM
<i>Shashwat Verma has ended this chat session</i>		2:19:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 May, 2:45:42 AM

#77557 Russell Ewing

Email: tax@ewingaccounting.net 15097583231

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: 15 Secs

City: LEWISTON

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 3 Secs

Russell Ewing	Hello, I am your Acebuddy	29 May, 2:45:43 AM
Acebuddy	Hello Russell Ewing, I'm your Ace Buddy. I'll be happy to assist you!	2:45:44 AM
	Whom Would You Like to Connect With?	2:45:44 AM
Russell Ewing	Technical Support (QB & App Hosting)	2:45:48 AM
Acebuddy	Welcome to Ace Support.	2:45:48 AM
	Please chose an option :	2:45:48 AM
Russell Ewing	I'd like to raise a Request	2:45:57 AM
Acebuddy	Please select your request type.	2:45:57 AM
Russell Ewing	Other Request	2:46:18 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.	2:46:18 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:46:18 AM
Russell Ewing	Yes, I'm facing issues with my server	2:46:29 AM
Acebuddy	Please select an option!	2:46:29 AM
Russell Ewing	Other Issue	2:46:35 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:46:35 AM
Russell Ewing	ticket ID 702604	2:46:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:46:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:46:54 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:47:11 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:47:20 AM
	I will surely help you with this issue.	2:47:39 AM
	Are both users still not able to login together?	2:48:03 AM
Russell Ewing	When I open the RDP it takes over all 4 of my monitors same with second computer it fills up all of the monitors. no we cannot log in together it disconnects	2:48:58 AM
Ashutosh Mishra	I will surely help you with this issue.	2:49:18 AM

	May I take the remote access of your local computer?	2:49:22 AM
Russell Ewing	sure	2:49:43 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:49:53 AM
	Kindly paste this link in the browser of local computer and join the session.	2:49:56 AM
	https://assist.acecloudhosting.com/join/6992593746	2:49:58 AM
Russell Ewing	we are connected	2:51:47 AM
Ashutosh Mishra	Yes	2:52:24 AM
Russell Ewing	Ok Thanks for your help.	3:04:24 AM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by configuring correct credentials for both users and unchecking using all monitors option.	3:04:24 AM
	Thanks for the confirmation !	3:04:31 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:04:35 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!	3:04:39 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	3:04:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 9:22:31 PM

#76839 Lynn Durkin

Email: lynn@lynndurkincpa.com ☎ 17813781845

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Duration : 37 Mins 49 Secs

Chat Transcript

Lynn Durkin	Hello, I am your Acebuddy	9 May, 9:22:31 PM
Acebuddy	Hello Lynn, I'm your Ace Buddy. I'll be happy to assist you!	9:22:39 PM
	Whom Would You Like to Connect With?	9:22:39 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.	10:00:27 PM
<i>Ended due to chat idle timeout</i>		10:00:27 PM



Chat Transcript

I need help getting a new hire set up on a new server

Visitor Details

19 May, 6:31:32 PM

#77181 Bri Smith, CPA

Email: bri@bdsmithfinancial.com 117578286158

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 26 Secs

Bri Smith, CPA	I need help getting a new hire set up on a new server	19 May, 6:31:33 PM
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.	6:31:38 PM
Bri Smith, CPA	Hi Amit	6:32:10 PM
Amit	I will be glad to assist you with your queries.	6:32:10 PM
	Bri.	6:32:14 PM
	You want to set up a new user to the existing account or all together you need a separate new server?	6:32:36 PM
	Kindly advise.	6:32:41 PM
Bri Smith, CPA	I need to set up a new user that will need his own server for ATX	6:33:03 PM
Amit	Sure, I will be glad to assist.	6:33:17 PM
Bri Smith, CPA	We currently have 3 servers so this would increase us to 4 servers because each user needs their own server	6:33:27 PM
Amit	How many years of ATX would you like to have on the new server and how many users in total.	6:33:34 PM
Bri Smith, CPA	I pay monthly	6:33:47 PM
Amit	?	6:34:00 PM
	May I confirm this?	6:34:11 PM
Bri Smith, CPA	They need 2019-2024	6:34:16 PM
Amit	5 years of ATX.	6:34:28 PM
Bri Smith, CPA	We will have 4 users in total	6:34:30 PM
Amit	Excellent.	6:34:35 PM
	And would you like to access the ATX in a multiuser mode?	6:34:48 PM
	Too.	6:34:50 PM
Bri Smith, CPA	3 of the servers are already set up. We are only adding one more.	6:35:02 PM
	Are you able to see my account?	6:35:14 PM
Amit	Ok I got it.	6:35:21 PM
	Let me transfer you to our technical team.	6:35:29 PM
	<i>Amit is transferring the chat to Support(QB & App Hosting).</i>	6:35:54 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:36:08 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:36:25 PM
Bri Smith, CPA	Ok	6:36:55 PM
Anjainay Singh	So as I have understood you want to setup new ATX server for new user , am I right ?	6:40:05 PM

Bri Smith, CPA	That is correct	6:40:21 PM
	For Jayson Cal his email is Cal@bdsmithfinancial.com	6:40:46 PM
Anjainay Singh	Sure , we need to clone any existing server for new user and it may take one day .	6:41:26 PM
Bri Smith, CPA	Katrina is also having issues with the new server that was created for her last week and is unable to login.	6:41:33 PM
	I need it done sooner than that since that's the only way he can work.	6:42:01 PM
Anjainay Singh	It can be done in night hours to avoid any disruption in business hours .	6:43:26 PM
Bri Smith, CPA	Business hours are right now and he needs to be able to work today	6:43:47 PM
Anjainay Singh	Please also provide user details in below format so that I can create user and setup new server for her User Full Name - Email Address- Phone Number -	6:44:22 PM
	We will try our best to provision everything today but we need to bring totally all new server for user and configure it properly .	6:45:47 PM
Bri Smith, CPA	Jayson Cal Cal@bdsmithfinancial.com +63-09478609760	6:45:53 PM
	Please make sure Katrina is fixed as well. She was having issues logging in this morning	6:46:21 PM
	Katrina Smith Katrina@bdsmithfinanical.com 757-613-2825	6:46:44 PM
Anjainay Singh	Could you please provide her call back details so that we can assist her over a call Suitable time for call - Timezone- (Edited)	6:47:21 PM
	Are we still connected here?	6:50:10 PM
Bri Smith, CPA	EST	6:50:44 PM
	from now to 5pm should be fine	6:50:58 PM
	Cal is in a different time zone but is working 9-5pm EST as well	6:51:26 PM
Anjainay Singh	Sure we will assist her over call along with provisioning new user with new server .	6:51:27 PM
Bri Smith, CPA	Thank you!	6:51:49 PM
Anjainay Singh	Is there anything else I may help you with ?	6:51:57 PM
	Are we still connected here?	6:53:13 PM
	Are we still connected here?	6:54:50 PM
	Are we still connected?	6:56:09 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:57:32 PM
<i>Anjainay Singh has ended this chat session</i>		6:58:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 May, 3:05:58 AM

#77559 Gerald Graves

Email: ggraves@blessmaninternational.org 15153435920

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: 14 Secs

City: WAUKEE

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 44 Secs

Gerald Graves	Hello, I am your Acebuddy	29 May, 3:06:00 AM
Acebuddy	Hello Ggraves, I'm your Ace Buddy. I'll be happy to assist you!	3:06:01 AM
	Whom Would You Like to Connect With?	3:06:01 AM
Gerald Graves	Technical Support (QB & App Hosting)	3:06:05 AM
Acebuddy	Welcome to Ace Support.	3:06:06 AM
	Please chose an option :	3:06:06 AM
Gerald Graves	I'd like to report an Issue	3:06:13 AM
Acebuddy	Please select an option!	3:06:13 AM
Gerald Graves	QuickBooks Issue	3:06:19 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:06:19 AM
Gerald Graves	QuickBooks Login Issue	3:06:58 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	3:06:58 AM
	Was that helpful?	3:06:58 AM

Gerald Graves	Setback	3:07:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:07:12 AM
Gerald Graves	Other QB related issue	3:07:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:07:27 AM
Gerald Graves	opening QB 2024 immediately gives a message that Windows requires Administrator permissions. Choosing continue will get the QB logon screen. Logging into QB gets the message again. Comtinue will proceed to frozen QB screen.	3:11:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:11:23 AM
<i>Acebuddy (bot) forwarded the chat request</i>		3:11:23 AM
<i>Ashutosh Mishra accepted the chat transfer request.</i>		3:11:39 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:11:52 AM
Gerald Graves	Updated from QB 22 ;ast weekend. was working a few hours ago.	3:11:55 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:12:12 AM
	Are we still connected here?	3:16:30 AM
<i>Ashutosh Mishra has ended this chat session</i>		3:17:45 AM



