

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Jun, 11:36:24 PM

### #78173 Sara

**Email:** accounting@wildcarrotherbals.com **Phone:** 5414262611  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Ahi  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 26 Secs  
**City:** JOSEPH  
**State:** Oregon  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 14 Secs

Sara	Hello, I am your Acebuddy	11 Jun, 11:36:27 PM
Acebuddy	Hello Sara, I'm your Ace Buddy. I'll be happy to assist you!	11:36:27 PM
	Whom Would You Like to Connect With?	11:36:27 PM
Sara	Technical Support (QB & App Hosting)	11:36:34 PM
Acebuddy	Welcome to Ace Support.	11:36:34 PM
	Please chose an option :	11:36:34 PM
Sara	I'd like to report an Issue	11:36:40 PM
Acebuddy	Please select an option!	11:36:41 PM
Sara	QuickBooks Issue	11:36:44 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:36:44 PM
Sara	Other QB related issue	11:36:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:36:52 PM
Sara	Request to reset server.	11:37:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:37:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:37:06 PM

	<i>Gaurav Kumar declined the transfer request.</i>	11:37:16 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	11:38:33 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	11:38:37 PM
	Hi Sara. How are you doing today?	11:38:46 PM
Sara	fine thanks	11:39:16 PM
	<i>11:39:44 PM Sara is sharing a file with you <a href="#">error message.jpg</a> - ( Size:160.25 KB )</i>	11:39:44 PM
	<i>We are hoping to resolve this error message.</i>	
Yash Ahi	I will surely help you that.	11:39:44 PM
	Could you please help me with your server name or business name?	11:40:00 PM
Sara	Wild Carrot Herbals	11:40:12 PM
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.	11:40:43 PM
	So, you want me to reboot the server?	11:41:00 PM
Sara	If you think that might help this error message, then yes. That is usually where we start.	11:41:22 PM
Yash Ahi	Since when you are facing this error?	11:41:24 PM
Sara	Just starting today.	11:41:32 PM
Yash Ahi	Are you the only one facing this issue, or is there any other user?	11:42:09 PM
Sara	All users.	11:42:41 PM
Yash Ahi	Alright Sara. Could you please ask all the users to save their work and logoff, so I can initiate a reboot? (Edited)	11:43:34 PM
Sara	Great, just one moment until I can communicate with all users.	11:46:15 PM
Yash Ahi	Sure Sara.	11:47:27 PM
Sara	Okay, everyone is out and reboot can happen.	11:48:31 PM
Yash Ahi	Well, I just checked. This is a known issue for today. Multiple users have reported this issue. Licenses are not getting verified from UPS. This is not an error related to Quickbooks application or server. So, we request you to connect with UPS support for better assistance.	11:48:46 PM
	Although, I will reboot the server as requested.	11:49:13 PM
	But that might not work.	11:49:34 PM
Sara	Great, we'll try it just in case but thank you for the update!	11:49:52 PM
Yash Ahi	You're welcome Sara. This issue from UPS end.	11:50:13 PM
	Is there anything else I may help you with ?	11:50:17 PM
Sara	That's it!	11:50:24 PM
Yash Ahi	I would greatly appreciate if you could share the feedback after this chat	11:50:32 PM
		11:50:35 PM

After this chat you will get the reference ticket ID

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

11:50:37 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!

11:50:38 PM

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

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

*Yash Ahi has ended this chat session*

11:50:41 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jun, 10:34:05 PM

**#77981 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:** 39 Secs

**City:** ARMSTRONG

**State:** Missouri

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 57 Mins 52 Secs

Heather Fuemmeler

Hello, I am your Acebuddy

6 Jun, 10:34:07 PM

Acebuddy

Hello Heather Fuemmeler, I'm your Ace Buddy. I'll be happy to assist you!

10:34:08 PM

	Whom Would You Like to Connect With?	10:34:08 PM
Heather Fuemmeler	Technical Support (QB & App Hosting)	10:34:16 PM
Acebuddy	Welcome to Ace Support.	10:34:16 PM
	Please chose an option :	10:34:16 PM
Heather Fuemmeler	I'd like to report an Issue	10:34:22 PM
Acebuddy	Please select an option!	10:34:27 PM
Heather Fuemmeler	Other Issue	10:34:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:34:31 PM
Heather Fuemmeler	I need someone to call me ASAP. I'm trying to print checks and have already wasted 17 checks that read across the front (Incorrect License key or demo evaluation period expired. Contact your IT support desk. Incorrect license key or demo)	10:35:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:35:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:35:37 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:35:57 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:36:19 PM
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	10:36:58 PM
Heather Fuemmeler	Can you call me please	10:37:12 PM
	8164015606	10:37:16 PM
Anjainay Singh	is there anything I can assist you with?	10:38:06 PM
	or you still want assistance on call so that I can urgently arrange it for you?	10:38:59 PM
Heather Fuemmeler	I need someone to call or fix my computer right now so I can get my work done. This is absolutely ridiculous.	10:39:51 PM
Anjainay Singh	Could you please sign out and sign into the server as I have changed the backend settings.	10:41:29 PM
Heather Fuemmeler	Yes but won't it kick me off of our chat	10:41:57 PM
Anjainay Singh	Could you please confirm have you initiated the chat from your personal computer or server?	10:42:28 PM
Heather Fuemmeler	Yes it is. I'm signing out and back in now	10:43:08 PM
Anjainay Singh	Sure and please try to print check once again and if it still occurs I will arrange a urgent call.	10:43:44 PM
Heather Fuemmeler	Ok let me see if it works	10:44:31 PM
Anjainay Singh	Sure Heather.	10:44:45 PM
	I will make sure that your issue get resolve quickly.	10:45:53 PM
Heather Fuemmeler	separate issue but I don't know if we don't have enough storage or something. I have tried 3 times to sign into TX QB and it doesn't seem to let me in then just closes. I try again then it closes. Once it does let me in it takes forever to load.	10:47:47 PM

Anjainay Singh	Let me check space for you.	10:48:30 PM
	Could you please allow me remote access?	10:49:19 PM
	Please try to print check.	10:49:43 PM
	What issue are you facing right now?	10:50:06 PM
Heather Fuemmeler	I couldn't log into TX QB only Missouri. I'll try that next. Waiting for this check to print to see if its ok or not. One sec	10:50:42 PM
Anjainay Singh	Sure.	10:50:43 PM
Heather Fuemmeler	The check printed without that however the spacing needs to be moved up a little it didn't print in the right space	10:53:18 PM
Anjainay Singh	Let me fix it for you Heather.	10:53:47 PM
Heather Fuemmeler	ok	10:53:57 PM
Anjainay Singh	Could you please with which printer you have printed the check?	10:54:55 PM
	Have you tried printing using UniPrint?	10:55:22 PM
Heather Fuemmeler	the one thats highlighted	10:55:26 PM
	I click uniprint then it prompts my local printer	10:55:41 PM
	can you not see my printer?	10:56:05 PM
Anjainay Singh	We cannot see your local printer.	10:56:28 PM
Heather Fuemmeler	oh	10:56:38 PM
	do i need to adjust something on my printer	10:57:10 PM
Anjainay Singh	You may set the space from interface on the screen.	10:57:10 PM
	<i>10:57:35 PMAanjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:6.8 KB )</i>	10:57:35 PM
	You may have to test the space through this settings (Edited)	10:59:20 PM
Heather Fuemmeler	i'm trying to print it.	11:00:54 PM
Anjainay Singh	Sure Heather , please let me know if you face any issue.	11:01:15 PM
Heather Fuemmeler	i need to adjust it more if you can pull that box back up	11:03:41 PM
Anjainay Singh	Sure , please give me two minutes.	11:04:33 PM
	Please setup the settings as as per your suitability.	11:07:08 PM
	is it setup rightly for you?	11:09:35 PM
Heather Fuemmeler	Well haven't been able to get it to print since I adjusted it again.	11:10:03 PM
Anjainay Singh	No worries let me arrange a call back for you so that we can fix it urgently.	11:11:34 PM
	Along with your call back number could you please also provide below details so that I can arrange a call back Timezone-	11:12:26 PM

	Suitable time for call-	
Heather Fuemmeler	CentralTime, right now	11:12:54 PM
	I need this to work I can't do anything until i get this complete	11:13:16 PM
Anjainay Singh	Sure one of our employee will reach you within 30 minutes.	11:13:30 PM
Heather Fuemmeler	can you just stay on chat for a second i restarted my computer	11:13:35 PM
	I mean my printer	11:13:39 PM
Anjainay Singh	Sure, I will be more happy to assist you.	11:13:49 PM
Heather Fuemmeler	so it finally printed ok. let me see if i can get into tx qb and if it will print ok	11:16:03 PM
Anjainay Singh	Sure Heather.	11:16:55 PM
	I am very happy to know that.	11:17:12 PM
Heather Fuemmeler	didn't print said error. hold on	11:18:48 PM
Anjainay Singh	Sure.	11:19:03 PM
Heather Fuemmeler	that one printed. i'm switching back to mo qb to see if i can print the remaining checks	11:20:42 PM
Anjainay Singh	Sure Heather and I have also escalated your issue.	11:21:05 PM
	Could you please confirm the outcome?	11:24:10 PM
Heather Fuemmeler	error printing. reprinting	11:24:29 PM
Anjainay Singh	Okay , let me arrange a callback for you Heather.	11:25:48 PM
Heather Fuemmeler	it finally worked	11:26:34 PM
	so i guess i'm ok for now. i'm not sure why its having such a hard time connecting to my printer i'm right next to it	11:27:04 PM
Anjainay Singh	That's Great , I actually corrected your license by configuring the backend file.	11:27:18 PM
Heather Fuemmeler	awesome. so that helps communication between the printers too	11:28:00 PM
Anjainay Singh	Yes Heather and I am going to keep this issue under observation.	11:28:50 PM
Heather Fuemmeler	thanks. thats all for now	11:29:04 PM
Anjainay Singh	Is there anything else I may help you with ?	11:29:13 PM
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	11:29:27 PM
Heather Fuemmeler	no thats it	11:29:42 PM
Anjainay Singh	I also appreciate your patience and efforts with me in resolving the issue. (Edited)	11:30:19 PM
	You may disconnect this chat and provide your positive feedback by clicking on smiling emoji.	11:31:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:31:27 PM
<i>Anjainay Singh has ended this chat session</i>		11:31:59 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Jun, 8:42:02 PM

### #78363 lorena seppanen

Email: lorenas@sentryusa.com ☎ 6058801246

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

## Chat Transcript

Chat Duration : 5 Mins 19 Secs

lorena seppanen	Hello, I am your Acebuddy	17 Jun, 8:42:02 PM
Acebuddy	Hello Lorena Seppanen, I'm your Ace Buddy. I'll be happy to assist you!	8:42:03 PM
	Whom Would You Like to Connect With?	8:42:03 PM
lorena seppanen	Technical Support (QB & App Hosting)	8:42:13 PM
Acebuddy	Welcome to Ace Support.	8:42:13 PM
	Please chose an option :	8:42:13 PM
lorena seppanen	I'd like to report an Issue	8:42:18 PM
Acebuddy	Please select an option!	8:42:18 PM
lorena seppanen	Other Issue	8:42:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:42:21 PM
lorena seppanen	Reference ID 713385 - backup file that was sent has a broke customer list. Can you please send a file from the morning of 6/13 or the end of day 6/12?	8:43:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:43:07 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:43:07 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:43:40 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:43:52 PM
	Alright, let me share the file from 6/12	8:44:13 PM
lorena seppanen	Thank you!	8:44:25 PM
Manish Singh	Is there anything else I may help you with ?	8:44:45 PM
lorena seppanen	that is all. Thank you!	8:45:29 PM
Manish Singh	6/12 at 7:30 Pm will that work for you?	8:46:01 PM
lorena seppanen	Yes, thank you	8:46:38 PM
Manish Singh	Alright	8:46:46 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:46:54 PM
lorena seppanen	You too!	8:47:19 PM
	<i>lorena seppanen has ended this chat session</i>	8:47:22 PM



## Chat Transcript

Need help with my server, We recently updated Quickbooks with your support but now we are having issues with sending any forms from Quickbooks Desktop such as paystubs, invoices, etc. We are getting an error code saying 'Your default browser doesnt seem to support the webmail authorization' and im having no luck since the server is very limited to things i can change, i am unable to select other browsers if thats the issue.

### Visitor Details

5 Jun, 7:45:59 PM

#77899 sdicken87

**Email:** sdicken87@gmail.com ☎ 3015141642

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 29 Secs

**City:** ATLANTA

**State:** Nevada

**Country:** UNITED STATES

Chat Duration : 22 Mins 47 Secs

### Chat Transcript

sdicken87	Need help with my server, We recently updated Quickbooks with your support but now we are having issues with sending any forms from Quickbooks Desktop such as paystubs, invoices, etc. We are getting an error code saying 'Your default browser doesnt seem to support the webmail authorization' and im having no luck since the server is very limited to things i can change, i am unable to select other browsers if thats the issue.	5 Jun, 7:46:01 PM
Rishab	Thank you for contacting ACE. My name is Rishab. I will be assisting you further.	7:46:22 PM
sdicken87	Perfect, Thank you.	7:46:50 PM
Rishab	Let me transfer this chat to my Support Team	7:47:29 PM
sdicken87	Okay	7:47:37 PM
	<i>Rishab is transferring the chat to Support(QB &amp; App Hosting).</i>	7:47:50 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:48:49 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:48:53 PM
sdicken87	Okay, Thanks.	7:49:05 PM
Manish Singh	I will surely help you with this issue.	7:49:49 PM
sdicken87	Okay.	7:50:05 PM
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:50:14 PM
sdicken87	Yes, its been since we upgraded Quickbooks and yes, its only me. Im the only one to send items from Quickbooks.	7:51:12 PM
Manish Singh	Alright	7:51:40 PM
	May I take the remote access of your server?	7:51:45 PM
sdicken87	Sure.	7:51:53 PM
	please do.	7:51:55 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	7:54:23 PM
sdicken87	Sure, thats taken care of.	7:54:38 PM
Manish Singh	May I know your username on server?	7:54:52 PM
sdicken87	CassandraS.Npre1@myrealdata.net	7:55:50 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly	8:01:20 PM

give your confirmation on this chat.

Are we still connected here?

8:07:56 PM

Are we still connected here?

8:08:07 PM

Are we still connected here?

8:09:02 PM

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

8:09:08 PM

*Manish Singh has ended this chat session*

8:09:10 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Jun, 7:40:41 PM

**#78153 Craig Lewis**

**Email:** craig@wpvc.org 14076005197

**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 SMYRNA BEACH

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 42 Mins 10 Secs

Craig Lewis	Hello, I am your Acebuddy	11 Jun, 7:40:43 PM
Acebuddy	Hello Craig Lewis, I'm your Ace Buddy. I'll be happy to assist you!	7:40:44 PM
	Whom Would You Like to Connect With?	7:40:44 PM
Craig Lewis	Technical Support (QB & App Hosting)	7:40:50 PM
Acebuddy	Welcome to Ace Support.	7:40:50 PM
	Please chose an option :	7:40:50 PM

Craig Lewis	I'd like to raise a Request	7:41:03 PM
Acebuddy	Please select your request type.	7:41:03 PM
Craig Lewis	Change in Applications	7:41:14 PM
Acebuddy	Please select your desired option!	7:41:14 PM
Craig Lewis	Application Replacement	7:41:30 PM
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version.	7:41:30 PM
	Additionally, please provide us with the name and version of the new application along with any license details that may be necessary for the installation (for example, in case of QuickBooks).	7:41:30 PM
	We request you to download the setup file for the new application from its respective website or portal and save it on your server desktop.	7:41:30 PM
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation of the new application at our end.	7:41:30 PM
	Do you need any further assistance on the topic?	7:41:30 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:22:53 PM
	<i>Ended due to chat idle timeout</i>	8:22:54 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Jun, 12:07:22 AM

**#78705 cworthington**

**Email:** cworthington@bescosupply.net 18173322373

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 21 Secs

cworthington	Hello, I am your Acebuddy	27 Jun, 12:07:23 AM
Acebuddy	Hello Cworthington, I'm your Ace Buddy. I'll be happy to assist you!	12:07:24 AM
	Whom Would You Like to Connect With?	12:07:24 AM
cworthington	Technical Support (QB & App Hosting)	12:08:59 AM
Acebuddy	Welcome to Ace Support.	12:08:59 AM
	Please chose an option :	12:08:59 AM
cworthington	I'd like to report an Issue	12:09:03 AM
Acebuddy	Please select an option!	12:09:03 AM
cworthington	QuickBooks Issue	12:09:45 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:09:55 AM
cworthington	QuickBooks is Frozen	12:10:03 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:10:03 AM
	Was that helpful?	12:10:03 AM
cworthington	No	12:10:09 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:10:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:10:13 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:10:25 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:10:30 AM
cworthington	I have rebooted QB but the web connector application is still frozen	12:10:32 AM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	12:11:09 AM
	Please allow me two minutes so that I can check it at my end.	12:12:05 AM
cworthington	ok	12:12:30 AM
Anjainay Singh	Could you please confirm your username?	12:12:43 AM
	May I take the remote access of your server?	12:13:15 AM
	Are we still connected here?	12:14:29 AM
cworthington	yes	12:14:55 AM
Anjainay Singh	Thankyou.	12:15:18 AM
cworthington	It looks like it actaully finally stopped	12:15:29 AM

Anjainay Singh	Are you still facing the freezing issue at your end?	12:15:51 AM
cworthington	No it looks like it is good now	12:16:37 AM
	Not sure what changed in that amount of time lol	12:16:52 AM
Anjainay Singh	Actually your QB session was stuck in backend so I ended the task for it.	12:17:07 AM
cworthington	oh ok! thank you	12:17:19 AM
Anjainay Singh	Could you please confirm is this the first time you are facing this issue?	12:17:51 AM
cworthington	Yes.	12:18:09 AM
Anjainay Singh	No worries and I will keep this ticket under observation.	12:18:44 AM
	Is there anything else I may help you with ?	12:18:53 AM
cworthington	No thank you.	12:19:03 AM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	12:19:24 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	12:19:34 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:19:42 AM

*Anjainay Singh has ended this chat session*

12:19:45 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Jun, 2:50:55 AM

#### #78716 Claire Speake

**Email:** claire@sgwfresno.com ☎ 15593479965

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 15 Secs

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 59 Mins 15 Secs

Claire Speake	Hello, I am your Acebuddy	27 Jun, 2:50:56 AM
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!	2:50:57 AM
	Whom Would You Like to Connect With?	2:50:57 AM
Claire Speake	Technical Support (QB & App Hosting)	2:51:02 AM
Acebuddy	Welcome to Ace Support.	2:51:02 AM
	Please chose an option :	2:51:02 AM
Claire Speake	I'd like to report an Issue	2:51:12 AM
Acebuddy	Please select an option!	2:51:12 AM
Claire Speake	Other Issue	2:51:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:51:18 AM
Claire Speake	Password expiry notice - remote server password expired - account currently locked	2:51:56 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:51:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:51:56 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:52:09 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:52:18 AM
	<b>Is this for account : Synthetic Grass Warehouse ?</b>	2:53:30 AM
Claire Speake	Yes	2:53:37 AM
	I got a notice that our server password expired, when I tried to change it, it says that our account is currently blocked	2:54:11 AM
	the computer that had this notice is "Ning.B"	2:54:34 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	2:54:58 AM
Claire Speake	Ok	2:57:41 AM
Abhay Kumar Saraswat	Thank you for your patience.	2:58:25 AM
	I just checked and found that the user " <b>Ning.b</b> " is already unlocked.	2:58:31 AM
Claire Speake	What is her password then?	2:59:19 AM
	So I can have her try it	2:59:24 AM
	SGWFresno#2 ... is that it?	2:59:51 AM

Abhay Kumar Saraswat	Looking like " <b>Ning.b</b> " is a new user for this account and never logged in on server.	3:01:06 AM
	Let me try with this password.	3:01:27 AM
	Please allow me a minute.	3:01:34 AM
	No, the password is looking incorrect.	3:02:51 AM
	I tried to login on behalf of the user with your given password but failed.	3:03:16 AM
	We can reset the password for her but we need approval or authorization email from the primary owner of this account.	3:04:00 AM
Claire Speake	Ok, can I email you form that email right now while you're on chat with me. So you can help me?	3:05:18 AM
Abhay Kumar Saraswat	Please confirm me the email first by which you are looking to send us an email.	3:06:21 AM
Claire Speake	corporate@sgwfresno.com	3:06:42 AM
	I Just emailed your support email	3:07:12 AM
Abhay Kumar Saraswat	Yes, that's correct.	3:07:35 AM
	Please allow me a minute.	3:07:50 AM
	Let me check.	3:07:52 AM
	Thank you for your patience.	3:09:00 AM
	Yes, I got your email.	3:09:06 AM
	Please be online with me.	3:09:12 AM
	Let me reset the password and send it to you right now.	3:09:26 AM
Claire Speake	Ok	3:09:29 AM
Abhay Kumar Saraswat	Also, sending you the new RDP setup file for the same user. Please download it in her local PC.	3:10:13 AM
Claire Speake	Ok	3:10:26 AM
Abhay Kumar Saraswat	Is she using Windows PC or Mac OS?	3:10:28 AM
Claire Speake	Windows	3:10:32 AM
Abhay Kumar Saraswat	Great.	3:10:37 AM
	Then allow me a minute or two.	3:10:55 AM
Claire Speake	Thanks	3:11:00 AM
Abhay Kumar Saraswat	Thank you for your patience.	3:14:29 AM
	I've just sent you an email with the password reset link and with the new RDP setup file.	3:14:51 AM
	Please ask her to download the same in her local PC and proceed further.	3:15:15 AM
Claire Speake	Ok	3:15:43 AM

Abhay Kumar Saraswat	Could you please confirm whether she is able to log in to the server now?	3:16:58 AM
Claire Speake	Give me a moment, let me use your password link and see if it works	3:18:16 AM
Abhay Kumar Saraswat	Sure.	3:18:43 AM
	Take your time.	3:18:47 AM
Claire Speake	Thank you, still working on it	3:20:33 AM
Abhay Kumar Saraswat	Great.	3:21:06 AM
	This message has been deleted	3:21:11 AM
	Please let me know once you checked.	3:21:51 AM
Claire Speake	She is having trouble. Do you think you can remote access her computer and see what she is seeing?	3:24:14 AM
Abhay Kumar Saraswat	Sure.	3:24:29 AM
	Here is the link:	3:24:39 AM
	<a href="https://assist.acecloudhosting.com/join/4702950170">https://assist.acecloudhosting.com/join/4702950170</a>	
	Ask her to open this link into her local PC.	3:24:53 AM
	You can share this link to her.	3:25:05 AM
Claire Speake	Ok	3:25:38 AM
Abhay Kumar Saraswat	Thank you.	3:26:04 AM
Claire Speake	Almost there, hang on	3:27:56 AM
	Thank you for your patience	3:28:00 AM
Abhay Kumar Saraswat	No worries.	3:28:07 AM
	Take your time.	3:28:11 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:28:43 AM
	Could you please confirm whose PC is that?	3:33:31 AM
Claire Speake	Ning.B	3:33:51 AM
Abhay Kumar Saraswat	Is it yours or Ning's pC?	3:33:54 AM
Claire Speake	Ning's PC	3:34:00 AM
	She is saying the password notification will not go away	3:34:13 AM
Abhay Kumar Saraswat	Okay.	3:35:29 AM
	Kindly allow me two minutes to check the same.	3:35:33 AM

Claire Speake	ok	3:37:27 AM
	I'm sorry, I thought she was on her computer, not Elizabeth's	3:43:52 AM
	I apologize for not realizing	3:44:33 AM
Abhay Kumar Saraswat	No worries.	3:48:52 AM
	I hope your issue has been resolved.	3:48:54 AM
Claire Speake	Yes, thank you!	3:49:01 AM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	3:49:08 AM
Claire Speake	That is it at this time	3:49:48 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:49:57 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!	3:50:02 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:50:09 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	3:50:12 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Jun, 10:15:31 PM

**#78167 Kirk Thirapatpibul**

**Email:** kthirapatpibul@uscalibration.com 19493363368

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** COSTA MESA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 14 Mins

Kirk Thirapatpibul	Hello, I am your Acebuddy	11 Jun, 10:15:32 PM
Acebuddy	Hello Kirk Thirapatpibul, I'm your Ace Buddy. I'll be happy to assist you!	10:15:32 PM
	Whom Would You Like to Connect With?	10:15:32 PM
Kirk Thirapatpibul	Technical Support (QB & App Hosting)	10:15:53 PM
Acebuddy	Welcome to Ace Support.	10:15:53 PM
	Please chose an option :	10:15:53 PM
Kirk Thirapatpibul	I'd like to report an Issue	10:15:59 PM
Acebuddy	Please select an option!	10:15:59 PM
Kirk Thirapatpibul	Other Issue	10:16:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:16:03 PM
Kirk Thirapatpibul	MFA email is not being received	10:16:16 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:16:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:16:17 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:17:26 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:17:38 PM
Kirk Thirapatpibul	Hi, we are not receiving email that contains the code for MFA so we are unable to login	10:18:11 PM
Abhay Kumar Saraswat	How may I assist you today?	10:18:20 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:18:44 PM
Kirk Thirapatpibul	usCalibration.myrealdatal.net	10:19:01 PM
	we have tried with kthirapatpibul and ederborjas	10:19:13 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:19:18 PM
Kirk Thirapatpibul	I'm assuming it will be the same for other users	10:19:24 PM
	seems to have just started as other users were able to log in just fine this morning	10:19:39 PM

Abhay Kumar Saraswat	And how many users are having this issue?	10:19:40 PM
Kirk Thirapatpibul	So far 2, but other might not have noticed it yet because they are already in	10:19:58 PM
Abhay Kumar Saraswat	May I take the remote access of your local computer?	10:20:22 PM
	So I can check by myself the error.	10:20:36 PM
Kirk Thirapatpibul	There is no error. The email just never come	10:20:48 PM
Abhay Kumar Saraswat	Okay.	10:21:07 PM
	Thank you for the information and allow 2 minutes to check the same.	10:21:14 PM
	Please allow me 2 more minutes.	10:23:43 PM
	Thank you for your patience.	10:27:35 PM
	As I checked, we need to dis-enrolled you first from the <b>selfcareportal</b> and then Enrolled you again.	10:29:22 PM
Kirk Thirapatpibul	what? why	10:29:57 PM
Abhay Kumar Saraswat	Just allow me 2 minutes to do the same because this process takes few minutes to sync.	10:30:03 PM
Kirk Thirapatpibul	we just did this last week when all of the sudden MFA just stop working completely	10:30:37 PM
Abhay Kumar Saraswat	Okay, let me check the reference ticket for the same.	10:31:25 PM
Kirk Thirapatpibul	Different thing last week. MFA prompt just disappeared for every user. Users can just log in without 2 factor	10:32:19 PM
Abhay Kumar Saraswat	Thank you for your patience.	10:33:33 PM
	We have analyzed the situation and found that the user may have selected the option to " <b>Trust this machine for 30 days</b> " while entering the <b>OTP</b> . As a result, the <b>MFA</b> prompt will not appear for the next 30 days on that machine.	10:33:48 PM
	In that case, we have to dis-enrolled the user and enrolled again.	10:34:12 PM
Kirk Thirapatpibul	I know that what you guys say but it happens to all users	10:34:19 PM
	For sure I did not check that option	10:34:29 PM
	unless one user checking the box applies to all users	10:34:44 PM
	Anyway that's not the issue right now.	10:35:07 PM
Abhay Kumar Saraswat	I can understand the problem you are facing.	10:35:22 PM
Kirk Thirapatpibul	Now we can't even log in because users are not getting the email with MFA code	10:35:33 PM
Abhay Kumar Saraswat	Okay, If you can allow me, let me check by dis-enroll you and enrolled you again.	10:37:09 PM
Kirk Thirapatpibul	ok please do that for EderBorjas	10:38:49 PM
Abhay Kumar Saraswat	Thank you for your patience.	10:40:39 PM

	I just did it for you.	10:40:50 PM
	Can you please try to login again and confirm? (Edited)	10:41:22 PM
Kirk Thirapatpibul	I see email already before I do anything	10:42:41 PM
	Just try to login again and still no MFA email coming	10:42:54 PM
Abhay Kumar Saraswat	Okay.	10:45:04 PM
	Can you please try again and confirm?	10:45:12 PM
Kirk Thirapatpibul	Ok trying now	10:46:10 PM
Abhay Kumar Saraswat	Thank you.	10:47:11 PM
Kirk Thirapatpibul	Still no email	10:47:59 PM
Abhay Kumar Saraswat	Okay.	10:49:27 PM
	May I take the remote access of your local computer?	10:49:39 PM
Kirk Thirapatpibul	sure	10:49:52 PM
Abhay Kumar Saraswat	Let me check.	10:49:55 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:50:02 PM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/8022862427">https://assist.acecloudhosting.com/join/8022862427</a>	10:50:25 PM
	Thank you for joining chat. We are still connected on remote.	11:07:51 PM
	Thank you for your patience.	11:25:48 PM
	As we discussed, we are creating a ticket regarding your issue and arranging a callback.	11:26:28 PM
	Is there anything else I may help you with ?	11:26:55 PM
	Are we still connected here?	11:27:40 PM
	Are we still connected here?	11:28:56 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.	11:29:50 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:30:09 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:30:19 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:30:23 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Jun, 11:30:12 PM

#78260 susanromo999

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

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: BASTROP

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 47 Secs

susanromo999	Hello, I am your Acebuddy	13 Jun, 11:30:13 PM
Acebuddy	Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you!	11:30:14 PM
	Whom Would You Like to Connect With?	11:30:14 PM
susanromo999	Technical Support (QB & App Hosting)	11:31:18 PM
Acebuddy	Welcome to Ace Support.	11:31:18 PM
	Please chose an option :	11:31:18 PM
susanromo999	I'd like to report an Issue	11:31:22 PM
Acebuddy	Please select an option!	11:31:22 PM
susanromo999	Other Issue	11:31:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:31:28 PM
susanromo999	QBs pro will not open, it just spins, then stops	11:31:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:31:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:31:52 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:32:15 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:32:19 PM

susanromo999	myrealdata\SusanR.npro1	11:32:24 PM
	Hello,	11:32:29 PM
Manish Singh	I will surely help you with this issue.	11:32:35 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	11:32:40 PM
susanromo999	I Can not open QB s off of the blue screen	11:32:43 PM
	No it's not the first time, and I'm the only user right now	11:33:09 PM
Manish Singh	Kindly allow me two minutes to check the same.	11:33:21 PM
	Kindly check now, I have removed the QuickBooks session from task manager. (Edited)	11:34:21 PM
susanromo999	No it still just spins, then stops	11:34:59 PM
Manish Singh	This message has been deleted	11:35:13 PM
susanromo999	let me logg off and then back on	11:35:14 PM
Manish Singh	Kindly try to login now.	11:35:43 PM
	Is it working now?	11:36:10 PM
susanromo999	It looked like it was trying to open QBs, but then it stopped and nothing happened	11:36:37 PM
Manish Singh	May I take the remote access of your server?	11:37:18 PM
susanromo999	yes	11:37:36 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	11:37:41 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:40:27 PM
susanromo999	ok thank you	11:40:38 PM
Manish Singh	Need to reboot the server once.	11:40:40 PM
	Server will reboot in 5 minutes.	11:40:57 PM
	Server will reboot in 2 minutes.	11:43:42 PM
	Kindly try to login now.	11:46:31 PM
susanromo999	ok thank you	11:46:43 PM
Manish Singh	Kindly check if the issue is resolved.	11:46:54 PM
susanromo999	The issue has been resolved. Thank You!!	11:47:24 PM
Manish Singh	Is there anything else I may help you with ?	11:47:41 PM
susanromo999	No Thank You	11:47:47 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:47:50 PM
		11:47:56 PM

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

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!

11:47:59 PM

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

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

*Manish Singh has ended this chat session*

11:48:00 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jun, 7:19:30 PM

**#77773 Carrick Plum**

**Email:** cplum@besttrashtexas.com ☎ +8327266088

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** RICHMOND

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 51 Secs

Carrick Plum

Hello, I am your Acebuddy

3 Jun, 7:19:32 PM

Acebuddy

Hello Cplum, I'm your Ace Buddy. I'll be happy to assist you!

7:19:33 PM

Whom Would You Like to Connect With?

7:19:33 PM

Carrick Plum	Technical Support (QB & App Hosting)	7:19:39 PM
Acebuddy	Welcome to Ace Support.	7:19:39 PM
	Please chose an option :	7:19:39 PM
Carrick Plum	I'd like to report an Issue	7:19:48 PM
Acebuddy	Please select an option!	7:19:48 PM
Carrick Plum	QuickBooks Issue	7:19:54 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:19:54 PM
Carrick Plum	Other QB related issue	7:19:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:20:00 PM
Carrick Plum	We are not able to email out of the quick books database.	7:20:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:20:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:20:18 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:20:27 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:20:31 PM
Carrick Plum	hello	7:20:40 PM
Manish Singh	I will surely help you with this issue.	7:20:54 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	7:21:00 PM
Carrick Plum	Hope you are doing well, we are just having issues emailing through our quickboks database	7:21:03 PM
	Only one user reported this issue but I am not sure if multiple are having the issue	7:21:28 PM
Manish Singh	May I know the version of QuickBooks in which you are facing this issue?	7:21:47 PM
Carrick Plum	I am finding this indo	7:24:59 PM
	info	7:25:00 PM
Manish Singh	Sure, please take your time.	7:25:50 PM
Carrick Plum	QB Enterprise Solution 24.0	7:26:42 PM
Manish Singh	As I can check we need to install the new updates in order to resolve this issue.	7:27:25 PM
Carrick Plum	Okay, the user having the issue is Karyn	7:27:42 PM
Manish Singh	Kindly log out all users or we can schedule this in night hours.	7:27:59 PM
Carrick Plum	how long will updates take?	7:28:08 PM
	We can do this now	7:28:15 PM
Manish Singh	It will take around 15-20 minutes.	7:28:33 PM
Carrick Plum	okay	7:28:43 PM
	Can you send the message to kick everyone out pleas	7:30:09 PM

	I am the IT guy, not on site today	7:30:21 PM
Manish Singh	Send the message regarding the logout.	7:31:40 PM
Carrick Plum	Do you still see users logged in?	7:34:05 PM
Manish Singh	Rebecca and Mary is active on the server	7:35:03 PM
	Should I forcefully log them out from the server? (Edited)	7:35:18 PM
Carrick Plum	Yes please	7:35:28 PM
Manish Singh	Once the QuickBooks is fully updated, we will inform you via email. Is there anything else I may help you with?	7:36:48 PM
Carrick Plum	No thank you. Please email me at cplum@besttrashtexas.com. Thanks for the help!	7:37:39 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	7:38:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:38:16 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:38:21 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	7:38:23 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Jun, 10:39:14 PM

#77982 freeway

Email: [freeway@allwest.net](mailto:freeway@allwest.net) ☎ +13077898632

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:** EVANSTON

**State:** Wyoming

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 37 Mins 52 Secs

freeway	Hello, I am your Acebuddy	6 Jun, 10:39:15 PM
Acebuddy	Hello Freeway, I'm your Ace Buddy. I'll be happy to assist you!	10:39:16 PM
	Whom Would You Like to Connect With?	10:39:16 PM
freeway	Technical Support (QB & App Hosting)	10:39:49 PM
Acebuddy	Welcome to Ace Support.	10:39:49 PM
	Please chose an option :	10:39:49 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.	11:17:07 PM
	<i>Ended due to chat idle timeout</i>	11:17:07 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Jun, 1:33:21 AM

**#78183 johnathon**

**Email:** johnathon@islandentertainment.com ☎ (250) 746-9707

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 57 Secs

**City:** RIDGELAND

**State:** Mississippi

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 18 Secs

johnathon	Hello, I am your Acebuddy	12 Jun, 1:33:22 AM
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!	1:33:23 AM
	Whom Would You Like to Connect With?	1:33:23 AM
johnathon	Technical Support (QB & App Hosting)	1:33:26 AM
Acebuddy	Welcome to Ace Support.	1:33:26 AM
	Please chose an option :	1:33:26 AM
johnathon	I'd like to report an Issue	1:33:33 AM
Acebuddy	Please select an option!	1:33:33 AM
johnathon	Other Issue	1:33:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:33:39 AM
johnathon	User is frozen, need to kick her out.	1:33:57 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:33:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:33:57 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:35:08 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:35:11 AM
	I will surely help you with this issue.	1:35:28 AM
johnathon	thanks	1:36:20 AM
Manish Singh	May I know the username?	1:37:15 AM
johnathon	Amy	1:37:25 AM
	<i>1:38:33 AM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:16.48 KB )</i>	1:38:33 AM
	<i>These are the users who are active on the server.</i>	
Manish Singh	Not able to see Amy on server	1:39:07 AM
	Are we still connected here?	1:42:17 AM
johnathon	yes checking now.	1:42:26 AM
	IMacct1	1:43:15 AM
Manish Singh	Shall I logout her?	1:43:53 AM
johnathon	yes please	1:43:59 AM
Manish Singh	Done, kindly check now	1:44:43 AM

	As I can check she is logged in	1:46:59 AM
	Is there anything else I may help you with ?	1:47:01 AM
johnathon	That should be it	1:47:09 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:48:33 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!	1:48:37 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Manish Singh has ended this chat session*

1:48:41 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Jun, 5:59:04 AM

**#78448 sbeltran**

**Email:** sbeltran@goldingrup.biz

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

**Operator:** Gaurav kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 10 Secs

**City:** BOGOTA

**State:** Distrito Capital

**Country:** COLOMBIA

### Chat Transcript

Chat Duration : 46 Mins 10 Secs

sbeltran	Hello, I am your Acebuddy	19 Jun, 5:59:05 AM
Acebuddy	Hello Sandra Tellez, I'm your Ace Buddy. I'll be happy to assist you!	5:59:06 AM
	Whom Would You Like to Connect With?	5:59:06 AM
sbeltran	Technical Support (QB & App Hosting)	5:59:10 AM
Acebuddy	Welcome to Ace Support.	5:59:10 AM
	Please chose an option :	5:59:10 AM
sbeltran	I'd like to report an Issue	5:59:18 AM
Acebuddy	Please select an option!	5:59:18 AM
sbeltran	Other Issue	5:59:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:59:24 AM
sbeltran	I already have a ticket open is regarding the accessibility to other client from the remote	6:00:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:00:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:00:23 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	6:02:15 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	6:02:56 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:03:02 AM
sbeltran	Hello	6:03:10 AM
Yash Kalra	Hello Sandra	6:03:37 AM
	Kindly help me with your server name and user name?	6:04:02 AM
	Please help me with the ticket number	6:04:45 AM
sbeltran	Yes that is better	6:05:18 AM
	712739	6:05:37 AM
	We have Tree companies and I only can access one, you guys already create a short cut but when i try to open or restore the company it is an error	6:07:09 AM
	<i>6:07:24 AM sbeltran is sharing a file with you <a href="#">1_image.png</a> - ( Size:102.08 KB )</i>	6:07:24 AM
	<i>Yash Kalra is transferring the chat to Gaurav Kumar.</i>	6:09:22 AM
	<i>Gaurav Kumar accepted the chat transfer request.</i>	6:09:24 AM
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.	6:09:34 AM
	Hello Sandra	6:09:39 AM
sbeltran	Hello and thank you!	6:09:49 AM
Gaurav Kumar	I will surely help you with this issue.	6:10:01 AM

	Kindly allow me two minutes to check the same.	6:10:11 AM
sbeltran	yes	6:10:21 AM
Gaurav Kumar	May I take the remote access of your server?	6:11:25 AM
	This message has been deleted	6:11:28 AM
sbeltran	Yes please	6:11:34 AM
Gaurav Kumar	Please accept the request that I am sending over the server	6:11:56 AM
	we are connected	6:13:17 AM
	Everything is working fine now	6:44:20 AM
	Is there anything else I may help you with ?	6:44:23 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:45:01 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:45:12 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Gaurav Kumar has ended this chat session</i>	6:45:16 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Jun, 9:40:30 PM

**#78372 Rajender Dhingra**

**Email:** gstmeat@gmsil.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 31 Secs

**City:** LONG BEACH

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 9 Mins 37 Secs

Rajender Dhingra	Hello, I am your Acebuddy	17 Jun, 9:40:31 PM
Acebuddy	Hello Rajender Dhingra, I'm your Ace Buddy. I'll be happy to assist you!	9:40:32 PM
	Whom Would You Like to Connect With?	9:40:32 PM
Rajender Dhingra	Technical Support (QB & App Hosting)	9:40:35 PM
Acebuddy	Welcome to Ace Support.	9:40:35 PM
	Please chose an option :	9:40:35 PM
Rajender Dhingra	I'd like to report an Issue	9:40:48 PM
Acebuddy	Please select an option!	9:40:48 PM
Rajender Dhingra	Other Issue	9:40:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:40:53 PM
Rajender Dhingra	SQL server hosting	9:41:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:41:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:41:18 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:42:07 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:42:12 PM
Rajender Dhingra	You sent me an email about sql server.	9:43:00 PM
	I am charged the sql server license fee.	9:43:31 PM
	Is it installed already	9:43:46 PM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	9:43:59 PM
Rajender Dhingra	who is the license holder?	9:44:00 PM
Anjainay Singh	Please provide me two minutes so that I can provide you the exact information.	9:44:29 PM
	ACE cloud is the license holder for SQL License.	9:45:41 PM
	As license is leased from us for SQL 2019.	9:46:30 PM
	Are we still connected here?	9:46:46 PM
	Are we still connected here?	9:48:01 PM

As you are connected to our engineer on call so we are disconnecting this chat.

9:49:31 PM

Anjainay Singh has ended this chat session

9:50:09 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Jun, 11:24:37 PM

**#78121 Charles Xavier**

**Email:** helpdesk@coretechs.it

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** OLD HARBOUR

**State:** Saint Catherine

**Country:** JAMAICA

## Chat Transcript

Chat Duration : 19 Mins 27 Secs

Charles Xavier	Hello, I am your Acebuddy	10 Jun, 11:24:37 PM
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!	11:24:38 PM
	Whom Would You Like to Connect With?	11:24:38 PM
Charles Xavier	Technical Support (QB & App Hosting)	11:24:41 PM
Acebuddy	Welcome to Ace Support.	11:24:41 PM
	Please chose an option :	11:24:41 PM
Charles Xavier	I'd like to report an Issue	11:24:47 PM
Acebuddy	Please select an option!	11:24:47 PM
Charles Xavier	QuickBooks Issue	11:24:51 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:24:51 PM

Charles Xavier	Other QB related issue	11:24:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:24:55 PM
Charles Xavier	Please perform pending QB updates	11:25:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:25:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:25:07 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	11:25:14 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	11:25:19 PM
	Hi Charles. How are you doing today?	11:25:26 PM
Charles Xavier	Hi	11:25:52 PM
	I need the pending QB updates applied please	11:26:05 PM
Yash Ahi	I will surely help you with that Charles.	11:26:18 PM
	Could you please help me with your server name or business name?	11:26:22 PM
Charles Xavier	Business name: CD services	11:26:31 PM
	You may log out any user that's still logged in	11:26:39 PM
Yash Ahi	Alright Charles.	11:26:54 PM
	Kindly allow me two minutes to check the same.	11:26:56 PM
Charles Xavier	OK	11:28:12 PM
Yash Ahi	I am proceeding with the updates	11:29:56 PM
	Kindly allow me 3-4 minutes.	11:30:03 PM
Charles Xavier	Thanks	11:30:08 PM
	I'll be standing by	11:30:12 PM
Yash Ahi	Okay Charles, no issues.	11:30:30 PM
Charles Xavier	How long does the update take?	11:34:13 PM
Yash Ahi	This might take around two minutes more. It usually depends upon the size of update.	11:34:48 PM
Charles Xavier	and you'll need to reboot right ?	11:35:24 PM
Yash Ahi	No, that won't require a reboot, as your Quickbooks application was already on latest release, it was just a minor update. (Edited)	11:36:07 PM
	Thank you for your patience Charles, the QB has been updated.	11:36:23 PM
	Is there anything else I may help you with ?	11:36:26 PM
Charles Xavier	Thank you. Checking now.	11:36:34 PM
Yash Ahi	Sure	11:37:27 PM
	Have you checked?	11:40:53 PM

	Are we connected here?	11:42:53 PM
Charles Xavier	I will reach out if there is still an issue	11:43:09 PM
	Thank you	11:43:11 PM
Yash Ahi	Sure	11:43:30 PM
	My pleasure.	11:43:40 PM
	This message has been deleted	11:43:44 PM
	After this chat you will get the reference ticket ID	11:43:59 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:44:00 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!	11:44:02 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Ahi has ended this chat session</i>	11:44:05 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Jun, 7:30:48 PM

#### #78038 shari

**Email:** shari@jksservicesinc.com ☎ 18054079440

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

**Operator:** Manish Singh

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 45 Secs

**City:** NAMPA

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 21 Mins 28 Secs

shari	Hello, I am your Acebuddy	9 Jun, 7:30:49 PM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	7:30:51 PM
	Whom Would You Like to Connect With?	7:30:51 PM
shari	Technical Support (QB & App Hosting)	7:30:54 PM
Acebuddy	Welcome to Ace Support.	7:30:54 PM
	Please chose an option :	7:30:54 PM
shari	I'd like to report an Issue	7:30:58 PM
Acebuddy	Please select an option!	7:30:59 PM
shari	Other Issue	7:31:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:31:03 PM
shari	What is the status of our new server logins?	7:31:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:31:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:31:21 PM
shari	The ticket number is 704568	7:31:48 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:33:15 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:33:20 PM
shari	Hi is Ankit available	7:33:41 PM
Manish Singh	No, Shari	7:34:17 PM
shari	Ok please advise the status on ticket 704568	7:35:03 PM
	I was supposed to have new RdP logins last night and I have not received	7:35:23 PM
Manish Singh	We are in process of Data transfer once done we will notify you.	7:35:56 PM
shari	This needs to be urgent - I need to speak to a supervisor as this was supposed to have been done last night	7:36:27 PM
	I have users that need to work and will be in the office in 1 hour	7:36:47 PM
Manish Singh	Let me arrange a callback with the Supervisor, Shari	7:36:57 PM
	I apologize for any delay.	7:37:13 PM
shari	There was not that much data for transfer	7:37:26 PM
Manish Singh	Kindly allow me two minutes to check the same.	7:39:07 PM

Have you tried logging to the new server. 7:43:11 PM

Are we still connected here? 7:48:50 PM

Are we still connected here? 7:50:07 PM

Are we still connected here? 7:52:11 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 7:52:16 PM

*Manish Singh has ended this chat session* 7:52:17 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 25 Jun, 7:39:58 PM

**#78648 salmakki**

**Email:** salmakki@vineit.com ☎ 844 484 6348

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 27 Secs

**City:** NEW PORT RICHEY

**State:** Florida

**Country:** UNITED STATES

Chat Transcript Chat Duration : 1 Hour 11 Mins

salmakki	Hello, I am your Acebuddy	25 Jun, 7:39:59 PM
Acebuddy	Hello Salmakki, I'm your Ace Buddy. I'll be happy to assist you!	7:40:00 PM
	Whom Would You Like to Connect With?	7:40:00 PM
salmakki	Technical Support (QB & App Hosting)	7:40:05 PM
Acebuddy	Welcome to Ace Support.	7:40:05 PM

	Please chose an option :	7:40:05 PM
salmakki	I'd like to report an Issue	7:40:12 PM
Acebuddy	Please select an option!	7:40:12 PM
salmakki	Other Issue	7:40:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:40:16 PM
salmakki	The RDP session crashes after opening Sage	7:40:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:40:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:40:51 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:41:05 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:41:12 PM
	I will surely help you with this issue.	7:41:18 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:41:33 PM
salmakki	no , only kim with Marlow Marine	7:41:54 PM
	she has several issues	7:42:01 PM
	I tried to troubleshoot it	7:42:12 PM
Manish Singh	CID74292 Is this your CID number?	7:42:21 PM
salmakki	recreated the rdp session	7:42:25 PM
	one second	7:42:31 PM
	CID74293	7:43:03 PM
	can someone assist please	7:43:19 PM
	she also cant email nor print	7:43:28 PM
Manish Singh	I will surely help you with this issue.	7:44:04 PM
	Marlow Marine Sales Inc is this your business name?	7:44:14 PM
salmakki	we are the IT provider for Marlow Marine	7:44:34 PM
Manish Singh	Vine IT is the new account which is newly created and the CID number is CID74292.	7:46:00 PM
	<u>Devon McNeely</u>	7:46:03 PM
	Is the account point of contact	7:46:37 PM
salmakki	yes	7:46:41 PM
Manish Singh	As this account is with Onboarding Team let me transfer this chat to the concerned team.	7:47:11 PM
	<i>Manish Singh is transferring the chat to Onboarding.</i>	7:47:21 PM
salmakki	thanks!!	7:47:37 PM

	<i>Sunny Kumar accepted the chat transfer request.</i>	7:48:15 PM
	<i>Sunny Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	7:52:05 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:52:07 PM
Manish Singh	Kindly allow me two minutes to check the same.	7:52:50 PM
salmakki	ok	7:53:29 PM
Manish Singh	Kim is not accessing server right now.	7:54:38 PM
	Is she not able to access server?	7:54:47 PM
salmakki	everytime she connect to the rdp session and try to open Sage , it crashes and yesterday she was able to open Sage on the rdp session however she couldnt email or print	7:55:38 PM 7:56:30 PM
Manish Singh	Alright!	7:56:57 PM
	May I take the remote access of your Kim local computer?	7:57:13 PM
salmakki	let me ask her first	7:57:40 PM
Manish Singh	Yes, please	7:58:46 PM
	Are we still connected here?	8:03:32 PM
salmakki	yes	8:03:39 PM
	one second	8:03:42 PM
	still trying to get a hold of her	8:03:51 PM
Manish Singh	Please take your time.	8:04:28 PM
salmakki	i got a hold of her	8:09:31 PM
	what do you want me to do next	8:09:44 PM
	what software do you want me to use	8:10:09 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/6072256448">https://assist.acecloudhosting.com/join/6072256448</a>	8:10:12 PM
	Kindly paste this link in the browser of Kim local computer and join the session.	8:10:23 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:10:30 PM
salmakki	thanks	8:11:35 PM
	i did	8:11:36 PM
	hello	8:14:19 PM
	are you able to see the chat	8:14:34 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:14:38 PM
	We will arrange a callback at 9417050101	8:44:33 PM
	Regarding RDP crashing issue.	8:44:50 PM

Is there anything else I may help you with ? 8:44:55 PM

Are we still connected here? 8:47:20 PM

Are we still connected here? 8:49:11 PM

Are we still connected here? 8:51:31 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 8:51:37 PM

*Manish Singh has ended this chat session* 8:51:39 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Jun, 8:26:02 PM

**#78157 Arielle Schultz**

**Email:** arielle@nationalsalt.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** BELLEFONTAINE

**State:** Ohio

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 23 Mins 42 Secs

Arielle Schultz	Hello, I am your Acebuddy	11 Jun, 8:26:02 PM
Acebuddy	Hello Arielle Schultz, I'm your Ace Buddy. I'll be happy to assist you!	8:26:03 PM
	Whom Would You Like to Connect With?	8:26:03 PM
Arielle Schultz	Technical Support (QB & App Hosting)	8:26:07 PM
Acebuddy	Welcome to Ace Support.	8:26:07 PM

	Please chose an option :	8:26:07 PM
Arielle Schultz	I'd like to report an Issue	8:26:13 PM
Acebuddy	Please select an option!	8:26:13 PM
Arielle Schultz	Other Issue	8:26:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:26:17 PM
Arielle Schultz	Unable to open microsoft word on server. Just had this issue and sought support if you could refer to transcript #78150	8:28:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:28:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:28:02 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	8:28:36 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	8:28:39 PM
	Hello Ariella	8:28:46 PM
Arielle Schultz	Hello - i was already in contact with a support specialist who temporarily fixed my issue - once we were disconnected it started again. I can give you a transcript number if you'd like to read the notes?	8:29:30 PM
Anurag Sharma	Yes, please share the ticket ID if possible.	8:32:02 PM
Arielle Schultz	710595	8:32:28 PM
Anurag Sharma	Thanks for the confirmation !	8:33:15 PM
	Kindly allow me two minutes to check the same.	8:33:20 PM
Arielle Schultz	Of course, thank you.	8:33:40 PM
Anurag Sharma	Are you facing the same outlook launching issue again?	8:34:57 PM
Arielle Schultz	yes	8:35:05 PM
Anurag Sharma	Okay, please stay connected for a while.	8:35:35 PM
	May I take the remote access of your local computer?	8:37:13 PM
Arielle Schultz	yes	8:37:24 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	8:37:29 PM
	<a href="https://assist.acecloudhosting.com/join/9462679771">https://assist.acecloudhosting.com/join/9462679771</a>	8:37:40 PM
	Kindly paste this link in the browser of local computer and join the session.	8:37:44 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:39:41 PM
Arielle Schultz	is it working?	8:39:42 PM
Anurag Sharma	Yes, we are connected.	8:40:09 PM
	Please log off from the server once	8:41:16 PM

Arielle Schultz	it's logged off	8:41:40 PM
Anurag Sharma	I believe you downloaded the remote session link on the remote server.	8:42:37 PM
	Please download it again on your local computer.	8:42:58 PM
	<a href="https://assist.acecloudhosting.com/join/2572670522">https://assist.acecloudhosting.com/join/2572670522</a>	8:43:10 PM
	Use this link and make sure to close any important docs on your local computer.	8:43:27 PM
	Are you able to connect?	8:46:33 PM
	Are we still connected here?	8:47:08 PM
Arielle Schultz	yes let me try again. it was connected on my end	8:47:25 PM
Anurag Sharma	Sure, please take your time	8:48:03 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.	8:48:43 PM
	Since we are connected on the remote session, I am ending this chat from here. We will continue with the trouble shooting in the remote session.	8:49:38 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:49:42 PM
	<i>Anurag Sharma has ended this chat session</i>	8:49:44 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Jun, 5:54:56 PM

**#78206 Arielle Schultz**

**Email:** arielle@nationalsalt.com

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 53 Secs

**City:** BELLEFONTAINE

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 47 Mins 2 Secs

Arielle Schultz	Hello, I am your Acebuddy	12 Jun, 5:54:57 PM
Acebuddy	Hello Arielle Schultz, I'm your Ace Buddy. I'll be happy to assist you!	5:55:00 PM
	Whom Would You Like to Connect With?	5:55:00 PM
Arielle Schultz	Technical Support (QB & App Hosting)	5:55:02 PM
Acebuddy	Welcome to Ace Support.	5:55:02 PM
	Please chose an option :	5:55:02 PM
Arielle Schultz	I'd like to report an Issue	5:55:07 PM
Acebuddy	Please select an option!	5:55:07 PM
Arielle Schultz	Other Issue	5:55:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:55:12 PM
Arielle Schultz	Unable to open outlook. 3rd time reporting and trying to resolve this issue	5:55:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:55:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:55:27 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	5:55:44 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	5:55:57 PM
	I will surely help you with this issue.	5:56:12 PM
Arielle Schultz	Please refer to Ticket ID: 710595 as well as the second time I reported this issue Ticket ID: 710180	5:57:28 PM
Shivam Singh	I sincerely apologize for the inconvenience this recurring issue has caused you	5:58:23 PM
Arielle Schultz	They've already tried adding RAM, resetting the server on the back end and most recently reinstalling office 365 and the same issue persists	5:58:26 PM
Shivam Singh	Arielle, allow me 5 minutes to check with the resources about the same.	5:59:08 PM
Arielle Schultz	Of course, thank you.	5:59:18 PM
Shivam Singh	I really appreciate your patience, we are working on it to check for the backend.	6:05:20 PM
Arielle Schultz	No problem	6:05:49 PM
Shivam Singh	Thank you for your patience. Please allow me few more minutes we are attempting some changes on the backend.	6:12:15 PM
	As the issue is resolved, Is there anything else I may help you with ?	6:40:35 PM
Arielle Schultz	Problem looks to be resolved, thank you!	6:40:43 PM
Shivam Singh	Can we close the old, related tickets as you mentioned initially.	6:41:17 PM
	Thanks for the confirmation	6:41:26 PM

Arielle Schultz	Ye	6:41:33 PM
	Yes	6:41:34 PM
Shivam Singh	Great	6:41:38 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:41:41 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:41:44 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:41:47 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
Arielle Schultz	Thank you, you as well.	6:41:49 PM
Shivam Singh	Much appreciated	6:41:57 PM
	<i>Shivam Singh has ended this chat session</i>	6:41:59 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Jun, 1:11:27 AM

**#77740 Lisa P Stefani**

**Email:** hemstefani@gmail.com 4802258447

**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:** WOODINVILLE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 23 Secs

Lisa P Stefani	Hello, I am your Acebuddy	3 Jun, 1:11:28 AM
Acebuddy	Hello Lisa P Stefani, I'm your Ace Buddy. I'll be happy to assist you!	1:11:29 AM
	Whom Would You Like to Connect With?	1:11:29 AM
Lisa P Stefani	Technical Support (QB & App Hosting)	1:11:34 AM
Acebuddy	Welcome to Ace Support.	1:11:34 AM
	Please chose an option :	1:11:34 AM
Lisa P Stefani	I'd like to report an Issue	1:11:38 AM
Acebuddy	Please select an option!	1:11:38 AM
Lisa P Stefani	Other Issue	1:11:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:11:42 AM
Lisa P Stefani	excel spreadsheet crashes upon opening	1:12:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:12:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:12:07 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:13:09 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:13:21 AM
	As I have understood you are facing issues with Excel application.	1:13:55 AM
Lisa P Stefani	yes	1:14:01 AM
Anjainay Singh	I understand your concern Lisa, could you please confirm since when you are facing this issue?	1:14:47 AM
Lisa P Stefani	today	1:14:53 AM
Anjainay Singh	Thankyou for your confirmation.	1:15:28 AM
	May I take the remote access of your server?	1:16:13 AM
Lisa P Stefani	yes	1:16:24 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	1:16:27 AM
	Could you please also confirm whether other user is also facing the same issue?	1:17:13 AM
Lisa P Stefani	this is not her file	1:17:39 AM
	just mine	1:17:43 AM
Anjainay Singh	Thanks for your information.	1:18:03 AM

	Please allow me remote access.	1:18:23 AM
	Could you please try to open the same excel file so that I can observe the issue.	1:18:59 AM
Lisa P Stefani	now it opened	1:19:55 AM
	it seems to be working now thanks	1:21:14 AM
Anjainay Singh	Is there anything else I may help you with ?	1:21:21 AM
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	1:22:01 AM
Lisa P Stefani	no that was it thanks	1:22:12 AM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	1:22:28 AM
	You may end this chat.	1:22:56 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:23:34 AM
	<i>Anjainay Singh has ended this chat session</i>	1:23:52 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

5 Jun, 1:12:20 AM

#### #77867 Pat Rego

**Email:** flclassics@aol.com 18636652322

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** LAKELAND

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 55 Mins 5 Secs

Pat Rego	Hello, I am your Acebuddy	5 Jun, 1:12:22 AM
Acebuddy	Hello Pat Rego, I'm your Ace Buddy. I'll be happy to assist you!	1:12:23 AM
	Whom Would You Like to Connect With?	1:12:23 AM
Pat Rego	Technical Support (QB & App Hosting)	1:12:26 AM
Acebuddy	Welcome to Ace Support.	1:12:26 AM
	Please chose an option :	1:12:26 AM
Pat Rego	I'd like to report an Issue	1:12:34 AM
Acebuddy	Please select an option!	1:12:34 AM
Pat Rego	Password Reset	1:12:38 AM
Acebuddy	Please select an option below	1:12:38 AM
Pat Rego	Already Enrolled to Selfcare Portal	1:12:44 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:12:44 AM
	Do you need any further assistance on the topic?	1:12:44 AM
Pat Rego	Yes	1:27:50 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:27:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:27:50 AM
Pat Rego	I need help with case #706918	1:28:29 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	1:28:47 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	1:28:54 AM
Pat Rego	Thank you	1:29:01 AM
Shubham Kataria	Please allow me two minutes to check the same	1:29:06 AM
	Let me transfer your chat to the concerned person who will be assist you for this.	1:31:40 AM
	<i>Shubham Kataria is transferring the chat to Abhay Kumar Saraswat.</i>	1:31:51 AM
Pat Rego	thank you	1:31:51 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:31:57 AM
Abhay Kumar Saraswat	Please allow me 2 more minutes, I'm looking into your request.	1:33:52 AM
	Thank you for being on hold.	1:37:00 AM
	We are resetting the password for you and will revert you on the same ticket which you have created.	1:38:26 AM
Pat Rego	thank you	1:38:38 AM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	1:39:23 AM
Pat Rego	Not at this time	1:39:33 AM

	Have you sent the email with the password	1:39:58 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:40:15 AM
Pat Rego	Is this password reset	1:40:35 AM
Abhay Kumar Saraswat	Yes (Edited)	1:41:41 AM
	I've already sent you an email with the password link.	1:43:37 AM
	Could you please check and confirm the same?	1:43:51 AM
Pat Rego	I cannot open the program states restrictions	1:45:14 AM
	Got the email	1:45:21 AM
	The program will not open	1:46:25 AM
Abhay Kumar Saraswat	Could you please confirm whether you are not able to login into the server or open any program inside it?	1:48:06 AM
Pat Rego	cannot login into the server	1:48:19 AM
Abhay Kumar Saraswat	May I take the remote access of your local computer?	1:48:32 AM
Pat Rego	yes	1:48:39 AM
Abhay Kumar Saraswat	I'll surely assist you with that.	1:48:52 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:49:31 AM
Pat Rego	I don't have anything open except	1:50:04 AM
Abhay Kumar Saraswat	Great!	1:50:16 AM
	<a href="https://assist.acecloudhosting.com/join/9542886320">https://assist.acecloudhosting.com/join/9542886320</a>	1:50:18 AM
	Could you please join this link?	1:50:27 AM
	Kindly paste this link in the browser of local computer and join the session.	1:52:51 AM
Pat Rego	I have downloaded and opened, I think	1:54:46 AM
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:54:55 AM
Pat Rego	Thank you	2:02:42 AM
Abhay Kumar Saraswat	You're welcome.	2:03:18 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:03:25 AM
	Is there anything else I may help you with ?	2:03:39 AM
	Are we still connected here?	2:04:22 AM

Are we still connected here? 2:05:13 AM

Are we still connected here? 2:06:03 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. 2:07:07 AM

*Abhay Kumar Saraswat has ended this chat session* 2:07:27 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 3 Jun, 8:23:12 PM

**#77781 George Fowler**

**Email:** gpmfowler@gmail.com 8478991763

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** EVANSTON

**State:** Illinois

**Country:** UNITED STATES

Chat Transcript Chat Duration : 18 Mins 52 Secs

George Fowler	Hello, I am your Acebuddy	3 Jun, 8:23:13 PM
Acebuddy	Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you!	8:23:14 PM
	Whom Would You Like to Connect With?	8:23:14 PM
George Fowler	Technical Support (QB & App Hosting)	8:23:50 PM
Acebuddy	Welcome to Ace Support.	8:23:50 PM
	Please chose an option :	8:23:50 PM
George Fowler	I'd like to raise a Request	8:23:55 PM

Acebuddy	Please select your request type.	8:23:55 PM
George Fowler	Setup Ace Server	8:23:59 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:23:59 PM
George Fowler	Microsoft Windows	8:24:03 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	8:24:03 PM
	Do you need any further assistance on the topic?	8:24:03 PM
George Fowler	Yes	8:24:09 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:24:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:24:09 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:24:45 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:24:52 PM
	Hi George	8:25:13 PM
	Our chat was disconnected earlier	8:25:21 PM
George Fowler	Hello Shubham, sorry I was not responsive before. I am writing in to ask for help setting up my server	8:25:29 PM
Shubham Kataria	May I take the remote access of your local computer to set up the RDP?	8:25:33 PM
George Fowler	yes	8:25:37 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	8:25:48 PM
George Fowler	ok that is all done	8:25:53 PM
Shubham Kataria	<a href="https://assist.aceclouddhosting.com/join/3162009867">https://assist.aceclouddhosting.com/join/3162009867</a>	8:26:03 PM
	Kindly paste this link in the browser of local computer and join the session.	8:26:08 PM
George Fowler	Shubmam I was able to access my server, but the "remember me:" function is not working. can you help with that	8:26:38 PM
Shubham Kataria	Sure, I will help you over remote session	8:26:52 PM
	Kindly join this link.	8:26:57 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.	8:28:51 PM
	Thank you for your patience.	8:39:54 PM
	As per our recent chat conversation your RDP set has been completed.	8:40:16 PM
	Is there anything else I may help you with ?	8:40:20 PM
	Are we still connected here?	8:41:18 PM

As you are disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

8:42:03 PM

*Shubham Kataria has ended this chat session*

8:42:05 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Jun, 7:22:03 AM

**#78785 akiva ungar**

**Email:** akiva@healthdirectny.com ☎ 7183889300

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** MONTICELLO

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 23 Mins 43 Secs

akiva ungar	Hello, I am your Acebuddy	30 Jun, 7:22:04 AM
Acebuddy	Hello Ungar, I'm your Ace Buddy. I'll be happy to assist you!	7:22:05 AM
	Whom Would You Like to Connect With?	7:22:05 AM
akiva ungar	Technical Support (QB & App Hosting)	7:22:12 AM
Acebuddy	Welcome to Ace Support.	7:22:12 AM
	Please chose an option :	7:22:12 AM
akiva ungar	I'd like to raise a Request	7:22:18 AM
Acebuddy	Please select your request type.	7:22:18 AM
akiva ungar	Setup Ace Server	7:22:39 AM

Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	7:22:39 AM
akiva ungar	Microsoft Windows	7:22:47 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	7:22:47 AM
	Do you need any further assistance on the topic?	7:22:47 AM
akiva ungar	Yes	7:24:06 AM
Acebuddy	Please wait while we connect you to our Support Representative	7:24:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:24:06 AM
	<i>Tushar accepted the chat transfer request.</i>	7:25:50 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	7:25:53 AM
akiva ungar	hi i need user acces on my new computer	7:26:14 AM
Tushar	Oaky.	7:26:33 AM
	for that	7:26:38 AM
	May I take the remote access of your local computer?	7:26:41 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:26:45 AM
akiva ungar	ok	7:26:51 AM
Tushar	<a href="https://assist.acecloudhosting.com/join/5472444935">https://assist.acecloudhosting.com/join/5472444935</a>	7:27:09 AM
	Kindly Click on the link and open the downloaded file.	7:27:12 AM
akiva ungar	u here?	7:28:31 AM
Tushar	May I know the username that has to setup.	7:28:36 AM
akiva ungar	david	7:28:41 AM
	?	7:29:14 AM
Tushar	I could not find any user by the name David.	7:29:53 AM
akiva ungar	Abe?	7:29:59 AM
Tushar	May I know your server name or CID?	7:30:07 AM
akiva ungar	health direct	7:30:17 AM
Tushar	Yes user Abe_HD is there.	7:30:33 AM
akiva ungar	got it can i get acces to tjis on my pc	7:30:52 AM
	?	7:31:57 AM
Tushar	I couldn't find any user by this name but what you can do is ask the person to share their Icon from which they login.	7:32:39 AM
	It seems the remote connection is not established yet.	7:33:10 AM

akiva ungar	i need acces to Abe_HD	7:33:13 AM
	u said u find it	7:33:30 AM
Tushar	Yes I have found the username Abe_HD but to set it up on your new system I would be requiring remote access of your local system.	7:35:19 AM
akiva ungar	u have aces already	7:35:35 AM
Tushar	Also you have the password for user profile Abe_HD ?	7:35:40 AM
akiva ungar	no i need to reset password dont remeber it	7:35:59 AM
	<i>7:36:42 AM Tushar is sharing a file with you <a href="#">image.png</a> - ( Size:16.61 KB )</i>	7:36:42 AM
	<i>The connection is not established yet.</i>	
	now ?	7:37:13 AM
Tushar	<a href="https://we.tl/t-90bfUafEIV">https://we.tl/t-90bfUafEIV</a>	7:37:22 AM
	Kindly open this link and extract the files and just open the login icon to access Abe profile.	
	Still no connection.	7:37:42 AM
akiva ungar	not going	7:39:44 AM
Tushar	To reset the password you will need to contact Mr. Berish as he has the access to reset the password of any user profile also if is not able to do then kindly email us at support@acecloudhosting.com from email address berish@healthdirectny.com for password reset mentioning the user profile.	7:39:52 AM
akiva ungar	its not downloding getting an error	7:40:14 AM
Tushar	We are connect4ed now.	7:40:28 AM
	The login file is downloaded.	7:41:11 AM
akiva ungar	c error on screen	7:41:22 AM
	i will req a new password thanks	7:44:44 AM
Tushar	Is there anything else I may help you with ?	7:44:59 AM
akiva ungar	no thanks	7:45:32 AM
Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:45:43 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	7:45:45 AM

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

*Tushar has ended this chat session*

7:45:47 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

21 Jun, 12:52:57 AM

**#78534 franz\_deraad**

**Email:** franz\_deraad@comcast.net ☎ 12487051999

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** TROY

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 55 Secs

franz_deraad	Hello, I am your Acebuddy	21 Jun, 12:52:57 AM
Acebuddy	Hello Franz_deraad, I'm your Ace Buddy. I'll be happy to assist you!	12:52:58 AM
	Whom Would You Like to Connect With?	12:52:58 AM
franz_deraad	Technical Support (QB & App Hosting)	12:53:07 AM
Acebuddy	Welcome to Ace Support.	12:53:07 AM
	Please chose an option :	12:53:07 AM
franz_deraad	I'd like to report an Issue	12:53:16 AM
Acebuddy	Please select an option!	12:53:16 AM
franz_deraad	QuickBooks Issue	12:53:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:53:25 AM

franz_deraad	Other QB related issue	12:53:35 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:53:35 AM
franz_deraad	Restart	12:53:56 AM
Acebuddy	Hello Franz_deraad, I'm your Ace Buddy. I'll be happy to assist you!	12:53:56 AM
	Whom Would You Like to Connect With?	12:53:56 AM
franz_deraad	Technical Support (QB & App Hosting)	12:54:03 AM
Acebuddy	Welcome to Ace Support.	12:54:03 AM
	Please chose an option :	12:54:03 AM
franz_deraad	I'd like to report an Issue	12:54:09 AM
Acebuddy	Please select an option!	12:54:09 AM
franz_deraad	QuickBooks Issue	12:54:16 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:54:16 AM
franz_deraad	Other QB related issue	12:54:21 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:54:21 AM
franz_deraad	QuickBooks is not backing up	12:54:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:54:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:54:40 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	12:56:19 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	12:56:40 AM
	Kindly allow me two minutes to check the same.	12:57:28 AM
	<i>Sanyam Madan is transferring the chat to Yash Kalra.</i>	12:57:50 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:57:52 AM
Yash Kalra	Kindly help me with your server name and user name?	12:58:09 AM
	Are we still connected here?	12:59:46 AM
franz_deraad	evitp.myreldata	1:01:07 AM
	franzderaad	1:01:14 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:01:26 AM
franz_deraad	evitp.myreldata.net	1:01:53 AM
Yash Kalra	May I take the remote access of your server?	1:03:32 AM
franz_deraad	yes	1:03:42 AM
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end.	1:03:45 AM
	Kindly Click on the link and open the downloaded file.	

<https://assist.acecloudhosting.com/join/8002976509>

1:04:18 AM

franz, we assisted you regarding QuickBooks issue and we request you to kindly connect with us again with admin credentials.

1:19:24 AM

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

1:19:36 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!

1:19:39 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/>)

*Yash Kalra has ended this chat session*

1:19:53 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jun, 4:08:40 PM

**#78144 Scott Hill**

**Email:** hill.scott1963@gmail.com

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** LONGVIEW

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 7 Secs

Scott Hill	Hello, I am your Acebuddy	11 Jun, 4:08:42 PM
Acebuddy	Hello Scott Hill, I'm your Ace Buddy. I'll be happy to assist you!	4:08:43 PM
	Whom Would You Like to Connect With?	4:08:43 PM
Scott Hill	Technical Support (QB & App Hosting)	4:08:54 PM
Acebuddy	Welcome to Ace Support.	4:08:54 PM
	Please chose an option :	4:08:54 PM
Scott Hill	I'd like to report an Issue	4:09:03 PM
Acebuddy	Please select an option!	4:09:03 PM
Scott Hill	Other Issue	4:09:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:09:13 PM
Scott Hill	Ticket 707621. I need access to D:\Client Data AND I cannot find Quickbooks company file to open through the remote desktop.	4:11:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:11:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:11:22 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	4:11:26 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	4:11:34 PM
	I will be surely assisting you with your concern with <b>707621</b> . (Edited)	4:11:46 PM
	Are we connected here?	4:16:21 PM
Scott Hill	yes	4:16:27 PM
Shivam Singh	I deeply apologize for the inconvenience caused to you.	4:16:47 PM
Scott Hill	Let's focus on solving the problem. We been asking your team for 7 days.	4:17:28 PM
Shivam Singh	May I take the remote access of your local computer?	4:18:01 PM
Scott Hill	yes	4:18:11 PM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	4:18:22 PM
Scott Hill	Done	4:19:11 PM
Shivam Singh	Thanks for your confirmation.	4:19:44 PM
	<a href="https://assist.acecloudhosting.com/join/3462352817">https://assist.acecloudhosting.com/join/3462352817</a>	4:20:24 PM
	Kindly paste this link in the browser of local computer and join the session.	4:20:30 PM
	We were able to fix the issue you were facing.	4:35:59 PM
	Scott, Is there anything else I may help you with?	4:36:12 PM
Scott Hill	Nope. Thank you.	4:36:24 PM
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:36:37 PM

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.

4:36:44 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!

4:36:47 PM

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

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

*Shivam Singh has ended this chat session*

4:36:49 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Jun, 4:31:25 AM

#### #78266 accounting

**Email:** arcadiabookkeeping@sbcglobal.net ☎ 15303551298

**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:** REDDING

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 45 Mins 31 Secs

accounting	Hello, I am your Acebuddy	14 Jun, 4:31:26 AM
Acebuddy	Hello Kimberli Arcadia, I'm your Ace Buddy. I'll be happy to assist you!	4:31:27 AM
	Whom Would You Like to Connect With?	4:31:27 AM

accounting	Technical Support (QB & App Hosting)	4:31:38 AM
Acebuddy	Welcome to Ace Support.	4:31:38 AM
	Please chose an option :	4:31:38 AM
accounting	I'd like to raise a Request	4:31:45 AM
Acebuddy	Please select your request type.	4:31:45 AM
accounting	Other Request	4:31:54 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:31:54 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:31:54 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:16:58 AM
	<i>Ended due to chat idle timeout</i>	5:16:58 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

5 Jun, 2:30:48 AM

**#77872 dansilver315**

**Email:** dansilver315@gmail.com ☎ 8087817861

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

**Operator:** Shubham Kataria

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

**Operating System:** Chrome OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** MOSES LAKE

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 21 Mins 50 Secs

dansilver315

Hello, I am your Acebuddy

5 Jun, 2:30:50 AM

Acebuddy	Hello Elizabeth Ingram, I'm your Ace Buddy. I'll be happy to assist you!	2:30:50 AM
	Whom Would You Like to Connect With?	2:30:50 AM
dansilver315	Technical Support (QB & App Hosting)	2:31:01 AM
Acebuddy	Welcome to Ace Support.	2:31:01 AM
	Please chose an option :	2:31:01 AM
dansilver315	I'd like to report an Issue	2:31:08 AM
Acebuddy	Please select an option!	2:31:08 AM
dansilver315	QuickBooks Issue	2:31:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:31:12 AM
dansilver315	QuickBooks Login Issue	2:31:37 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	2:31:37 AM
	Was that helpful?	2:31:37 AM
dansilver315	No	2:31:43 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:31:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:31:43 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	2:32:16 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	2:32:23 AM
dansilver315	Hi! Thanks for your help! When I try to login, I'm getting an error message that Quickbooks has reached the maximum number of unregistered hours, and that I have to register now to continue using.	2:33:05 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:33:16 AM
dansilver315	username DanielS.NPRO1@myrealdata.net	2:34:07 AM
	server name QBNXTPRO1.myrealdata.net	2:34:25 AM
Shubham Kataria	Thank you for the information.	2:34:33 AM
	May I take the remote access of your server?	2:34:36 AM
dansilver315	of course	2:34:47 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	2:34:53 AM
dansilver315	ok!	2:35:14 AM
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:35:34 AM
	Thank you for your patience.	2:51:16 AM

dansilver315	Thank you for your help! I look forward to the update over email!	2:51:28 AM
Shubham Kataria	You're welcome, We will provide you the update soon.	2:51:56 AM
	Is there anything else I may help you with ?	2:51:58 AM
dansilver315	Not at this time. Thanks!	2:52:12 AM
Shubham Kataria	You're welcome and Thank you for your patience.	2:52:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:52:34 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:52:37 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Shubham Kataria has ended this chat session*

2:52:40 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jun, 10:58:51 PM

**#78748 Mohita Chadha**

**Email:** mohita@kaurtax.com ☎ 19097099000

**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:** 3 Secs

**City:** SAN FRANCISCO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 16 Mins 20 Secs

Mohita Chadha	Hello, I am your Acebuddy	27 Jun, 10:58:52 PM
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	10:58:53 PM
	Whom Would You Like to Connect With?	10:58:53 PM
Mohita Chadha	Technical Support (QB & App Hosting)	11:08:20 PM
Acebuddy	Welcome to Ace Support.	11:08:20 PM
	Please chose an option :	11:08:20 PM
Mohita Chadha	I'd like to report an Issue	11:08:26 PM
Acebuddy	Please select an option!	11:08:26 PM
Mohita Chadha	Other Issue	11:08:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:08:30 PM
Mohita Chadha	Hello - For some reason, when I open my 2023 lacerte on the remote desktop - it won't open. How do i fix this issue?	11:09:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:09:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:09:26 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:11:20 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:11:23 PM
	Hello Mohita	11:11:26 PM
	I deeply apologize for the inconvenience caused to you.	11:12:13 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:12:16 PM
	Are we still connected here?	11:13:14 PM
	Are we still connected here?	11:14:21 PM
	Are we still connected here?	11:15:03 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.	11:15:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:15:09 PM
	<i>Anurag Sharma has ended this chat session</i>	11:15:12 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Jun, 11:31:01 PM

### #78378 Melissa Banuelos

**Email:** melissab\_hub@yahoo.com ☎ 15124618647

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** LEANDER

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 23 Mins 26 Secs

Melissa Banuelos	Hello, I am your Acebuddy	17 Jun, 11:31:02 PM
Acebuddy	Hello Melissa Banuelos, I'm your Ace Buddy. I'll be happy to assist you!	11:31:03 PM
	Whom Would You Like to Connect With?	11:31:03 PM
Melissa Banuelos	Technical Support (QB & App Hosting)	11:31:05 PM
Acebuddy	Welcome to Ace Support.	11:31:05 PM
	Please chose an option :	11:31:05 PM
Melissa Banuelos	I'd like to report an Issue	11:31:11 PM
Acebuddy	Please select an option!	11:31:11 PM
Melissa Banuelos	QuickBooks Issue	11:31:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:31:14 PM
Melissa Banuelos	QuickBooks is Frozen	11:31:20 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:31:20 PM
	Was that helpful?	11:31:20 PM
Melissa Banuelos	No	11:31:26 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:31:27 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:31:27 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:31:47 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:31:53 PM
	Hello Melissa	11:32:03 PM
Melissa Banuelos	I have tried unfreezing my QB several times and it still won't load.	11:32:04 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	11:32:16 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:32:20 PM
Melissa Banuelos	MelissaB.npro1	11:32:58 PM
	Melissa Banuelos	11:33:01 PM
Shubham Kataria	Thank you for the information.	11:33:08 PM
	Kindly confirm if you're the only user who is facing this issue and from when you're facing this.	11:33:40 PM
Melissa Banuelos	I don't know	11:33:58 PM
Shubham Kataria	Alright, Is it showing any error while Launching QB or just frozen	11:34:41 PM
Melissa Banuelos	frozen	11:34:55 PM
	It won't open	11:35:06 PM
Shubham Kataria	Okay, allow me a minute to check the same	11:35:10 PM
	Kindly logon to the server now as You're not showing in the active users list on the server (Edited)	11:36:46 PM
Melissa Banuelos	I am logged on again	11:37:25 PM
Shubham Kataria	Thank you, please launch QB now	11:37:35 PM
Melissa Banuelos	It will not open	11:38:27 PM
	I've tried double clicking and right clicking to open and neither will work	11:38:53 PM
Shubham Kataria	Okay, let me check from backend. Please allow me few minutes	11:39:15 PM
Melissa Banuelos	I am up against deadlines and have a conference call starting soon.	11:39:31 PM
Shubham Kataria	Noted. Let me fix it very Quick	11:39:51 PM
	You're using QB 2020 version right?	11:40:08 PM
Melissa Banuelos	yes	11:40:21 PM
Shubham Kataria	Okay, please allow me two minutes	11:40:35 PM
	Thank you for your patience.	11:44:51 PM
	As QB is not launching on our end as well, We require to reboot the server.	11:45:14 PM
Melissa Banuelos	okay please do that asap	11:45:31 PM
Shubham Kataria	Sure	11:45:41 PM

	I've send the message to all the server, it will completed in next 4-5 minutes.	11:47:03 PM
Melissa Banuelos	thank you	11:47:21 PM
Shubham Kataria	You're welcome	11:47:27 PM
Melissa Banuelos	do we need to stay on this chat?	11:47:51 PM
Shubham Kataria	It is totally up to you, if you want you may continue this chat else I will inform you over email.	11:48:41 PM
Melissa Banuelos	I will stay on this	11:49:15 PM
Shubham Kataria	Sure	11:49:20 PM
	Thank you for your patience.	11:52:36 PM
	Server is up now. You may access QB and let me know if its working fine.	11:52:55 PM
Melissa Banuelos	okay one sec	11:53:06 PM
Shubham Kataria	Sure, take your time.	11:53:38 PM
Melissa Banuelos	yes it's working now thank you.	11:53:52 PM
Shubham Kataria	you're welcome.	11:54:02 PM
	Is there anything else I may help you with ?	11:54:04 PM
Melissa Banuelos	no thanks.	11:54:08 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:54:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:54:20 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!	11:54:26 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shubham Kataria has ended this chat session</i>	11:54:28 PM



# Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

30 Jun, 9:15:07 PM

### #78807 Gabriel West

**Email:** gabriel@westlegacy.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** DENISON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 57 Secs

Gabriel West	Hello, I am your Acebuddy	30 Jun, 9:15:08 PM
Acebuddy	Hello Gabriel West, I'm your Ace Buddy. I'll be happy to assist you!	9:15:09 PM
	Whom Would You Like to Connect With?	9:15:09 PM
Gabriel West	Technical Support (QB & App Hosting)	9:15:15 PM
Acebuddy	Welcome to Ace Support.	9:15:18 PM
	Please chose an option :	9:15:18 PM
Gabriel West	I'd like to raise a Request	9:15:23 PM
Acebuddy	Please select your request type.	9:15:23 PM
Gabriel West	Other Request	9:15:41 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:15:41 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:15:41 PM
Gabriel West	Restart	9:16:01 PM
Acebuddy	Hello Gabriel West, I'm your Ace Buddy. I'll be happy to assist you!	9:16:01 PM
	Whom Would You Like to Connect With?	9:16:01 PM
Gabriel West	Managed IT	9:16:10 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:16:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:16:10 PM

	<i>Sushant accepted the chat transfer request.</i>	9:16:16 PM
Gabriel West	Good morning Sushant	9:16:28 PM
Sushant	Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today.	9:16:41 PM
Gabriel West	I am needing my password to the server reset. It will not let me do it through the selfcare portal	9:16:55 PM
	I am sure it is because I have not logged in for a long time	9:17:22 PM
Sushant	Please wait while we connect you to our concern team.	9:17:55 PM
	<i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>	9:18:08 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:19:04 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:19:11 PM
Gabriel West	Good morning Anjainay	9:19:36 PM
	I am needing my password to the server reset. It will not let me do it through the selfcare portal	9:19:47 PM
	I have not logged in for a long while and I think that is probably the reason	9:20:08 PM
Anjainay Singh	I will surely assist you in resetting your password.	9:20:48 PM
Gabriel West	thank you	9:21:19 PM
Anjainay Singh	As I have checked at my end and found that you are not enrolled in self care portal.	9:22:37 PM
Gabriel West	as of 1/31/2024 I was. I have an email stating so.	9:23:08 PM
	However, that was probably the last time I used it	9:23:20 PM
Anjainay Singh	In order to reset the password we need an approval from below registered account owners on an email(support@acecloudhosting.com).	9:24:16 PM
	<i>9:24:44 PMAanjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:20.76 KB )</i>	9:24:44 PM
	<i>Please provide an approval from any of the account owners.</i>	
Gabriel West	I will have Lindsay do that now.	9:24:54 PM
Anjainay Singh	Sure.	9:25:00 PM
	Please send an approval from [lindsay@westlegacy.com](mailto:lindsay@westlegacy.com) to support@acecloudhosting.com so that I can reset the password for you.	9:25:38 PM
Gabriel West	should be coming now	9:26:02 PM
Anjainay Singh	Sure.	9:26:16 PM
	I have received an email.	9:27:25 PM
	Please provide me a moment so that I can send you new password over an same email.	9:27:45 PM
	I have just send you the new password and new RDP file to access the server.	9:31:43 PM
Gabriel West	thank you	9:32:01 PM
Anjainay Singh	Is there anything else I may help you with ?	9:32:08 PM

Gabriel West	got it	9:33:07 PM
	thank you so much	9:33:10 PM
	that is all	9:33:12 PM
	have a great day	9:33:15 PM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	9:33:29 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	9:33:35 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:33:40 PM
	<i>Anjainay Singh has ended this chat session</i>	9:34:06 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Jun, 4:15:40 AM

#### #78006 Kelly Gavson

**Email:** kelly@hyginix.com ☎ 8583531623

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

**Operator:** Acebuddy

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 35 Mins 51 Secs

Kelly Gavson	Hello, I am your Acebuddy	8 Jun, 4:15:42 AM
Acebuddy	Hello Kelly Gavson, I'm your Ace Buddy. I'll be happy to assist you!	4:15:43 AM
	Whom Would You Like to Connect With?	4:15:43 AM
Kelly Gavson	Technical Support (QB & App Hosting)	4:15:48 AM

Acebuddy	Welcome to Ace Support.	4:15:48 AM
	Please chose an option :	4:15:48 AM
Kelly Gavson	I'd like to raise a Request	4:15:55 AM
Acebuddy	Please select your request type.	4:15:55 AM
Kelly Gavson	Password Reset	4:15:58 AM
Acebuddy	Please select an option below	4:15:59 AM
Kelly Gavson	Already Enrolled to Selfcare Portal	4:16:05 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	4:16:05 AM
	Do you need any further assistance on the topic?	4:16:05 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:51:34 AM
	<i>Ended due to chat idle timeout</i>	4:51:34 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jun, 8:55:41 PM

**#78419 mindyt**

**Email:** mindyt@thefinklawfirmcp.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** VALLEY STREAM

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 3 Secs

mindyt	Hello, I am your Acebuddy	18 Jun, 8:55:42 PM
Acebuddy	Hello Mindy Fink, I'm your Ace Buddy. I'll be happy to assist you!	8:55:43 PM
	Whom Would You Like to Connect With?	8:55:43 PM
mindyt	Technical Support (QB & App Hosting)	8:55:49 PM
Acebuddy	Welcome to Ace Support.	8:55:49 PM
	Please chose an option :	8:55:49 PM
mindyt	I'd like to report an Issue	8:56:07 PM
Acebuddy	Please select an option!	8:56:07 PM
mindyt	QuickBooks Issue	8:56:12 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:56:13 PM
mindyt	QuickBooks Login Issue	8:56:21 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	8:56:22 PM
	Was that helpful?	8:56:22 PM
mindyt	No	8:56:34 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:56:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:56:34 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	8:56:56 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	8:57:02 PM
	Hello Mindy	8:57:06 PM
mindyt	hi, for somereason the link that was working is no longer doing so. I can't login to my quickbooks platform from ace	8:57:48 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	8:58:53 PM
	Could you please elaborate your issue?	8:59:02 PM
mindyt	when I go to my remote desktop manager to login, it does not connect to the server.	8:59:52 PM
	I have had this issue before and it was remedied, but now once again, I can't login	9:00:15 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:00:41 PM
mindyt	not sure -	9:02:26 PM
	it's auto fill	9:02:30 PM
	and has been changed repeatedly	9:02:38 PM
	the name of my firm is the fink law firm pc and my email is mtoporovsky@thefinklawfirmpc.com	9:03:21 PM
Anurag Sharma	Please confirm if your username is MindyTF.Pro@myrealdatal.net	9:03:49 PM
mindyt	maybe - not sure	9:04:42 PM

	it could be	9:04:45 PM
Anurag Sharma	Okay no problem	9:04:50 PM
	May I take the remote access of your local computer?	9:04:54 PM
mindyt	yes	9:05:00 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	9:05:07 PM
	<a href="https://assist.acecloudhosting.com/join/2822190426">https://assist.acecloudhosting.com/join/2822190426</a>	9:05:19 PM
	Kindly paste this link in the browser of local computer and join the session.	9:05:25 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.	9:06:53 PM
	The issue seems to be resolved	9:25:02 PM
	Is there anything else I may help you with ?	9:25:05 PM
mindyt	i'm good	9:26:29 PM
Anurag Sharma	Thanks for the confirmation !	9:26:34 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:26:37 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:26:40 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:26:42 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
mindyt	will do	9:26:43 PM
	<i>Anurag Sharma has ended this chat session</i>	9:26:45 PM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

13 Jun, 12:29:39 AM

### #78221 sundayhouse

**Email:** sundayhouse@windstream.net

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** FREDERICKSBURG

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 59 Secs

sundayhouse	Hello, I am your Acebuddy	13 Jun, 12:29:40 AM
Acebuddy	Hello Sundayhouse, I'm your Ace Buddy. I'll be happy to assist you!	12:29:40 AM
	Whom Would You Like to Connect With?	12:29:41 AM
sundayhouse	Technical Support (QB & App Hosting)	12:29:59 AM
Acebuddy	Welcome to Ace Support.	12:29:59 AM
	Please chose an option :	12:29:59 AM
sundayhouse	I'd like to report an Issue	12:30:10 AM
Acebuddy	Please select an option!	12:30:10 AM
sundayhouse	QuickBooks Issue	12:30:18 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:30:18 AM
sundayhouse	QuickBooks Login Issue	12:30:32 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:30:32 AM
	Was that helpful?	12:30:32 AM
sundayhouse	No	12:31:30 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:31:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:31:30 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:31:51 AM

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:31:55 AM
sundayhouse	my name is nuria. I got a "windows security messege on my screen that I never got before	12:32:44 AM
Manish Singh	I will surely help you with this issue.	12:32:59 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	12:33:12 AM
sundayhouse	its asking for a passwoed that I dont have!	12:33:21 AM
Manish Singh	Kindly allow me two minutes to check the same.	12:33:32 AM
sundayhouse	only me	12:33:34 AM
Manish Singh	Kindly help me with your server name and user name?	12:33:49 AM
sundayhouse	IDK that either but maybe	12:34:12 AM
	FBGHotels	12:34:25 AM
	one min please	12:34:43 AM
Manish Singh	Please take your time as I am unable to find your account.	12:35:37 AM
sundayhouse	the mesega on my screen sys these credentials will be usded to connect to te following computers:	12:38:16 AM
	1. rdg.myreldata.net (RD Gatewayserver)	12:38:47 AM
Manish Singh	May I take the remote access of your local computer?	12:38:57 AM
sundayhouse	2. KBSBTax.myreldata.net (remote computer)	12:39:19 AM
	sure	12:39:32 AM
Manish Singh	Yes, found it please wait	12:39:51 AM
sundayhouse	ok	12:40:08 AM
Manish Singh	No need to take access of local computer for now	12:40:10 AM
sundayhouse	ok	12:40:17 AM
Manish Singh	Checking the services of QuickBooks, may I know the version name in which you are facing issue (Edited)	12:41:49 AM
sundayhouse	idk!!!!	12:42:28 AM
Manish Singh	We have to take the remote access of your local computer.	12:43:08 AM
	In case of this issue then	12:43:22 AM
	<a href="https://assist.acecloudhosting.com/join/8282184166">https://assist.acecloudhosting.com/join/8282184166</a>	12:43:31 AM
	Kindly paste this link in the browser of local computer and join the session.	12:43:36 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:43:39 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.	12:46:06 AM
	Regarding the password reset request please send us an email from the registered email address at	12:53:35 AM

support@acecloudhosting.com so that we could proceed further with the request.

Are we still connected here?

12:54:08 AM

Are we still connected here?

12:55:59 AM

Are we still connected here?

12:56:33 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.

12:56:38 AM

*Manish Singh has ended this chat session*

12:56:40 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Jun, 4:58:59 AM

**#78192 Giancarlo Esquilin**

**Email:** esquelin@thrivcpa.com 17874149600

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** SAN JUAN

**State:** Puerto Rico

**Country:** PUERTO RICO

### Chat Transcript

Chat Duration : 35 Mins 23 Secs

Giancarlo Esquilin	Hello, I am your Acebuddy	12 Jun, 4:59:00 AM
Acebuddy	Hello Giancarlo Esquilin, I'm your Ace Buddy. I'll be happy to assist you!	4:59:01 AM
	Whom Would You Like to Connect With?	4:59:01 AM
Giancarlo Esquilin	Technical Support (QB & App Hosting)	4:59:06 AM
Acebuddy	Welcome to Ace Support.	4:59:06 AM

	Please chose an option :	4:59:06 AM
Giancarlo Esquelin	I'd like to report an Issue	4:59:11 AM
Acebuddy	Please select an option!	4:59:11 AM
Giancarlo Esquelin	QuickBooks Issue	4:59:19 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:59:19 AM
Giancarlo Esquelin	Other QB related issue	4:59:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:59:25 AM
Giancarlo Esquelin	There is an error with the server or network. It's not allowing me to send paystubs from Quickbooks.	4:59:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:59:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:59:51 AM
	<i>5:00:23 AM Giancarlo Esquelin is sharing a file with you <u>1_image.png</u> - ( Size:6.68 KB )</i>	5:00:23 AM
	<i>Yash Ahi accepted the chat transfer request.</i>	5:00:53 AM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	5:01:01 AM
	Hi Giancarlo. How are you doing today?	5:01:15 AM
Giancarlo Esquelin	Hello. All good, thank you.	5:01:31 AM
Yash Ahi	I will surely help you with this issue.	5:01:40 AM
	Could you please help me with your server name or business name?	5:01:44 AM
Giancarlo Esquelin	Thriv LLC	5:01:49 AM
	taxopp.myrealdata.net	5:02:03 AM
Yash Ahi	Thankyou for the information.	5:02:25 AM
	Kindly allow me two minutes to check the same.	5:02:31 AM
	May I take the remote access of your server?	5:02:58 AM
Giancarlo Esquelin	yes, please	5:03:21 AM
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.	5:03:44 AM
Giancarlo Esquelin	good to go	5:04:09 AM
Yash Ahi	Alright, could you please show me where you are facing the issue.	5:04:24 AM
	Please login to the company file.	5:04:34 AM
Giancarlo Esquelin	there is	5:05:22 AM
Yash Ahi	Alright, let me check.	5:05:26 AM
	Could you please try now? (Edited)	5:06:25 AM
	Well, as I can see, quickbooks updates are pending on the server.	5:07:15 AM

	As you can see, there are errors 15212.	5:07:37 AM
	So, we need to fix it first. Do you want me to proceed with the updates now?	5:08:05 AM
Giancarlo Esquelin	yes	5:08:36 AM
Yash Ahi	Okay, this might take around 10 minutes.	5:08:52 AM
Giancarlo Esquelin	thank you	5:09:46 AM
Yash Ahi	No worries Giancarlo. I have started the updates in the backend.	5:11:34 AM
	This might take 10-15 minutes, depending upon the size.	5:11:59 AM
	Thank you for your patience Giancarlo. The updates have been installed.	5:20:42 AM
	Now, I am rebooting the server.	5:20:51 AM
Giancarlo Esquelin	ok	5:21:03 AM
	let me know	5:21:05 AM
	it was closed from my end	5:21:09 AM
Yash Ahi	Yes, now you can login to the server.	5:21:26 AM
Giancarlo Esquelin	Ok	5:21:37 AM
	let me know next steps	5:22:20 AM
Yash Ahi	Sure, please login to the company file.	5:22:30 AM
	Please allow me a minute Giancarlo, I need check one more thing.	5:24:17 AM
	Which email address do you use?	5:25:01 AM
Giancarlo Esquelin	esquelin@thrivcpa.com	5:25:12 AM
Yash Ahi	Do you remember the password of it?	5:25:24 AM
	Are we connected?	5:26:39 AM
Giancarlo Esquelin	for the email?	5:26:52 AM
Yash Ahi	Yes	5:27:03 AM
	It seems like you got disconnected from the server.	5:27:46 AM
	Could you please log back in?	5:27:56 AM
	Are we still connected here?	5:28:40 AM
	Are we still connected here?	5:30:09 AM
	Are we still connected here?	5:32:00 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:34:17 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:34:20 AM
	<i>Yash Ahi has ended this chat session</i>	5:34:24 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Jun, 1:31:21 AM

### #78324 Drew Cooke

**Email:** drewc@neomarketingonline.com 3309331843

**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:** 17 Secs

**City:** NORTH CANTON

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 26 Secs

Drew Cooke	Hello, I am your Acebuddy	17 Jun, 1:31:22 AM
Acebuddy	Hello Drew Cooke, I'm your Ace Buddy. I'll be happy to assist you!	1:31:23 AM
	Whom Would You Like to Connect With?	1:31:23 AM
Drew Cooke	Technical Support (QB & App Hosting)	1:31:26 AM
Acebuddy	Welcome to Ace Support.	1:31:26 AM
	Please chose an option :	1:31:26 AM
Drew Cooke	I'd like to report an Issue	1:31:31 AM
Acebuddy	Please select an option!	1:31:31 AM
Drew Cooke	QuickBooks Issue	1:31:36 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:31:36 AM
Drew Cooke	QuickBooks Login Issue	1:31:39 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	1:31:40 AM

	Was that helpful?	1:31:40 AM
Drew Cooke	No	1:31:45 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:31:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:31:45 AM
Drew Cooke	Can not login to server from Remote Desktop	1:32:25 AM
	Just had this looked at by Ace but it is doing it again NeoQB.pro	1:33:10 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:33:12 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:33:26 AM
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	1:34:25 AM
	Could you please confirm are you not able to login into server or QB ?	1:35:35 AM
Drew Cooke	Yes correct for QB	1:35:49 AM
Anjainay Singh	Thankyou for your confirmation.	1:36:05 AM
	May I take the remote access of your server?	1:37:01 AM
Drew Cooke	yes	1:37:18 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	1:37:28 AM
Drew Cooke	done	1:38:40 AM
Anjainay Singh	Please login into server so that I can take your remote access.	1:39:00 AM
Drew Cooke	I am unable to login to the server. Remote desktop times out and will not allow me access	1:39:45 AM
Anjainay Singh	No worries Drew.	1:39:47 AM
	May I take the remote access of your local computer?	1:39:59 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:40:10 AM
Drew Cooke	yes	1:40:11 AM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/1242176577">https://assist.acecloudhosting.com/join/1242176577</a>	1:41:24 AM
	Please copy this URL at your local machine browser so that I can have access of your machine.	1:41:51 AM
	Please stay connected.	1:46:37 AM
	Please enter your password.	1:49:23 AM
	Please stay connected.	1:53:59 AM
Drew Cooke	Ok i will reboot my local computer now	2:00:09 AM
Anjainay Singh	Hello Drew.	2:00:12 AM
	Thankyou for your cooperation.	2:00:25 AM
	Is there anything else I may help you with ?	2:01:43 AM

Drew Cooke	should I reboot now my local computer	2:01:59 AM
Anjainay Singh	You may reboot it later.	2:02:10 AM
Drew Cooke	ok	2:02:26 AM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	2:02:39 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	2:02:46 AM
	You may disconnect this chat.	2:04:50 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:04:58 AM
	Please share your positive feedback as well. Drew	2:05:36 AM
<i>Anjainay Singh has ended this chat session</i>		2:05:49 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Jun, 11:11:20 PM

**#78819 Katie Pelkey**

**Email:** katie@dadsgarage.com 19208099005

**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 Transcript

Chat Duration : 41 Mins 48 Secs

Katie Pelkey	Hello, I am your Acebuddy	30 Jun, 11:11:22 PM
Acebuddy	Hello Katie Pelkey, I'm your Ace Buddy. I'll be happy to assist you!	11:11:22 PM
	Whom Would You Like to Connect With?	11:11:22 PM

Katie Pelkey	Technical Support (QB & App Hosting)	11:11:29 PM
Acebuddy	Welcome to Ace Support.	11:11:29 PM
	Please chose an option :	11:11:29 PM
Katie Pelkey	I'd like to report an Issue	11:11:33 PM
Acebuddy	Please select an option!	11:11:34 PM
Katie Pelkey	QuickBooks Issue	11:11:37 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:11:38 PM
Katie Pelkey	QuickBooks is Frozen	11:11:41 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:11:42 PM
	Was that helpful?	11:11:42 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:53:10 PM
	<i>Ended due to chat idle timeout</i>	11:53:10 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jun, 12:50:20 PM

**#78732 Amin Sajwani**

**Email:** amin.sajwani@gmail.com ☎ +1-(901) 881-1265

**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:** 18 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 7 Secs

Amin Sajwani	Hello, I am your Acebuddy	27 Jun, 12:50:21 PM
Acebuddy	Hello Amin Sajwani, I'm your Ace Buddy. I'll be happy to assist you!	12:50:22 PM
	Whom Would You Like to Connect With?	12:50:22 PM
Amin Sajwani	Technical Support (QB & App Hosting)	12:50:31 PM
Acebuddy	Welcome to Ace Support.	12:50:31 PM
	Please chose an option :	12:50:31 PM
Amin Sajwani	I'd like to raise a Request	12:50:39 PM
Acebuddy	Please select your request type.	12:50:40 PM
Amin Sajwani	Application Update	12:50:57 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.	12:50:57 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:50:57 PM
Amin Sajwani	Yes	12:51:18 PM
Acebuddy	Please wait while we connect you to our Support Representative	12:51:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:51:18 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:51:31 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:51:34 PM
	Hello Amin	12:51:37 PM
Amin Sajwani	hi	12:51:50 PM
Shashwat Verma	Let me know the name of the application, you want to update?	12:51:54 PM
Amin Sajwani	quick books	12:52:05 PM
Shashwat Verma	Kindly confirm the server name too?	12:52:30 PM
Amin Sajwani	while creation payroll taxes are not deducting from employees payroll	12:52:58 PM
	i want to run update payroll	12:53:21 PM
	but its not working	12:53:32 PM
	so i need your help	12:53:46 PM
Shashwat Verma	I will surely help you with this issue.	12:53:54 PM
Amin Sajwani	My server name is RAS	12:54:13 PM
	user AminS	12:54:29 PM
Shashwat Verma	Will do the Qb and payroll update from backend, will inform you on email once we are done	12:54:50 PM

	It might take 40-50mins to push the update.	12:55:05 PM
Amin Sajwani	ok thanks	12:55:09 PM
Shashwat Verma	Is there anything else I may help you with ?	12:55:13 PM
Amin Sajwani	no thanks	12:55:21 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:55:24 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:55:27 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Shashwat Verma has ended this chat session*

12:55:29 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28 Jun, 3:41:52 AM

**#78763 michael Gardner**

**Email:** michael@rayswine.com +14142589821

**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:** 43 Secs

**City:** MILWAUKEE

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

michael Gardner	Hello, I am your Acebuddy	28 Jun, 3:41:53 AM
Acebuddy	Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you!	3:41:54 AM
	Whom Would You Like to Connect With?	3:41:54 AM
michael Gardner	Technical Support (QB & App Hosting)	3:41:59 AM
Acebuddy	Welcome to Ace Support.	3:41:59 AM
	Please chose an option :	3:41:59 AM
michael Gardner	I'd like to raise a Request	3:42:07 AM
Acebuddy	Please select your request type.	3:42:07 AM
michael Gardner	Other Request	3:42:20 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.	3:42:20 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:42:20 AM
michael Gardner	Restart	3:42:40 AM
Acebuddy	Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you!	3:42:40 AM
	Whom Would You Like to Connect With?	3:42:40 AM
michael Gardner	Technical Support (QB & App Hosting)	3:42:49 AM
Acebuddy	Welcome to Ace Support.	3:42:49 AM
	Please chose an option :	3:42:49 AM
michael Gardner	I'd like to report an Issue	3:42:57 AM
Acebuddy	Please select an option!	3:42:57 AM
michael Gardner	Other Issue	3:43:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:43:03 AM
michael Gardner	My remote desktop connection times out after inactivity. Can is set that time?	3:43:57 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:43:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:43:58 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:44:16 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:44:19 AM
	Hello Michael	3:44:28 AM
michael Gardner	Hello	3:44:37 AM
	Can the amount of time before remote desktop times out be changed?	3:45:14 AM

Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:45:30 AM
michael Gardner	User Name: michael.g1@myrealdata.net	3:46:43 AM
	: RaysWauwatosa.myrealdata.net	3:46:49 AM
Anurag Sharma	Thanks for the confirmation !	3:47:37 AM
	Michael I would like to inform you that we can surely change this server disconnection time but this change will be reflected to all the users on the server. It cannot be user specific.	3:48:39 AM
	Do you still want to proceed with this request?	3:48:51 AM
michael Gardner	Yes	3:48:58 AM
Anurag Sharma	Okay	3:49:12 AM
michael Gardner	What is the default?	3:49:14 AM
Anurag Sharma	Please allow me a minute to check the same.	3:50:52 AM
	Please stay connected.	4:00:05 AM
michael Gardner	ok	4:00:25 AM
Anurag Sharma	I would like to inform you that the set time limit for the disconnected session is 15 minutes.	4:01:58 AM
	Whereas the set time limit for active but idle remote desktop services sessions is of 1 hour.	4:02:48 AM
	Do you still want to proceed?	4:02:56 AM
michael Gardner	Yes, I would like it set to 150 minutes before it disconnects me.	4:04:36 AM
Anurag Sharma	Okay, so I will change it to 3 hours. As we only have the option of 2 or 3 hours which are the nearest to your requested time.	4:05:39 AM
michael Gardner	3 hours is good.	4:05:56 AM
Anurag Sharma	Thanks for the confirmation !	4:06:01 AM
	Before proceeding with this, I would need an approval from the primary contact to proceed with the request.	4:06:24 AM
	After this chat, I will send you an email. Please revert back to that email with an approval from the primary contact. So that we can proceed with this request.	4:07:07 AM
michael Gardner	I am the primary contact for the account.	4:07:14 AM
Anurag Sharma	That sounds good. I will send the email directly to you—you just need to acknowledge it with your approval.	4:07:59 AM
	Is there anything else I may help you with ?	4:08:07 AM
michael Gardner	That is it for today. I will get a hold of ACE if i find anything else.	4:09:14 AM
Anurag Sharma	Thanks for the confirmation !	4:09:18 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:09:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:09:24 AM

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

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

4:09:26 AM

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

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

*Anurag Sharma has ended this chat session*

4:09:28 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Jun, 11:35:02 PM

#### #78666 Pallavi DV

**Email:** pallavidv@norwintechologies.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

### Chat Transcript

Chat Duration : 25 Mins 37 Secs

Pallavi DV	Hello, I am your Acebuddy	25 Jun, 11:35:03 PM
Acebuddy	Hello Pallavidv, I'm your Ace Buddy. I'll be happy to assist you!	11:35:04 PM
	Whom Would You Like to Connect With?	11:35:04 PM
Pallavi DV	Technical Support (QB & App Hosting)	11:35:18 PM

Acebuddy	Welcome to Ace Support.	11:35:20 PM
	Please chose an option :	11:35:20 PM
Pallavi DV	I'd like to report an Issue	11:35:33 PM
Acebuddy	Please select an option!	11:35:33 PM
Pallavi DV	QuickBooks Issue	11:35:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:35:39 PM
Pallavi DV	Other QB related issue	11:35:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:35:52 PM
Pallavi DV	My QB strucked could you please help me on that	11:38:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:38:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:38:27 PM
Pallavi DV	i am not able to close QB also	11:38:59 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:39:42 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:39:50 PM
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	11:40:37 PM
Pallavi DV	Please	11:41:15 PM
Anjainay Singh	Please allow me 4-5 minutes so that I can look into the issue.	11:42:14 PM
Pallavi DV	ok Sure	11:42:27 PM
Anjainay Singh	I am working on it Pallavi.	11:46:53 PM
Pallavi DV	ok	11:47:06 PM
Anjainay Singh	May I take the remote access of your server?	11:48:42 PM
Pallavi DV	ok	11:48:51 PM
Anjainay Singh	Please allow the remote access.	11:49:03 PM
Pallavi DV	allowed	11:49:15 PM
Anjainay Singh	Could you please try to relaunch the QB? (Edited)	11:49:41 PM
Pallavi DV	OK	11:50:06 PM
Anjainay Singh	Sure.	11:50:17 PM
	Are you still facing the freezing issue?	11:50:58 PM
Pallavi DV	2 mins i am checking	11:51:10 PM
Anjainay Singh	Sure.	11:51:15 PM
Pallavi DV	to open item inside the QB it will take 2 to 3 mins	11:53:07 PM

Anjainay Singh	Please allow me two minutes so that I can check it at my end .	11:53:31 PM
Pallavi DV	ok	11:53:45 PM
Anjainay Singh	Thankyou.	11:54:44 PM
	Please login.	11:55:42 PM
Pallavi DV	ok	11:55:46 PM
	Now its working fine	11:57:20 PM
Anjainay Singh	Thankyou for your confirmation.	11:57:30 PM
Pallavi DV	Thank you soo much	11:57:45 PM
Anjainay Singh	Is there anything else I may help you with ?	11:58:09 PM
Pallavi DV	no.If any issue arises iwill let you know	11:59:28 PM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	11:59:31 PM
	Sure I will also share the ticket Id with you once this chat gets disconnected.	11:59:57 PM
Pallavi DV	sure. once again thanks	26 Jun, 12:00:07 AM
Anjainay Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:00:17 AM
	You may disconnect this chat.	12:00:28 AM
Pallavi DV	ok	12:00:40 AM
<i>Anjainay Singh has ended this chat session</i>		12:00:40 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Jun, 12:23:57 PM

**#78632 Cere Dussault**

**Email:** cdussault@team-80.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** DEL VALLE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 9 Mins 52 Secs

Cere Dussault	Hello, I am your Acebuddy	25 Jun, 12:23:58 PM
Acebuddy	Hello Cere Dussault, I'm your Ace Buddy. I'll be happy to assist you!	12:23:59 PM
	Whom Would You Like to Connect With?	12:23:59 PM
Cere Dussault	Technical Support (QB & App Hosting)	12:24:07 PM
Acebuddy	Welcome to Ace Support.	12:24:07 PM
	Please chose an option :	12:24:07 PM
Cere Dussault	I'd like to report an Issue	12:24:16 PM
Acebuddy	Please select an option!	12:24:16 PM
Cere Dussault	QuickBooks Issue	12:24:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	12:24:23 PM
Cere Dussault	QuickBooks is Frozen	12:24:28 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:24:28 PM
	Was that helpful?	12:24:28 PM
Cere Dussault	No	12:24:39 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:24:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:24:39 PM
	<i>Tushar accepted the chat transfer request.</i>	12:26:31 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	12:26:34 PM
	Hello Cere	12:27:01 PM
Cere Dussault	Hello Tushar. I left QuickBooks open and now I can't do anything on ACE. Everything is frozen and the unfreeze QuickBook isn't responding.	12:27:22 PM
Tushar	Kindly allow me two minutes to check the same.	12:28:41 PM
Cere Dussault	Thank you	12:28:53 PM
Tushar	Thank you for waiting.	12:30:04 PM
	Kindly try to open QuickBooks again.	12:30:19 PM
	I have removed the frozen QuickBooks from the task manger.	12:30:45 PM

Cere Dussault	Thank you. The cloud isn't responding to me. Would you please close the other applications, Bill.com, Reach and the quickBooks web connector?	12:31:55 PM
	It looks like I was logged out of ACE. I'll log back in.	12:32:27 PM
Tushar	Okay, let me signoff your session and kindly try to relogin.	12:32:29 PM
	It will be refreshed.	12:32:42 PM
Cere Dussault	Wonderful. Thank you for the help!	12:33:10 PM
Tushar	Is there anything else I may help you with ?	12:33:21 PM
Cere Dussault	No, this is just what I needed. Thanks so much.	12:33:38 PM
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	12:33:42 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:33:45 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:33:48 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Tushar has ended this chat session</i>	12:33:51 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Jun, 5:53:31 AM

**#77822 Samantha Roberts**

**Email:** sroberts@budgetblinds.com ☎ 7272769300

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** PARRISH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 50 Secs

Samantha Roberts	Hello, I am your Acebuddy	4 Jun, 5:53:31 AM
Acebuddy	Hello Sroberts, I'm your Ace Buddy. I'll be happy to assist you!	5:53:32 AM
	Whom Would You Like to Connect With?	5:53:32 AM
Samantha Roberts	Technical Support (QB & App Hosting)	5:53:38 AM
Acebuddy	Welcome to Ace Support.	5:53:38 AM
	Please chose an option :	5:53:38 AM
Samantha Roberts	I'd like to report an Issue	5:53:44 AM
Acebuddy	Please select an option!	5:53:44 AM
Samantha Roberts	Password Reset	5:53:47 AM
Acebuddy	Please select an option below	5:53:47 AM
Samantha Roberts	Already Enrolled to Selfcare Portal	5:53:51 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	5:53:51 AM
	Do you need any further assistance on the topic?	5:53:51 AM
Samantha Roberts	Yes	5:53:58 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:53:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:53:58 AM
	<i>Yash Ahi accepted the chat transfer request.</i>	5:54:06 AM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	5:54:10 AM
Samantha Roberts	Hi I think my account has been blocked due to inactivity - could you please reset my password?	5:54:17 AM
Yash Ahi	Hi Samantha. How are you doing today? (Edited)	5:54:32 AM
	I will surely help you with this issue.	5:54:49 AM
	Could you please help me with your server name or business name?	5:54:53 AM
Samantha Roberts	Thanks	5:54:54 AM
	Sun City Blinds llc	5:55:10 AM
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.	5:55:26 AM
Samantha Roberts		

	Thanks	5:55:32 AM
Yash Ahi	You're welcome	5:55:44 AM
	Thank you for your patience Samantha.	5:57:01 AM
	i have unlocked your user account. Do you want me to reset your password as well?	5:57:20 AM
Samantha Roberts	No I got in now - thank you!	5:57:41 AM
Yash Ahi	You're welcome.	5:57:57 AM
	Is there anything else I may help you with ?	5:58:00 AM
	Are we still connected here?	5:59:12 AM
	Are we still connected here?	6:01:56 AM
	Are we still connected here?	6:03:34 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:04:17 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:04:19 AM
	<i>Yash Ahi has ended this chat session</i>	6:04:22 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 3 Jun, 2:33:00 AM

**#77744 Christopher Jepseen**

**Email:** chris.aeroconcrete@gmail.com 3093147264

**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:** 39 Secs

**City:** DURANT

**State:** Iowa

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 21 Mins 45 Secs

Christopher Jepseen	Hello, I am your Acebuddy	3 Jun, 2:33:01 AM
Acebuddy	Hello Christopher Jepseen, I'm your Ace Buddy. I'll be happy to assist you!	2:33:02 AM
	Whom Would You Like to Connect With?	2:33:02 AM
Christopher Jepseen	Technical Support (QB & App Hosting)	2:33:10 AM
Acebuddy	Welcome to Ace Support.	2:33:10 AM
	Please chose an option :	2:33:10 AM
Christopher Jepseen	I'd like to raise a Request	2:33:14 AM
Acebuddy	Please select your request type.	2:33:14 AM
Christopher Jepseen	Password Reset	2:33:18 AM
Acebuddy	Please select an option below	2:33:18 AM
Christopher Jepseen	Not Enrolled to Selfcare Portal	2:33:22 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.	2:33:22 AM
	Do you need any further assistance on the topic?	2:33:22 AM
Christopher Jepseen	Yes	2:33:28 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:33:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:33:28 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	2:33:53 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	2:34:01 AM
Christopher Jepseen	Hi I need to reset the password for Chris Jepsen	2:34:17 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:35:10 AM
Christopher Jepseen	ChrisJ.Ent I think	2:35:31 AM
Shubham Kataria	Kindly provide your business name as well	2:36:30 AM
Christopher Jepseen	Chris.NENT Aero Concrete LTD	2:37:05 AM
Shubham Kataria	Thank you for the information.	2:37:43 AM
	Please allow me two minutes to check the same.	2:37:55 AM
	Thank you for your patience.	2:42:17 AM
	In order to reset the password, We require a email approval from the account owners	2:42:19 AM
	Once the account owner will send us a email for your password, We will share over email.	2:44:51 AM
Christopher Jepseen	ok	2:46:07 AM

Shubham Kataria	Kindly ask [Hillary hillary]( <a href="https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000020181323">https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000020181323</a> ) or [Sandy sandy]( <a href="https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000029330315">https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&amp;id=23102000029330315</a> ) to send a email at support@acecloudhosting.com	2:46:46 AM
	Are we still connected here?	2:47:47 AM
	Are we still connected here?	2:48:08 AM
	Are we still connected here?	2:49:05 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.	2:54:44 AM
	<i>Shubham Kataria has ended this chat session</i>	2:54:47 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 30 Jun, 9:20:05 PM

**#78809 Avinandan**

**Email:** abctaxavinandan@gmail.com ☎ 12025319519

**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:** OVERLAND PARK

**State:** Kansas

**Country:** UNITED STATES

Chat Transcript Chat Duration : 44 Mins 47 Secs

Avinandan	Hello, I am your Acebuddy	30 Jun, 9:20:05 PM
Acebuddy	Hello Binita Adhikari, I'm your Ace Buddy. I'll be happy to assist you!	9:20:06 PM
	Whom Would You Like to Connect With?	9:20:06 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance,	10:04:53 PM

Kindly re-initiate the chat.

*Ended due to chat idle timeout*

10:04:53 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Jun, 8:53:40 PM

### #78048 GAYE NEL BOSLEY MITCHELL

**Email:** gaye.bosley-mitchell@carymso.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:** 49 Secs

**City:** CARY

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 2 Mins

GAYE NEL BOSLEY MITCHELL	Hello, I am your Acebuddy	9 Jun, 8:53:41 PM
Acebuddy	Hello Gaye Nel Bosley Mitchell, I'm your Ace Buddy. I'll be happy to assist you!	8:53:43 PM
	Whom Would You Like to Connect With?	8:53:43 PM
GAYE NEL BOSLEY MITCHELL	Technical Support (QB & App Hosting)	8:53:48 PM
Acebuddy	Welcome to Ace Support.	8:53:48 PM
	Please chose an option :	8:53:48 PM
GAYE NEL BOSLEY MITCHELL	I'd like to report an Issue	8:53:54 PM
Acebuddy	Please select an option!	8:53:54 PM
GAYE NEL BOSLEY MITCHELL	QuickBooks Issue	8:53:58 PM

Acebuddy	What type of QuickBooks Issue are you facing?	8:53:58 PM
GAYE NEL BOSLEY MITCHELL	QuickBooks Update	8:54:05 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.	8:54:05 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.	8:54:05 PM
	Do you need any further assistance on the topic?	8:54:05 PM
GAYE NEL BOSLEY MITCHELL	Yes	8:54:21 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:54:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:54:21 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:55:22 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:55:35 PM
GAYE NEL BOSLEY MITCHELL	Thank you! I hope all is well with you	8:55:52 PM
Anjainay Singh	Thankyou Mitchell.	8:57:08 PM
GAYE NEL BOSLEY MITCHELL	I wanted to report that QuickBooks has already crashed on me 3 times in the 3 hours I've been working this morning. And it is not only telling me that there is an update waiting for me (and that I do not have permissions to do said updating), but it also says that we still have not installed the advanced reporting module that I requested quite some time ago. Can you please assist us by installing both the regular updates AND the Advanced Reporting module that we have never been able to access since coming to Ace Cloud Hosting? ~Gaye	8:58:44 PM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	8:59:41 PM
	May I take the remote access of your server?	9:00:46 PM
GAYE NEL BOSLEY MITCHELL	absolutely	9:00:55 PM
	let just get MY COLLEAGUE OFF AS WELL	9:01:07 PM
	Sorry, for the inadvertent caps lock!	9:01:20 PM
Anjainay Singh	No worries Mitchell.	9:01:46 PM
GAYE NEL BOSLEY MITCHELL	Actually, my name is "Gaye", haha. My husband's last name is "Mitchell"	9:02:35 PM
	She should be signed off now	9:02:43 PM
Anjainay Singh	I apologize for the same , Gaye.	9:02:59 PM
GAYE NEL BOSLEY MITCHELL	no worris	9:03:05 PM
	worries*	9:03:09 PM

Anjainay Singh	Please allow me remote access.	9:03:30 PM
GAYE NEL BOSLEY MITCHELL	done	9:03:39 PM
Anjainay Singh	Let me update QB for you.	9:04:03 PM
GAYE NEL BOSLEY MITCHELL	thanks	9:04:11 PM
Anjainay Singh	Please logout the QB so I can update it.	9:05:21 PM
GAYE NEL BOSLEY MITCHELL	I didn't think I was in. Sorry	9:05:41 PM
Anjainay Singh	Sure thankyou for your confirmaation.	9:06:40 PM
	The update has been started and it may take 10-15 minutes.	9:07:23 PM
GAYE NEL BOSLEY MITCHELL	ok, thanks. Will that include the Advanced Reporting also?	9:08:09 PM
	Do you know why these updates are not being done automatically? You must have many customers who need them.	9:08:52 PM
Anjainay Singh	Actually Gaye intuit releases timely updates and we need confirmation from every users in order to update the QB as some client still wants to previous versions	9:10:56 PM
	Please allow me two minutes regarding this query so that I can provide you the exact resolution.	9:11:26 PM
GAYE NEL BOSLEY MITCHELL	May I please give you permission to setup our Quickbooks Enterprise with Automatic Updates?	9:11:35 PM
Anjainay Singh	Actually intuit does not releases update frequently and once if there is any major update we require approval from all clients as we need to certain backend changes while doing major updates.	9:14:34 PM
GAYE NEL BOSLEY MITCHELL	It seems to me that if a client does NOT want their software to update, THAT would be a special request! The only reason I can think why someone would be doing that is if they are using an outdated software version that they are no longer paying for.	9:15:15 PM
	Then shouldn't we receive an email from you requesting that? We should NOT have to do a support call (which takes us away from our tasks) for something that would have otherwise been done automatically if we were using a local server!	9:16:23 PM
	If it was done by Ace as a normal course of business, then we wouldn't lose valuable work time, because it would be done overnight when we are not typically working.	9:17:34 PM
Anjainay Singh	Yes Gaye you are right. (Edited)	9:18:54 PM
GAYE NEL BOSLEY MITCHELL	Gaye	9:19:02 PM
	I'm not angry with you, I'm just very frustrated with this. I just had to do this a couple of weeks ago and thought it had been resolved.	9:19:54 PM
Anjainay Singh	I really apologize Gaye , I will schedule the update on every weekend to check and confirm if there is any pending updates. (Edited)	9:20:10 PM
GAYE NEL BOSLEY MITCHELL	again... GAYE, no L	9:20:24 PM
	I would deeply appreciate that	9:20:49 PM
Anjainay Singh	Its my keyboard throwing error , I really apologize for same.	9:20:54 PM

GAYE NEL BOSLEY MITCHELL	haha, no worries	9:21:01 PM
Anjainay Singh	I assure you that this issue does nor occur again at your end.	9:21:34 PM
GAYE NEL BOSLEY MITCHELL	That would be great, but I hope you understand my skepticism	9:21:56 PM
	<i>9:22:22 PM Anjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:6.32 KB )</i>	9:22:22 PM
	<i>QB has been updated and for that server need to be rebooted , Gaye. (Edited)</i>	
	Sure. Do you need me to do that?	9:23:07 PM
	Or are you just letting me know I will lose my connection?	9:23:21 PM
Anjainay Singh	Please let me confirm from where you have initiated the chat server or from your local machine?	9:24:39 PM
	I will reboot it for you.	9:24:54 PM
GAYE NEL BOSLEY MITCHELL	from my local machine	9:24:59 PM
Anjainay Singh	Then no worries I can reboot the server after your approval to completely update the QB. Please ensure to save all of your data.	9:25:57 PM
	We will still be connected on chat.	9:26:21 PM
GAYE NEL BOSLEY MITCHELL	You may reboot. I don't have anything else open	9:26:32 PM
Anjainay Singh	Thankyou Gaye.	9:26:39 PM
	I have rebooted the server.	9:26:51 PM
	When I notify you once again please login into the server.	9:27:14 PM
GAYE NEL BOSLEY MITCHELL	will do!	9:27:20 PM
Anjainay Singh	Thankyou Gaye.	9:27:55 PM
	You may login into the server and once I send you the remote session prompt please allow it.	9:28:43 PM
GAYE NEL BOSLEY MITCHELL	I am back into the server but haven't seen a prompt yet	9:30:18 PM
Anjainay Singh	I have send it again.	9:30:51 PM
	It is updated.	9:31:20 PM
GAYE NEL BOSLEY MITCHELL	Including the Advanced Reporting?	9:31:41 PM
Anjainay Singh	Could you please guide me to the screen where you were getting the Advanced reporting option so that I can provide you exact resolution.,	9:32:51 PM
GAYE NEL BOSLEY MITCHELL	This is the message I get every time.	9:33:28 PM
	And I have reported it before	9:33:39 PM
Anjainay Singh	Please allow me two minutes.	9:33:44 PM
GAYE NEL BOSLEY		

MITCHELL	I have been with the company since December and I have never been able to access this module. And I am the Director of the department and have backup admin permissions	9:34:24 PM
Anjainay Singh	Gaye, I truly value your relationship with us and want to assure you that we are committed to providing you with a smooth and seamless customer experience.	9:35:50 PM
GAYE NEL BOSLEY MITCHELL	I appreciate that	9:36:00 PM
Anjainay Singh	I am working on it .	9:36:00 PM
GAYE NEL BOSLEY MITCHELL	wonderful!	9:36:06 PM
	You had said you were inquiring but I did not see if you had received any current info.	9:36:32 PM
Anjainay Singh	I am currently working on it Gaye from backend regarding Advanced Reporting.	9:37:39 PM
GAYE NEL BOSLEY MITCHELL	ok	9:37:48 PM
Anjainay Singh	When I opened the QB I got notification that QB needs an update.	9:38:04 PM
	I am working on it Gaye, please be patient with me.	9:41:21 PM
	I am installing Advanced Reporting .	9:42:44 PM
	<i>9:43:00 PM Anjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:16.15 KB )</i>	9:43:00 PM
GAYE NEL BOSLEY MITCHELL	Sorry, I cannot read this	9:43:44 PM
	<i>9:44:17 PM Anjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:45.55 KB )</i>	9:44:17 PM
Anjainay Singh	It is installed.	9:46:04 PM
GAYE NEL BOSLEY MITCHELL	Quick Question... will we have to do this on all 17 of our companies? Or does 1 installation affect them all like a regular update?	9:46:22 PM
Anjainay Singh	It is new feature which is added in QuickBooks for call company files.	9:46:55 PM
GAYE NEL BOSLEY MITCHELL	Awesome! Can't wait to try it.	9:47:14 PM
Anjainay Singh	Please login into QB.	9:47:22 PM
	Please try to open a Advanced Reporting.	9:48:29 PM
GAYE NEL BOSLEY MITCHELL	I'm guessing this step will have to be done on each company...	9:51:38 PM
Anjainay Singh	It is opened.	9:51:46 PM
GAYE NEL BOSLEY MITCHELL	I see	9:51:53 PM
	I guess I'll just try each company and see if that same thing is neccessaqry	9:52:19 PM
Anjainay Singh	Sure Gaye.	9:53:19 PM
GAYE NEL BOSLEY MITCHELL	Looks like once was enough! Thank you very much!	9:53:38 PM
Anjainay Singh		9:53:48 PM

	Yes this is one time installation.	
GAYE NEL BOSLEY MITCHELL	wonderful!!	9:53:58 PM
Anjainay Singh	Is there anything else I may help you with ?	9:53:59 PM
GAYE NEL BOSLEY MITCHELL	That is what I neede4d	9:54:02 PM
	you have a great day/night!!	9:54:12 PM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	9:54:14 PM
GAYE NEL BOSLEY MITCHELL	will do	9:54:24 PM
Anjainay Singh	It was really pleasure assisting you.	9:54:46 PM
GAYE NEL BOSLEY MITCHELL	I appreciate your patience with me	9:54:55 PM
Anjainay Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:55:03 PM
GAYE NEL BOSLEY MITCHELL	you too	9:55:08 PM
Anjainay Singh	You may disconnect this chat session.	9:55:26 PM
	<i>Anjainay Singh has ended this chat session</i>	9:56:10 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Jun, 3:19:51 AM

**#78719 Michael Melton**

**Email:** mmelton@4umitedsystems.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 7 Secs

**City:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 3 Mins 36 Secs

Michael Melton	Hello, I am your Acebuddy	27 Jun, 3:19:52 AM
	Sage won't run	3:20:17 AM
	Hello	3:20:27 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:20:39 AM
	Hello Michael	3:20:43 AM
	Michael please login into the server and check if the issue is now resolved.	3:21:16 AM
	Are we still connected here?	3:22:08 AM
	Are we still connected here?	3:23:11 AM
	Are we still connected here?	3:24:03 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:24:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:24:06 AM
	<i>Anurag Sharma has ended this chat session</i>	3:24:09 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Jun, 8:50:31 PM

**#78607 s.corbin23**

**Email:** s.corbin23@gmail.com 2514592867

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Desktop

**City:** YOUNGSTOWN

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 54 Secs

s.corbin23	Hello, I am your Acebuddy	24 Jun, 8:50:33 PM
Acebuddy	Hello Susan Corbin, I'm your Ace Buddy. I'll be happy to assist you!	8:50:34 PM
	Whom Would You Like to Connect With?	8:50:34 PM
s.corbin23	Technical Support (QB & App Hosting)	8:50:39 PM
Acebuddy	Welcome to Ace Support.	8:50:39 PM
	Please chose an option :	8:50:39 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.	9:22:27 PM
	<i>Ended due to chat idle timeout</i>	9:22:27 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Jun, 11:35:55 AM

**#78731 mary**

**Email:** mary@infiniteaccountants.com 2125440001

**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:** ZAPOTE

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 8 Mins 58 Secs

mary	Hello, I am your Acebuddy	27 Jun, 11:35:56 AM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	11:35:57 AM
	Whom Would You Like to Connect With?	11:35:57 AM
mary	Technical Support (QB & App Hosting)	11:36:02 AM
Acebuddy	Welcome to Ace Support.	11:36:02 AM
	Please chose an option :	11:36:02 AM
mary	I'd like to report an Issue	11:36:08 AM
Acebuddy	Please select an option!	11:36:08 AM
mary	QuickBooks Issue	11:36:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:36:12 AM
mary	QuickBooks is Frozen	11:36:44 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:36:44 AM
	Was that helpful?	11:36:44 AM
mary	No	11:36:49 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:36:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:36:49 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:37:36 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:37:42 AM
	Hello mary	11:37:47 AM
mary	help me to fix my qb	11:38:10 AM
Shashwat Verma	I will surely help you with this issue.	11:38:29 AM
	Do you still facing freezing issue?	11:38:44 AM
mary	yes	11:38:50 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	11:39:32 AM
mary	its different desktop	11:39:49 AM
	myrealdata\IASAdmin.NPRE	11:39:50 AM
	here's the username	11:39:56 AM
Shashwat Verma	Okay	11:39:57 AM
mary	kindly check please.	11:40:23 AM
Shashwat Verma	We have made the required changes.	11:41:16 AM
mary	what changes	11:41:31 AM

Shashwat Verma	We have removed the user session for QB, kindly ask them to login again (Edited)	11:41:53 AM
mary	hold on	11:42:34 AM
Shashwat Verma	Sure, please take your time	11:42:52 AM
mary	its now ok	11:44:25 AM
	thanks	11:44:26 AM
Shashwat Verma	Is there anything else I may help you with ?	11:44:35 AM
mary	nothing	11:44:41 AM
	end chat	11:44:43 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:44:50 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!	11:44:52 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )'	
	<i>Shashwat Verma has ended this chat session</i>	11:44:55 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Jun, 10:06:37 PM

**#78051 shari**

**Email:** shari@jkservicesinc.com 18054079440

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** MERIDIAN

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 49 Secs

shari	Hello, I am your Acebuddy	9 Jun, 10:06:37 PM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	10:06:38 PM
	Whom Would You Like to Connect With?	10:06:38 PM
shari	Technical Support (QB & App Hosting)	10:06:40 PM
Acebuddy	Welcome to Ace Support.	10:06:40 PM
	Please chose an option :	10:06:40 PM
shari	I'd like to report an Issue	10:06:44 PM
Acebuddy	Please select an option!	10:06:45 PM
shari	Other Issue	10:06:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:06:49 PM
shari	I still have not received email with links for the new RDP for Bluelsle-Drake	10:07:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:07:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:07:05 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:07:16 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:07:23 PM
	Hii Shari	10:07:48 PM
shari	Hi Manish I still haven't received the logins	10:07:55 PM
Manish Singh	Kindly allow me two minutes to check the same.	10:08:46 PM
	Checked with Sumeet as he is setting permissions that you have mentioned, it will take 20-25 minutes.	10:13:44 PM
	Are we still connected here?	10:15:22 PM
shari	ok I have a training for the next 3 hours	10:15:25 PM
	Please email me so I can get everyone back online	10:15:33 PM
Manish Singh	We will notify you over the email, Shari	10:15:38 PM
	Thanks for your Patience.	10:15:46 PM
	Is there anything else I may help you with ?	10:15:55 PM
	Are we still connected here?	10:17:00 PM

shari	yes	10:17:16 PM
	no thanks	10:17:19 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:17:23 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!	10:17:26 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Manish Singh has ended this chat session*

10:17:27 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details	19 Jun, 12:50:45 AM
<b>#78433 Steven Ni</b>	
<b>Email:</b> sni@usbiolab.com	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Yash Kalra	
<b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Google Chrome	
<b>Device:</b> Desktop	
<b>Average Response Time:</b> 1 Min 6 Secs	
<b>City:</b> GERMANTOWN	
<b>State:</b> Maryland	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 14 Mins 28 Secs
Steven Ni	19 Jun, 12:50:46 AM

Hello, I am your Acebuddy

Acebuddy	Hello Steven Ni, I'm your Ace Buddy. I'll be happy to assist you!	12:50:47 AM
	Whom Would You Like to Connect With?	12:50:47 AM
Steven Ni	Technical Support (QB & App Hosting)	12:50:53 AM
Acebuddy	Welcome to Ace Support.	12:50:53 AM
	Please chose an option :	12:50:53 AM
Steven Ni	I'd like to report an Issue	12:51:00 AM
Acebuddy	Please select an option!	12:51:00 AM
Steven Ni	Password Reset	12:51:07 AM
Acebuddy	Please select an option below	12:51:08 AM
Steven Ni	Already Enrolled to Selfcare Portal	12:51:34 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:51:34 AM
	Do you need any further assistance on the topic?	12:51:34 AM
Steven Ni	Yes	12:52:21 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:52:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:52:21 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:52:34 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:52:39 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:52:52 AM
Steven Ni	Hello Yash	12:53:00 AM
	how do I find the server name?	12:53:27 AM
	the user name is Sni for the RDP	12:53:37 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:53:44 AM
	Please confirm if your server name is USBiolabCINC	12:54:13 AM
Steven Ni	USBiolabCINC?	12:54:16 AM
	perfect timing	12:54:19 AM
	do you need more information?	12:55:18 AM
Yash Kalra	Upon checking we found that you are not enrolled on self-care portal.	12:56:13 AM
Steven Ni	Ah i see	12:56:20 AM
Yash Kalra	Please provide us a mail to reset your password using the mail id: george.l@usbiolab.com	12:56:55 AM
	Please reach out to the account owner having mail id: george.l@usbiolab.com	12:57:13 AM
Steven Ni	hang on, I am one of the user, so do I just give you my email address?	12:57:40 AM
Yash Kalra	If possible, please ask your <b>account owner</b> to reset your password using the My portal link:	

Log in to My Portal: <https://myportal.acecloudhosting.com/login>

1:00:04 AM

Navigate to **User Management**

Select your account and choose **Reset Password**

Steven Ni did you just reset my account's password, so I can not access to the RDP via my old laptop any longer? 1:01:01 AM

Yash Kalra Steven, we have not change your password yet. 1:01:51 AM

Steven Ni that is weird, I am unable to login from my old laptop now 1:02:11 AM

ok I will ask the account owner to reset my password using the link you provided earlier. 1:02:30 AM

<https://myportal.acecloudhosting.com/login> 1:02:33 AM

Yash Kalra Steven, that may be because of a security policy in which rdp password reset after 90 days. 1:04:14 AM

Is there anything else I may help you with ? 1:04:25 AM

Steven Ni no thank you I will reach out again if we are still having trouble. 1:04:40 AM

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. 1:04:56 AM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 1:05:09 AM

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

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

Thanks! 1:05:11 AM

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

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

*Yash Kalra has ended this chat session*

1:05:14 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jun, 12:29:09 AM

#77736 Tiffany

Email: [tiffany@ogventuresllc.com](mailto:tiffany@ogventuresllc.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 YORK

**State:** New York

**Country:** UNITED STATES

Chat Duration : 43 Mins 12 Secs

### Chat Transcript

Tiffany	Hello, I am your Acebuddy	3 Jun, 12:29:11 AM
Acebuddy	Hello Tiffany Ross, I'm your Ace Buddy. I'll be happy to assist you!	12:29:12 AM
	Whom Would You Like to Connect With?	12:29:12 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:12:23 AM
<i>Ended due to chat idle timeout</i>		1:12:23 AM



