

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Nov, 8:46:11 PM

### #83702 Pallavi DV

**Email:** pallavidv@norwintechologies.com

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

**Operator:** Adarsh Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

Chat Duration : 14 Mins 57 Secs

Pallavi DV	Hello, I am your Acebuddy	17 Nov, 8:46:11 PM
Acebuddy	Hello Pallavi Dv, I'm your Ace Buddy. I'll be happy to assist you!	8:46:12 PM
	Whom Would You Like to Connect With?	8:46:12 PM
Pallavi DV	Technical Support (QB & App Hosting)	8:46:18 PM
Acebuddy	Welcome to Ace Support.	8:46:18 PM
	Please chose an option :	8:46:18 PM
Pallavi DV	I'd like to report an Issue	8:46:26 PM
Acebuddy	Please select an option!	8:46:26 PM
Pallavi DV	QuickBooks Issue	8:46:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:46:39 PM
Pallavi DV	Other QB related issue	8:47:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:47:13 PM
Pallavi DV	i have logged out of QB but it is showing as logged in	8:47:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:47:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:47:49 PM

	<i>Adarsh Singh accepted the chat transfer request.</i>	8:48:01 PM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	8:48:12 PM
Pallavi DV	Hi Adarsh	8:49:02 PM
	i have logged out of QB but it is showing as logged in	8:49:09 PM
	could you please resolve this issue	8:49:29 PM
Adarsh Singh	Hi Pallavi, I understand that you have logged out of QuickBooks however it stills shows login. I will surely assist you with this issue.	8:49:58 PM
	Could you please confirm me your server login username or email ?	8:51:35 PM
Pallavi DV	Pallavi	8:52:07 PM
	Sorry	8:52:25 PM
	Myrealdata\PallaviDV	8:52:42 PM
Adarsh Singh	Could you please let me know your ACE server name or Business name ?	8:52:43 PM
Pallavi DV	Myrealdata\PallaviDV	8:52:54 PM
Adarsh Singh	Thanks could you please let me know where you are being shown as logged in or let me know if you are getting any error ?	8:53:26 PM
Pallavi DV	My manager switched to Single user mode,before that i have logged out, but it is showing as logged in  <i>8:55:34 PMPallavi DV is sharing a file with you</i> <u><a href="#">image.png</a></u> - ( Size:95.49 KB )	8:55:26 PM 8:55:34 PM
Adarsh Singh	Got you Pallavi, If you logged out but left the company file open, QB may look "logged in." I would request you to please open QuickBooks Go to: <b>File → Close Company/Logoff</b>	8:56:18 PM
Pallavi DV	issue resolved. Thank you	8:58:41 PM
Adarsh Singh	Glad to know that, Please let me know if you need any additional assistance ?	8:59:41 PM
Pallavi DV	Now i don't have issue, if issue arises i will let you know. Thank you once again	9:00:52 PM
Adarsh Singh	Perfect have a great day ahead Pallavi, Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	9:00:54 PM 9:01:07 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>Adarsh Singh has ended this chat session</i>	9:01:08 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

5 Nov, 9:34:55 PM

**#83333 Jody Dixon**

**Email:** jody@bluestoneconstruction.com

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 51 Secs

**City:** FLETCHER

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 51 Mins 22 Secs

Jody Dixon	Hello, I am your Acebuddy	5 Nov, 9:34:55 PM
Acebuddy	Hello Jody Dixon, I'm your Ace Buddy. I'll be happy to assist you!	9:34:56 PM
	Whom Would You Like to Connect With?	9:34:56 PM
Jody Dixon	Technical Support (QB & App Hosting)	9:35:06 PM
Acebuddy	Welcome to Ace Support.	9:35:06 PM
	Please chose an option :	9:35:06 PM
Jody Dixon	I'd like to report an Issue	9:37:53 PM
Acebuddy	Please select an option!	9:37:53 PM
Jody Dixon	Other Issue	9:57:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:57:02 PM
Jody Dixon	My outlook won't send out emails	9:57:29 PM
Acebuddy		

	Please wait while we connect you to a Support Representative	9:57:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:57:30 PM
	<i>9:57:45 PM Jody Dixon is sharing a file with you <a href="#">Screenshot 2025-11-05 at 11.03.33 AM.png</a> - ( Size:132.19 KB )</i>	9:57:45 PM
	<i>9:57:57 PM Jody Dixon is sharing a file with you <a href="#">Screenshot 2025-11-05 at 11.03.33 AM.png</a> - ( Size:132.19 KB )</i>	9:57:57 PM
	Karan Bhattacharya accepted the chat transfer request.	9:58:21 PM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	9:58:54 PM
	Hello	9:59:09 PM
	Are we still connected?	10:00:13 PM
	Are we still connected?	10:01:50 PM
Jody Dixon	yes	10:01:52 PM
	I am trying to send invoices out through quickbooks which opens outlook to send - but when I hit "send" on the email I get this error message	10:02:26 PM
	<i>10:02:36 PM Jody Dixon is sharing a file with you <a href="#">Screenshot 2025-11-05 at 11.03.33 AM.png</a> - ( Size:132.19 KB )</i>	10:02:36 PM
Karan Bhattacharya	please close quickbooks,sign out from server and then try again.	10:03:40 PM
Jody Dixon	I did that already	10:03:49 PM
Karan Bhattacharya	ok,Do you have outlook application installed separately on server?	10:04:52 PM
Jody Dixon	I don't know. It always worked perfectly fine for years until toda	10:05:14 PM
Karan Bhattacharya	ok,let me check few details at backend.Allow me few minutes	10:05:48 PM
Jody Dixon	ok	10:05:54 PM
Karan Bhattacharya	working on it.	10:12:46 PM
	please check now	10:15:15 PM
Jody Dixon	ok give me a second	10:17:32 PM
	ok - it looks liek taht worked	10:20:01 PM
	it looks like that worked	10:20:05 PM
Karan Bhattacharya	Ok,I also see that qb needs to be updated,but can be done if users are not logged in there.	10:21:22 PM
Jody Dixon	ok	10:21:32 PM
Karan Bhattacharya	So,shall I proceed with that?	10:21:55 PM
	Are we still connected?	10:23:18 PM
Jody Dixon	no - my boss would have to authorize that. You'll need to contact him. kevin@bluestoneconstruction.com	10:24:04 PM

Karan Bhattacharya	ok,so once you have authorization for that you can let us know	10:25:25 PM
	Is there anything else I can help you with?	10:25:37 PM
Jody Dixon	no that was it thank you	10:25:45 PM
Karan Bhattacharya	Thank you for your cooperation	10:26:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:26:10 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>Karan Bhattacharya has ended this chat session</i>	10:26:18 PM
		

## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 14 Nov, 8:15:35 PM

**#83652 Matt Longhofer**

**Email:** mattl@propertytaxfunding.com  2149604101

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

**Operator:** Adarsh Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 14 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 52 Secs

Matt Longhofer	Hello, I am your Acebuddy	14 Nov, 8:15:36 PM
Acebuddy	Hello Matt Longhofer, I'm your Ace Buddy. I'll be happy to assist you!	8:15:37 PM
	Whom Would You Like to Connect With?	8:15:37 PM
Matt Longhofer	Technical Support (QB & App Hosting)	8:15:42 PM
Acebuddy	Welcome to Ace Support.	8:15:42 PM
	Please chose an option :	8:15:42 PM
Matt Longhofer	I'd like to raise a Request	8:15:49 PM
Acebuddy	Please select your request type.	8:15:49 PM
Matt Longhofer	Setback	8:15:57 PM
Acebuddy	Welcome to Ace Support.	8:15:57 PM
	Please chose an option :	8:15:57 PM
Matt Longhofer	I'd like to report an Issue	8:16:01 PM
Acebuddy	Please select an option!	8:16:01 PM
Matt Longhofer	Other Issue	8:16:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:16:08 PM
Matt Longhofer	Password not working for login to server. I contact support earlier this week and the issue is now occurring again.	8:16:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:16:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:16:40 PM
	<i>Adarsh Singh accepted the chat transfer request.</i>	8:17:03 PM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	8:17:11 PM
Matt Longhofer	Hello.	8:17:18 PM
Adarsh Singh	I understand that you are facing issue with the password in order to sign in to the server. Apologies for the experience you had Matt. I will make sure that you will be able to connect to the server.	8:18:31 PM
Matt Longhofer	We worked on this issue Wednesday and it's happening again. See case 801293	8:18:32 PM
Adarsh Singh	Thanks for the info i was the one who assisted you on the remote session on Wednesday. As well as i can see that there is one more case related to password issue for you. this could be frustrating for you.	8:22:16 PM
	May I take the remote access of your local computer to check the logs if there are some changes ?	8:22:41 PM
Matt Longhofer	yes	8:23:00 PM
Adarsh Singh	Prior providing the access, I would suggest you to close any important documents at your end.	8:24:40 PM
Matt Longhofer	ok	8:24:52 PM
Adarsh Singh	<a href="https://assist.acecloudhosting.com/join/9482255449">https://assist.acecloudhosting.com/join/9482255449</a>	8:25:04 PM
	Please use above link to connect with me,	8:25:17 PM

Thanks for connecting please allow me 2 minutes.

8:27:18 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.

8:31:03 PM

As per your confirmation as the issue has been resolved we are processing to archive the case.

8:42:33 PM

Matt Longhofer

Thanks.

8:42:48 PM

Adarsh Singh

If you face the same issue again please connect with us on chat and we will make sure to escalate the case. As it could be frustrating for you.

8:43:21 PM

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

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

Thanks!

8:43:34 PM

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

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

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

8:44:21 PM

*Adarsh Singh has ended this chat session*

8:44:29 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Nov, 12:23:44 AM

**#83569 Joey Briggs**

**Email:** joey.briggs@otcompliance.com **Phone:** 19857277400

**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:** COVINGTON

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 44 Mins

Joey Briggs	Hello, I am your Acebuddy	13 Nov, 12:23:44 AM
Acebuddy	Hello Joey Briggs, I'm your Ace Buddy. I'll be happy to assist you!	12:23:45 AM
	Whom Would You Like to Connect With?	12:23:45 AM
Joey Briggs	Technical Support (QB & App Hosting)	12:23:53 AM
Acebuddy	Welcome to Ace Support.	12:23:53 AM
	Please chose an option :	12:23:53 AM
Joey Briggs	I'd like to raise a Request	12:24:01 AM
Acebuddy	Please select your request type.	12:24:01 AM
Joey Briggs	Password Reset	12:24:05 AM
Acebuddy	Please select an option below	12:24:06 AM
Joey Briggs	Not Enrolled to Selfcare Portal	12:24:10 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	12:24:10 AM
	Do you need any further assistance on the topic?	12:24:10 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.	1:07:44 AM
	<i>Ended due to chat idle timeout</i>	1:07:44 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Nov, 11:35:57 PM

**#83784 Zachary Jensen**

**Email:** zack@taxwisecorp.com 18584371723

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** BALTIMORE

**State:** Maryland

**Country:** UNITED STATES

Chat Duration : 32 Mins 57 Secs

### Chat Transcript

Zachary Jensen	Hello, I am your Acebuddy	18 Nov, 11:35:57 PM
Acebuddy	Hello Zachary Jensen, I'm your Ace Buddy. I'll be happy to assist you!	11:35:59 PM
	Whom Would You Like to Connect With?	11:35:59 PM
Zachary Jensen	Technical Support (QB & App Hosting)	11:36:02 PM
Acebuddy	Welcome to Ace Support.	11:36:02 PM
	Please chose an option :	11:36:02 PM
Zachary Jensen	I'd like to raise a Request	11:36:07 PM
Acebuddy	Please select your request type.	11:36:07 PM
Zachary Jensen	Other Request	11:36:10 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:36:10 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:36:10 PM
Zachary Jensen	Yes, I'm facing issues with my server	11:36:15 PM
Acebuddy	Please select an option!	11:36:15 PM
Zachary Jensen	Other Issue	11:36:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:36:19 PM
Zachary Jensen	Cant login to RDP need help ASAP	11:36:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:36:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:36:31 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:37:23 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:37:28 PM
Zachary Jensen	Hello please speed up hte IP approval for user Adeel	11:37:44 PM
Abhay Kumar		11:37:47 PM

Saraswat	I apologize for the trouble you've experienced.	
Zachary Jensen	we need to get onto the RDP ASAP we cant work	11:37:52 PM
	we need to work to make money	11:37:57 PM
Abhay Kumar Saraswat	I will be surely assisting you with this.	11:38:06 PM
	Just to confirm- have you raised this request before with us?	11:38:24 PM
Zachary Jensen	yes hours ago	11:39:38 PM
	we need it done now	11:39:39 PM
Abhay Kumar Saraswat	I can understand your urgency.	11:40:15 PM
	Kindly allow me 2-3 minutes to check the same.	11:40:36 PM
Zachary Jensen	ok	11:43:20 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:43:20 PM
	I've checked a ticket which was raised by one of the users yesterday.	11:44:49 PM
Zachary Jensen	it needs to be done now	11:45:14 PM
	so i can work	11:45:15 PM
Abhay Kumar Saraswat	Could you please confirm how many users are unable to log in to the server via an <b>RDP</b> session?	11:45:36 PM
Zachary Jensen	Adeel user	11:45:47 PM
	thats it	11:45:48 PM
	he needs the IP white list ASAP	11:45:53 PM
Abhay Kumar Saraswat	Okay.	11:45:54 PM
	<i>11:47:48 PM Abhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:59.65 KB )</i>	11:47:48 PM
	<i>As per the current ticket, I checked and found that the escalation team member sent an email to Adeel</i>	
Zachary Jensen	adeel just did a reply	11:49:05 PM
	please update ASAP	11:49:08 PM
Abhay Kumar Saraswat	Great.	11:49:49 PM
	Please stay with me for 2-3 minutes.	11:50:02 PM
	Thank you for your patience.	11:51:49 PM
	Please ask Adeel to login and confirm.	11:52:04 PM
	We have whitelisted the given IP.	11:52:16 PM
Zachary Jensen	ok sweet thank you let me try to login	11:53:22 PM

Abhay Kumar Saraswat	Sure.	11:53:27 PM
Zachary Jensen	Issue still happens	11:53:41 PM
Abhay Kumar Saraswat	Please share the screenshot.	11:53:54 PM
Zachary Jensen	"cant connect to remote computer"	11:53:56 PM
	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't connect to the remote computer "Taxwise.myrealdata.net" for one of these reasons: 1) Your user account is not listed in the RD Gateway's permission list 2) You might have specified the remote computer in NetBIOS format (for example, computer1), but the RD Gateway is expecting an FQDN or IP address format (for example, computer1.fabrikam.com or 157.60.0.1). Contact your network administrator for assistance. [^] Hide details [OK] [Expanded Information] Error code: 0x300001b Extended error code: 0x0 Timestamp (UTC): 11/18/25 06:01:14 PM Press Ctrl+C to copy.	11:54:21 PM
Abhay Kumar Saraswat	Thank you for sharing.	11:55:07 PM
	Let me check.	11:55:36 PM
	May I take the remote access of <b>Adeel's</b> local computer?	11:57:01 PM
Zachary Jensen	yes email adeel@taxwisecorp.com	11:57:15 PM
Abhay Kumar Saraswat	Sent.	11:57:40 PM
	Please ask him to check the email and join. (Edited)	11:57:51 PM
Zachary Jensen	not in inbox yet	11:58:38 PM
Abhay Kumar Saraswat	Please ask him to check the junk folder or spam.	19 Nov, 12:00:09 AM
Zachary Jensen	not in inbox yet	12:00:09 AM
	<i>12:00:30 AMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:86.23 KB )</i>	12:00:30 AM
	not here yet adeel@taxwisecorp.com is the email	12:00:34 AM
Abhay Kumar Saraswat	Can I share the invitation link with you here so that you can forward it to him and he can join using his laptop?	12:01:58 AM
Zachary Jensen	yes	12:02:13 AM
Abhay Kumar Saraswat	Okay.	12:02:17 AM
	<a href="https://assist.acecloudhosting.com/join/7832849225">https://assist.acecloudhosting.com/join/7832849225</a>	12:02:28 AM
	Please share this link with him and ask him to join. (Edited)	12:03:07 AM
Zachary Jensen	ok please connect	12:03:36 AM
	he approved	12:03:38 AM
	ok its working now thank you	12:08:10 AM
Abhay Kumar Saraswat	Great.	12:08:28 AM

Zachary Jensen	Is there anything else I may help you with ?	12:08:31 AM
Abhay Kumar Saraswat	no thanks	12:08:40 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:08:41 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:08:45 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.	12:08:52 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:08:55 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 1 Nov, 12:39:08 AM

**#83171 Shobhit Agarwal**

**Email:** shobhitagarwal91@gmail.com ☎ 000

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

**Operator:** Sandeep Kumar

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 47 Secs

**City:** DELHI

**State:** Delhi

**Country:** INDIA

Chat Transcript

Chat Duration : 29 Mins 30 Secs

Shobhit Agarwal	Hello, I am your Acebuddy	1 Nov, 12:39:09 AM
Acebuddy	Hello Shobhit Agarwal, I'm your Ace Buddy. I'll be happy to assist you!	12:39:10 AM
	Whom Would You Like to Connect With?	12:39:10 AM
Shobhit Agarwal	Technical Support (QB & App Hosting)	12:39:16 AM
Acebuddy	Welcome to Ace Support.	12:39:16 AM
	Please chose an option :	12:39:16 AM
Shobhit Agarwal	I'd like to raise a Request	12:39:24 AM
Acebuddy	Please select your request type.	12:39:24 AM
Shobhit Agarwal	Application Version Upgrade	12:39:38 AM
Acebuddy	Please select the application you would like to upgrade :	12:39:39 AM
Shobhit Agarwal	QuickBooks	12:39:44 AM
Acebuddy	<p>Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.</p> <ul style="list-style-type: none"> <li>• QuickBooks Year</li> <li>• Variant : Pro / Premier / Enterprise / Accountant</li> <li>• License Number</li> <li>• Product Code</li> </ul>	12:39:44 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	12:39:44 AM
	Do you need any further assistance on the topic?	12:39:44 AM
Shobhit Agarwal	Yes	12:40:10 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:40:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:40:10 AM
	<i>Gaurav kumar declined the transfer request.</i>	12:40:24 AM
	<i>Sandeep Kumar accepted the chat transfer request.</i>	12:40:39 AM
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.	12:40:48 AM
	Hi Shobhit, How are you doing today?	12:40:53 AM
Shobhit Agarwal	Hi Sandeep, I am doing good, thanks for asking...	12:41:04 AM
	Advance finserv	12:41:09 AM
	Is the firm name and I have emailed also from my email ID shobhit@advancefinserv.com	12:41:25 AM
	I would like renew my subscription	12:41:49 AM
Sandeep Kumar	Ok.	12:42:00 AM
	Kindly allow me 3-4 minutes to check your account details.	12:42:16 AM

Shobhit Agarwal	Sure, Thank you	12:42:25 AM
Sandeep Kumar	On server AdvanceFin, you have the below QBs	12:43:56 AM
	<i>12:44:04 AMSandeep Kumar is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:5.13 KB )	12:44:04 AM
	And on second server	12:44:25 AM
	<i>12:44:28 AMSandeep Kumar is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:3.02 KB )	12:44:28 AM
	Please let me know which QB versions you are referring to? (Edited)	12:44:48 AM
Shobhit Agarwal	QB pro plus	12:44:50 AM
Sandeep Kumar	You mean QB Pro 24?	12:45:17 AM
Shobhit Agarwal	Yes that's right	12:45:30 AM
	Do I have the option to share picture	12:45:57 AM
	It's QB pro 2024	12:46:19 AM
Sandeep Kumar	Yes, you can share the images here	12:46:50 AM
	Did you already renew your license?	12:47:02 AM
Shobhit Agarwal	I am not sure about it as my IT team takes care of this	12:48:01 AM
	If it's possible for you to let me know the status	12:48:31 AM
Sandeep Kumar	Currently it's asking to renew the subscription.	12:48:45 AM
	<i>12:48:49 AMSandeep Kumar is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:18.37 KB )	12:48:49 AM
Shobhit Agarwal	Yes same message I see but the date i see is October 28, 2026	12:49:42 AM
Sandeep Kumar	And as its QB Pro 24, you or your IT team will have to connect with Intuit support for procuring the new license.	12:50:35 AM
	As far as our knowledge, Inuit has discontinued all the other versions of QB like QB Pro and QB premium.	12:51:17 AM
	They are only selling the QB Enterprise license.	12:51:37 AM
	But your team can confirm the same.	12:51:46 AM
	With Intuit	12:51:51 AM
Shobhit Agarwal	When you click on how to renew then what does it say ?	12:51:58 AM
Sandeep Kumar	If we try to renew it from the application, it will ask us some more information like the Intuit account login and so on. That information can only be provided by the person who purchased the license in first place.	12:53:12 AM
	And as per our records the current license was provided from your side.	12:53:58 AM
Shobhit Agarwal	You don't have it , I am sure someone from our team must have shared the license and product key with you	12:54:17 AM

	When you installed it	12:54:27 AM
	In your records	12:54:38 AM
Sandeep Kumar	Yes we still have the current license details on the app itself.	12:55:15 AM
	<i>12:55:19 AM Sandeep Kumar is sharing a file with you <a href="#">image.png</a> - ( Size:19.35 KB )</i>	12:55:19 AM
	But the subscription part needs to be looked at by the license owner and Innuit support.	12:55:48 AM
	Usually Intuit provides a new product code after renewing the license subscriptions	12:56:15 AM
Shobhit Agarwal	Got it	12:56:25 AM
Sandeep Kumar	And then you can share the new license details with us and we will update the same here on the server.	12:56:44 AM
Shobhit Agarwal	Thank you, what are your working hours	12:57:07 AM
Sandeep Kumar	We are available 24/7. So you can connect with us anytime. Or just share the license information over the email at support@acecloudbhosting.com.	12:58:02 AM
Shobhit Agarwal	Thank you so much	12:58:19 AM
	That's it for now	12:58:27 AM
Sandeep Kumar	Please use your registered email when sharing the new license which is : [shobhit@advancefinserv.com](mailto:shobhit@advancefinserv.com)	12:58:56 AM
Shobhit Agarwal	Sure ...thank you	12:59:07 AM
Sandeep Kumar	You are welcome!	12:59:20 AM
	Is there anything else I may help you with ?	12:59:23 AM
	Are we still connected here?	1:07:17 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:08:33 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:08:37 AM
	<i>Sandeep Kumar has ended this chat session</i>	1:08:39 AM



# Chat Transcript

Hello, I am your Acebuddy

**#83805 joe pavone****Email:** joe@rvirtualcfo.com  17043971586**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.acecloudhosting.com/support-chat-mail.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**City:** NEW YORK**State:** New York**Country:** UNITED STATES

Chat Duration : 1 Min 1 Sec

## Chat Transcript

joe pavone	Hello, I am your Acebuddy	19 Nov, 7:05:22 AM
Acebuddy	Hello Joe Pavone, I'm your Ace Buddy. I'll be happy to assist you!	7:05:23 AM
	Whom Would You Like to Connect With?	7:05:23 AM
joe pavone	Technical Support (QB & App Hosting)	7:05:48 AM
Acebuddy	Welcome to Ace Support.	7:05:48 AM
	Please chose an option :	7:05:48 AM
joe pavone	I'd like to raise a Request	7:05:53 AM
Acebuddy	Please select your request type.	7:05:53 AM
joe pavone	Application Version Upgrade	7:05:57 AM
Acebuddy	Please select the application you would like to upgrade :	7:05:57 AM
joe pavone	Other Application	7:06:01 AM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	7:06:01 AM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	7:06:01 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	7:06:01 AM
	Do you need any further assistance on the topic?	7:06:01 AM
joe pavone	No	7:06:23 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:06:23 AM
	<i>Acebuddy has ended this chat session</i>	7:06:23 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Nov, 5:12:25 PM

#83604 erin

Email: erin@advocate-accounting.com ☎ 12062164629

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: BELLEVUE

State: Washington

Country: UNITED STATES

## Chat Transcript

Chat Duration : 30 Secs

erin	Hello, I am your Acebuddy	13 Nov, 5:12:26 PM
Acebuddy	Hello Erin, I'm your Ace Buddy. I'll be happy to assist you!	5:12:27 PM
	Whom Would You Like to Connect With?	5:12:27 PM
erin	Technical Support (QB & App Hosting)	5:12:31 PM
Acebuddy	Welcome to Ace Support.	5:12:31 PM
	Please chose an option :	5:12:31 PM
erin	I'd like to report an Issue	5:12:38 PM
Acebuddy	Please select an option!	5:12:38 PM
erin	Password Reset	5:12:46 PM
Acebuddy	Please select an option below	5:12:46 PM
erin	Already Enrolled to Selfcare Portal	5:12:53 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	5:12:53 PM
	Do you need any further assistance on the topic?	5:12:53 PM
erin	No	5:12:57 PM

Acebuddy Thank you for contacting Ace Support. Have a nice day! 5:12:57 PM

*Acebuddy has ended this chat session* 5:12:57 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 6 Nov, 11:27:41 AM

**#83369 itsupport**

**Email:** itsupport@advancefinserv.com 918887771848

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** DELHI

**State:** Delhi

**Country:** INDIA

Chat Transcript Chat Duration : 11 Mins 16 Secs

itsupport	Hello, I am your Acebuddy	6 Nov, 11:27:42 AM
Acebuddy	Hello Shashi, I'm your Ace Buddy. I'll be happy to assist you!	11:27:43 AM
	Whom Would You Like to Connect With?	11:27:43 AM
itsupport	Technical Support (QB & App Hosting)	11:27:49 AM
Acebuddy	Welcome to Ace Support.	11:27:49 AM
	Please chose an option :	11:27:49 AM
itsupport	I'd like to raise a Request	11:27:55 AM
Acebuddy	Please select your request type.	11:27:55 AM
itsupport	Application Update	11:28:13 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update	

once the task has been completed.

11:28:13 AM

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

11:28:13 AM

itsupport Yes

11:28:20 AM

Acebuddy Please wait while we connect you to our Support Representative

11:28:20 AM

*Acebuddy (bot) forwarded the chat request*

11:28:20 AM

*Anjainay Singh accepted the chat transfer request.*

11:28:35 AM

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

11:28:41 AM

Hello Shashi.

11:28:53 AM

itsupport Hi I am Shashi

11:28:54 AM

Anjainay Singh We were connected just now.

11:29:08 AM

itsupport yes

11:29:15 AM

please let me know the payment was declined that is for quickbooks enterprise silver plan or quickbooks 2024 pro plus?

11:30:38 AM

Anjainay Singh Please allow me two minutes to check the same at my end.

11:31:32 AM

itsupport Sure

11:31:48 AM

Anjainay Singh I would like to inform you that it is for QuickBooks 2024 Enterprise as QuickBooks Pro Plus 2024 is already installed on server AdvanceFin.myrealdata.net

11:33:41 AM

*11:34:05 AM Anjainay Singh is sharing a file with you*

*[image.png](#) - ( Size:78.12 KB )*

11:34:05 AM

*The license details for QuickBooks 2024 Pro Plus .*

itsupport It means this payment decline for the QB Enterprise Silver plan?

11:35:06 AM

Anjainay Singh Yes Shashi , I have also send you the new email over an email address itsupport@advancefinserv.com with the new credit card form in which you can submit your correct credit card details .

11:36:05 AM

itsupport I have received

11:36:31 AM

Sure, I will provide you the correct details.

11:37:44 AM

Anjainay Singh Once you provide the details I will forward it to concerned department.

11:37:47 AM

Is there anything else I may help you with ?

11:37:54 AM

itsupport Thank you for your continued support.

11:38:26 AM

Anjainay Singh Please share your positive feedback by clicking on smiling emoji.

11:38:42 AM

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

11:38:52 AM

*Anjainay Singh has ended this chat session*

11:38:59 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

18 Nov, 11:17:11 PM

### #83781 TINA SCOTT

**Email:** uneekstuf@aol.com 18149417777

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** ALTOONA

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 56 Secs

TINA SCOTT	Hello, I am your Acebuddy	18 Nov, 11:17:12 PM
Acebuddy	Hello Tina Scott, I'm your Ace Buddy. I'll be happy to assist you!	11:17:12 PM
	Whom Would You Like to Connect With?	11:17:12 PM
TINA SCOTT	Technical Support (QB & App Hosting)	11:17:19 PM
Acebuddy	Welcome to Ace Support.	11:17:19 PM
	Please chose an option :	11:17:19 PM
TINA SCOTT	I'd like to report an Issue	11:17:26 PM
Acebuddy	Please select an option!	11:17:26 PM
TINA SCOTT	Password Reset	11:17:42 PM
Acebuddy	Please select an option below	11:17:42 PM
TINA SCOTT	Not Enrolled to Selfcare Portal	11:17:49 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:17:49 PM
	Do you need any further assistance on the topic?	11:17:49 PM

TINA SCOTT	Yes	11:17:57 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:17:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:17:57 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:18:18 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:18:25 PM
	Hello Tina	11:18:33 PM
TINA SCOTT	Hi - our company server was hacked so I am attempting to gain access on my laptop and I need a password reset... I was on this chat a few hours ago and the tech was going to help with a reset but left the chat...	11:18:59 PM
	My normal email is TSCOTT@DEGOL.COM but since we were hacked I am using uneekstuf@aol.com	11:19:27 PM
	hello?	11:20:30 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:20:37 PM
TINA SCOTT	My ace ID is CID74915 and we use the woodpro software ACUITY on ACE	11:22:24 PM
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.	11:22:48 PM
TINA SCOTT	my name is Tina Scott	11:23:20 PM
Shubham Kataria	Kindly confirm if you have your password with you?	11:23:27 PM
TINA SCOTT	I do not have my password.. it was saved in my login...	11:24:04 PM
Shubham Kataria	To reset your password, we need an approval email from the registered email address, but since you don't currently have access to it.	11:25:50 PM
TINA SCOTT	on this morning's chat the tech said she was adding uneekstuf@aol.com to my account.. is it not there?	11:26:28 PM
Shubham Kataria	In this scenario, We can do one thing we can move your ticket to our CSM team, they will contact you shortly and help you to add the new email.	11:27:05 PM
TINA SCOTT	she emailed the rdp link to that email address but I can't remember the password	11:27:24 PM
Shubham Kataria	And As I can see previous ticket was already sent to the team, I will inform the team to prioritize your request	11:27:33 PM
TINA SCOTT	ok, thanks	11:27:35 PM
Shubham Kataria	No problem, I will inform the team to update the email.	11:27:51 PM
	After this chat I will send your ticket to the concerned team so that they can update the email.	11:28:40 PM
TINA SCOTT	also, after she emailed my rdp link I want the rdp links for our users emailed to me... can you do that?	11:29:24 PM
Shubham Kataria	Unfortunately we don't have access to update your email. once they will update your email we will send the rdp file on new email.	11:30:07 PM
TINA SCOTT	ok, how long will that take	11:30:25 PM
Shubham Kataria	After the chat I will inform the team to prioritize your case so that you may start working shortly.	11:31:24 PM

TINA SCOTT	ok, thanks	11:31:32 PM
Shubham Kataria	You're welcome	11:31:41 PM
	Is there anything else I may help you with ?	11:31:44 PM
TINA SCOTT	no	11:31:57 PM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:32:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:32:06 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> )	

*Shubham Kataria has ended this chat session*

11:32:09 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Nov, 5:21:26 PM

#### #83744 Bruce Burrow

**Email:** bruceb@toppermfg.com 2628866918

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** RACINE

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

Bruce Burrow	Hello, I am your Acebuddy	18 Nov, 5:21:26 PM
Acebuddy	Hello Bruce Burrow, I'm your Ace Buddy. I'll be happy to assist you!	5:21:28 PM
	Whom Would You Like to Connect With?	5:21:28 PM
Bruce Burrow	Technical Support (QB & App Hosting)	5:21:33 PM
Acebuddy	Welcome to Ace Support.	5:21:33 PM
	Please chose an option :	5:21:33 PM
Bruce Burrow	I'd like to report an Issue	5:22:05 PM
Acebuddy	Please select an option!	5:22:05 PM
Bruce Burrow	Other Issue	5:22:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:22:11 PM
Bruce Burrow	Cannot access our server. Keep getting error message when trying to log in.	5:22:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:22:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:22:39 PM
Bruce Burrow	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "TopperM.myreldata.net". This might mean that "TopperM.myreldata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 11/18/25 11:48:58 AM Press Ctrl+C to copy.	5:22:41 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:22:46 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:22:59 PM
	I will be surely assisting you with this. Kindly help me with your user name?	5:23:33 PM
Bruce Burrow	the main server user name, or my account user name?	5:25:26 PM
Shubham Maurya	We have just checked that server is up and accessible and user profile for BruceB@myreldata.net is also active. Do other users are also facing same issue?	5:25:37 PM
Bruce Burrow	I am the only person here right now. Give me a minute and I will see if I can access someone elses account	5:26:27 PM
	My account is working now. Thank you	5:27:51 PM
Shubham Maurya	Thanks for the confirmation, Good to hear that. Sometimes due to network issue this error occurs.	5:28:58 PM
	Is there anything else I may help you with ?	5:29:00 PM
Bruce Burrow	I am just waiting to make sure the other accounts are good as well	5:29:06 PM
Shubham Maurya	Sure please check that too, take your time.	5:29:21 PM
Bruce Burrow	Other accounts are also working. Thank you	5:30:36 PM

Shubham Maurya	You are most welcome, Appreciate your patience with us.	5:31:02 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	5:31:07 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 would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:31:10 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:31:12 PM
	<i>Shubham Maurya has ended this chat session</i>	5:31:14 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 15 Nov, 2:17:01 AM

**#83673 Rachel Estes**

**Email:** rachelb.estes@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

Chat Transcript Chat Duration : 36 Mins 8 Secs

Rachel Estes

15 Nov, 2:17:02 AM

	Hello, I am your Acebuddy	
Acebuddy	Hello Rachel Estes, I'm your Ace Buddy. I'll be happy to assist you!	2:17:03 AM
	Whom Would You Like to Connect With?	2:17:03 AM
Rachel Estes	Technical Support (QB & App Hosting)	2:17:08 AM
Acebuddy	Welcome to Ace Support.	2:17:08 AM
	Please chose an option :	2:17:08 AM
Rachel Estes	I'd like to report an Issue	2:17:16 AM
Acebuddy	Please select an option!	2:17:16 AM
Rachel Estes	Password Reset	2:17:21 AM
Acebuddy	Please select an option below	2:17:21 AM
Rachel Estes	Not Enrolled to Selfcare Portal	2:17:34 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.	2:17:34 AM
	Do you need any further assistance on the topic?	2:17:34 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:53:10 AM
	<i>Ended due to chat idle timeout</i>	2:53:10 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Nov, 8:34:35 PM

**#83410 Ibarry**

**Email:** Ibarry@bys-hfc.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** ABERDEEN

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 9 Mins 8 Secs

Ibarry	Hello, I am your Acebuddy	7 Nov, 8:34:35 PM
Acebuddy	Hello Lbarry, I'm your Ace Buddy. I'll be happy to assist you!	8:34:37 PM
	Whom Would You Like to Connect With?	8:34:37 PM
Ibarry	Technical Support (QB & App Hosting)	8:34:42 PM
Acebuddy	Welcome to Ace Support.	8:34:42 PM
	Please chose an option :	8:34:42 PM
Ibarry	I'd like to report an Issue	8:34:51 PM
Acebuddy	Please select an option!	8:34:51 PM
Ibarry	Other Issue	8:34:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:34:59 PM
Ibarry	The new authentication practice for ACE is unreliable and causes me many issues when I am trying to access QB. It either sends the code too late or doesn't send it at all and ACE shutdown because it's taking too long, is there a way we can fix this	8:36:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:36:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:36:32 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:37:18 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:37:24 PM
	Hello Lbarry	8:37:33 PM
Ibarry	Hello	8:37:33 PM
Shashwat Verma	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	8:39:18 PM
Ibarry	Is there a way we can make the authenticator make sure to send out the code and to increase the time to respond a little bit? I am not asking for a lot of time just more than 30 seconds because sometimes I don't even get the code in 30 seconds	8:39:47 PM
Shashwat Verma	I will surely help you with this issue.	8:40:11 PM
	Kindly allow me two minutes to check the same.	8:40:13 PM
Ibarry	sure thing	8:40:21 PM
Shashwat Verma	Lbarry, we have noted your request and will increase the MFA timing by 1 min, but to implement the changes, we require 1-2 hr, once done will update you on email.	8:42:56 PM
	Is that work for you?	8:42:58 PM

Ibarry	yes, thank you	8:43:13 PM
Shashwat Verma	Is there anything else I may help you with ?	8:43:17 PM
Ibarry	no, thank you	8:43:36 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:43:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:43:41 PM
	<i>Shashwat Verma has ended this chat session</i>	8:43:44 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Nov, 9:29:36 AM

### #83202 Keith Wolff

**Email:** kwolff@wolffurban.com 13106258184

**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:** 21 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 22 Secs

Keith Wolff	Hello, I am your Acebuddy	2 Nov, 9:29:37 AM
Acebuddy	Hello Kwolff, I'm your Ace Buddy. I'll be happy to assist you!	9:29:38 AM
	Whom Would You Like to Connect With?	9:29:38 AM
Keith Wolff	Technical Support (QB & App Hosting)	9:29:42 AM
Acebuddy	Welcome to Ace Support.	9:29:42 AM
	Please chose an option :	9:29:42 AM

Keith Wolff	I'd like to report an Issue	9:29:48 AM
Acebuddy	Please select an option!	9:29:48 AM
Keith Wolff	QuickBooks Issue	9:29:52 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:29:52 AM
Keith Wolff	QuickBooks Login Issue	9:30:02 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	9:30:02 AM
	Was that helpful?	9:30:02 AM
Keith Wolff	No	9:30:07 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:30:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:30:07 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:30:16 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:30:25 AM
	Hi Kwolff	9:30:35 AM
Keith Wolff	I cannot open quickbooks - I tried to stop and restart the QBDB service and now it is hanging - can you please try to reset	9:31:17 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:31:28 AM
Keith Wolff	wolffurban - keithwolff	9:31:50 AM
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same	9:32:17 AM
Keith Wolff	thank you	9:33:39 AM
Shubham Kataria	you're welcome	9:34:24 AM
	In order to resolve the issue, we need to reboot the server once	9:34:59 AM
Keith Wolff	please go ahead	9:35:09 AM
Shubham Kataria	Thank you	9:35:15 AM
Keith Wolff	you can logout tim groff	9:35:25 AM
Shubham Kataria	Alright, let me perform the task. Please allow two minutes more	9:35:55 AM
	Please stay connected server is still rebooting	9:38:08 AM
	Thank you for your patience.	9:39:47 AM
	Server is up now and QB is launching without any issue.	9:40:06 AM
	Are we still connected here?	9:40:58 AM
	Are we still connected here?	9:41:31 AM
	As you are disconnected from the chat, we are ending the session now. You may re-initiate the chat or	9:41:57 AM

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

*Shubham Kataria has ended this chat session*

9:41:59 AM



# Chat Transcript

Hello, I am your Acebuddy

1 Nov, 8:39:20 PM

## Visitor Details

### #83197 Glenda Jones

**Email:** mountainprorep@yahoo.com ☎ 8284217387

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** FRANKLIN

**State:** North Carolina

**Country:** UNITED STATES

Chat Duration : 34 Mins 15 Secs

## Chat Transcript

Glenda Jones	Hello, I am your Acebuddy	1 Nov, 8:39:21 PM
Acebuddy	Hello Glenda Jones, I'm your Ace Buddy. I'll be happy to assist you!	8:39:22 PM
	Whom Would You Like to Connect With?	8:39:22 PM
Glenda Jones	Technical Support (QB & App Hosting)	8:39:30 PM
Acebuddy	Welcome to Ace Support.	8:39:30 PM
	Please chose an option :	8:39:30 PM
Glenda Jones	I'd like to report an Issue	8:39:37 PM
Acebuddy	Please select an option!	8:39:37 PM
Glenda Jones	QuickBooks Issue	8:39:42 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:39:42 PM

Glenda Jones	QuickBooks Login Issue	8:39:51 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	8:39:51 PM
	Was that helpful?	8:39:51 PM
Glenda Jones	No	8:40:42 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:40:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:40:42 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:40:54 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:41:01 PM
	Hello Glenda, I will be surely assisting you with this. Kindly help me with your server name and user name?	8:41:50 PM
Glenda Jones	VanDrake Investments	8:42:05 PM
	GlendaJoh	8:42:16 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	8:42:52 PM
	Is this the first time you are facing this issue?	8:43:27 PM
Glenda Jones	Yes	8:43:39 PM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	8:43:53 PM
Glenda Jones	I have not contacted any other users because it is Saturday and I am the only one working today.	8:44:30 PM
Ashutosh Mishra	Thanks for the confirmation !	8:45:25 PM
	May I take the remote access of your server?	8:45:29 PM
Glenda Jones	yes	8:45:37 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	8:45:44 PM
Glenda Jones	ok	8:45:52 PM
Ashutosh Mishra	Kindly accept the prompt on the server.	8:46:53 PM
	Please open company file again.	8:47:39 PM
Glenda Jones	It is not just this company file. Any I try to open gives me the same message	8:51:47 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	8:51:58 PM
Glenda Jones	ok	8:52:14 PM
Ashutosh Mishra	I am making some changes from backend and will attempt to open company file again.	8:57:08 PM
Glenda Jones	I need to leave my desk for a few minutes	9:01:14 PM
Ashutosh Mishra	Sure	9:01:52 PM
	Are we still connected here?	9:08:52 PM
Glenda Jones	I am back	9:09:11 PM

Ashutosh Mishra	I have checked from the backend and there are some services for QuickBooks that are not starting, likely due to pending QuickBooks update. We will complete the update and restart the services however that would require downtime of at least 45 minutes.	9:10:41 PM
Glenda Jones	ok, that is fine	9:11:05 PM
Ashutosh Mishra	Once the update is complete, we will reboot the server and inform you about the same. I would suggest logging off from the server for at least 45 minutes so we can complete the task.	9:11:53 PM
Glenda Jones	i am off	9:12:18 PM
Ashutosh Mishra	The backend team is starting the updates.	9:12:57 PM
	Thank you for your cooperation and choosing ACE cloud Hosting, you have a wonderful day.	9:13:01 PM
Glenda Jones	Thanks, you too.	9:13:25 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:13:31 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!	9:13:33 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>Ashutosh Mishra has ended this chat session</i>	9:13:36 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20 Nov, 8:25:19 PM

**#83870 Megan Lehmkuhl**

**Email:** mlehmkuhl@manningcontracting.com

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

**Operator:** Adarsh Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 17 Secs

**City:** CINCINNATI

**State:** Ohio

**Country:** UNITED STATES

Chat Duration : 10 Mins 18 Secs

### Chat Transcript

Megan Lehmkuhl	Hello, I am your Acebuddy	20 Nov, 8:25:20 PM
Acebuddy	Hello Megan Lehmkuhl, I'm your Ace Buddy. I'll be happy to assist you!	8:25:20 PM
	Whom Would You Like to Connect With?	8:25:20 PM
Megan Lehmkuhl	Technical Support (QB & App Hosting)	8:25:24 PM
Acebuddy	Welcome to Ace Support.	8:25:24 PM
	Please chose an option :	8:25:24 PM
Megan Lehmkuhl	I'd like to raise a Request	8:25:32 PM
Acebuddy	Please select your request type.	8:25:32 PM
Megan Lehmkuhl	Other Request	8:25:41 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.	8:25:41 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:25:41 PM
Megan Lehmkuhl	Restart	8:25:54 PM
Acebuddy	Hello Megan Lehmkuhl, I'm your Ace Buddy. I'll be happy to assist you!	8:25:54 PM
	Whom Would You Like to Connect With?	8:25:54 PM
Megan Lehmkuhl	Managed Security	8:26:02 PM
Acebuddy	Please wait while we connect you to an available Representative.	8:26:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:26:02 PM
	<i>Shubham accepted the chat transfer request.</i>	8:26:10 PM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	8:26:38 PM
	<i>Adarsh Singh accepted the chat transfer request.</i>	8:26:44 PM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	8:26:53 PM
Megan Lehmkuhl	Hello - we need to reset our password for our two servers	8:26:53 PM
	hello!	8:26:57 PM
	thanks for your help today	8:27:01 PM

Adarsh Singh	I understand that you wish to remove password of 2 of your servers. Could you please let me know both server names? So i can assist you further.	8:28:04 PM
Megan Lehmkuhl	MC_SuzyM	8:28:25 PM
	and MC_EileenA	8:28:30 PM
Adarsh Singh	Thanks Megan, for the details please allow me 2-3 minutes while i check the details for you.	8:30:03 PM
Megan Lehmkuhl	great - thank you!	8:30:09 PM
	<i>8:33:51 PM Adarsh Singh is sharing a file with you <a href="#">MyPortal-v2 1.1.pdf</a> - ( Size:1.39 MB )</i>	8:33:51 PM
	<i>Primary owner can restore the password by signing in to the MyPortal. I have attached the guide for you.</i>	
	thank you!	8:34:45 PM
Adarsh Singh	Please let me know if you do have any additional queries for me ?	8:35:14 PM
Megan Lehmkuhl	thats it - thank you!	8:35:21 PM
Adarsh 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.	8:35:24 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!	8:35:34 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>Adarsh Singh has ended this chat session</i>	8:35:38 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Nov, 8:42:17 PM

#83326 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** PICO

**State:** Zambales

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 5 Mins 4 Secs

Maricel	Hello, I am your Acebuddy	5 Nov, 8:42:18 PM
Acebuddy	Hello Maricel, I'm your Ace Buddy. I'll be happy to assist you!	8:42:18 PM
	Whom Would You Like to Connect With?	8:42:18 PM
Maricel	Technical Support (QB & App Hosting)	8:43:05 PM
Acebuddy	Welcome to Ace Support.	8:43:05 PM
	Please chose an option :	8:43:05 PM
Maricel	I'd like to report an Issue	8:43:11 PM
Acebuddy	Please select an option!	8:43:11 PM
Maricel	Other Issue	8:43:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:43:14 PM
Maricel	Following up on whitelist IP address	8:43:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:43:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:43:34 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:44:24 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:44:33 PM
	I will surely help you with this issue.	8:44:54 PM
	Hello Maricel, We have sent an email o Zack for approval.	8:45:42 PM
	We are awaiting the approval after which the request will be forwarded to the relevant team for whitelisting.	8:46:33 PM
Maricel	Ok got it, thank you	8:46:50 PM
Ashutosh Mishra	Thank you for your patience.	8:47:01 PM
	Is there anything else I may help you with ?	8:47:03 PM
Maricel	No, that's all	8:47:08 PM

Ashutosh Mishra

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

8:47:15 PM

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

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

Thanks!

8:47:18 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/>)

*Ashutosh Mishra has ended this chat session*

8:47:23 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 9:25:57 PM

**#83763 Bridgit Torbett**

**Email:** bridgit@jonbellcpa.com

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** ANNAPOLIS

**State:** Maryland

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 25 Secs

Bridgit Torbett

Hello, I am your Acebuddy

18 Nov, 9:25:57 PM

Acebuddy

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

9:25:58 PM

Whom Would You Like to Connect With?

9:25:58 PM

Bridgit Torbett	Technical Support (QB & App Hosting)	9:26:09 PM
Acebuddy	Welcome to Ace Support.	9:26:09 PM
	Please chose an option :	9:26:09 PM
Bridgit Torbett	I'd like to report an Issue	9:26:43 PM
Acebuddy	Please select an option!	9:26:43 PM
Bridgit Torbett	Other Issue	9:26:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:26:52 PM
Bridgit Torbett	Ultra Tax CS 2025 Installation	9:27:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:27:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:27:19 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:27:28 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:27:33 PM
	Hello Bridgit , how are you doing?	9:27:51 PM
Bridgit Torbett	good thank you, how are you?	9:28:01 PM
Sanyam Madan	I am good as well	9:28:09 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:28:16 PM
Bridgit Torbett	I don;t know, this is for Jon Bell CPA	9:29:10 PM
Sanyam Madan	okay	9:29:18 PM
	Bridgit, you want the installation of ultra tax 2025 version, right?	9:29:55 PM
Bridgit Torbett	correct	9:30:10 PM
Sanyam Madan	We have noted down your request to install ultra tax 2025 version. As soon as the application is installed, we will inform you via email	9:30:50 PM
	Is there anything else I may help you with ?	9:30:53 PM
Bridgit Torbett	NO, the release date was today, will you be able to get this done today?	9:31:25 PM
	Also do you need the account number and the PIN for Ultra Tax in order to get access to the program?	9:32:00 PM
Sanyam Madan	Yes, we will start the process on priority and will update you over email.	9:32:07 PM
	please do share if you have it	9:32:16 PM
Bridgit Torbett	Accr# 410609	9:32:33 PM
	Pin: 01965	9:32:40 PM
Sanyam Madan	Noted	9:32:55 PM
	Is there anything else I may help you with ?	9:32:57 PM
Bridgit Torbett	no that is it. thank you for your help	9:33:15 PM

Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:33:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:33:21 PM
	<i>Sanyam Madan has ended this chat session</i>	9:33:23 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 5 Nov, 12:58:44 AM

#83290 bramaglia

Email: bramaglia@willscpas.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript Chat Duration : 36 Mins 3 Secs

bramaglia	Hello, I am your Acebuddy	5 Nov, 12:58:45 AM
Acebuddy	Hello Bramaglia, I'm your Ace Buddy. I'll be happy to assist you!	12:58:45 AM
	Whom Would You Like to Connect With?	12:58:45 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.	1:34:48 AM
	<i>Ended due to chat idle timeout</i>	1:34:49 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Nov, 12:12:32 AM

### #83342 Rachel

**Email:** accounting@vbnetworks.com  12508021185

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

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

**City:** VICTORIA

**State:** British Columbia

**Country:** CANADA

## Chat Transcript

Chat Duration : 21 Mins 34 Secs

Rachel	Hello, I am your Acebuddy	6 Nov, 12:12:33 AM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	12:12:34 AM
	Whom Would You Like to Connect With?	12:12:34 AM
Rachel	Technical Support (QB & App Hosting)	12:12:43 AM
Acebuddy	Welcome to Ace Support.	12:12:43 AM
	Please chose an option :	12:12:43 AM
Rachel	I'd like to report an Issue	12:12:50 AM
Acebuddy	Please select an option!	12:12:50 AM
Rachel	Other Issue	12:12:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:12:53 AM
Rachel	I'm following up on ticket# 797375, I wanted to let you know that I can log off the server in order for you to perform the app update.	12:13:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:13:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:13:25 AM
	<i>Gaurav kumar declined the transfer request.</i>	12:14:27 AM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	12:14:55 AM

Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	12:15:19 AM
	Hello	12:15:36 AM
Rachel	Hello	12:16:26 AM
Karan Bhattacharya	Please let us know the issue	12:17:17 AM
Rachel	I'm following up on ticket# 797375, I wanted to let you know that I can log off the server in order for you to perform the app update.	12:18:55 AM
Karan Bhattacharya	ok,allow me few minutes,checking the same	12:20:20 AM
Rachel	thanks	12:20:26 AM
Karan Bhattacharya	We have updated the application and rebooted the server,please stay with me on chat.	12:25:13 AM
	it has been updated,please check	12:26:37 AM
	Are we still connected?	12:27:21 AM
Rachel	yes	12:27:53 AM
	ok thanks	12:27:57 AM
	let me check	12:28:17 AM
Karan Bhattacharya	please check on the server once as I am on the chat at the moment to get confirmation.	12:28:38 AM
Rachel	yes its working	12:32:21 AM
	thanks	12:32:22 AM
Karan Bhattacharya	ok,Thank you for your confirmation.	12:32:40 AM
	Is there anything else I can help you with?	12:32:55 AM
	Shall I mark this case as resolved?	12:33:36 AM
Rachel	yes	12:33:41 AM
	thanks	12:33:42 AM
	thats it	12:33:45 AM
Karan Bhattacharya	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!	12:34:03 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>Karan Bhattacharya has ended this chat session</i>		12:34:07 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

19 Nov, 1:01:47 AM

### #83787 TINA SCOTT

**Email:** uneekstuf@aol.com 18149417777

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 12 Secs

**City:** ALTOONA

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 39 Secs

TINA SCOTT	Hello, I am your Acebuddy	19 Nov, 1:01:48 AM
Acebuddy	Hello Tina Scott, I'm your Ace Buddy. I'll be happy to assist you!	1:01:49 AM
	Whom Would You Like to Connect With?	1:01:49 AM
TINA SCOTT	Technical Support (QB & App Hosting)	1:01:55 AM
Acebuddy	Welcome to Ace Support.	1:01:55 AM
	Please chose an option :	1:01:55 AM
TINA SCOTT	I'd like to report an Issue	1:02:03 AM
Acebuddy	Please select an option!	1:02:03 AM
TINA SCOTT	Other Issue	1:02:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:02:14 AM
TINA SCOTT	incident number	1:02:31 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:02:32 AM

*Acebuddy (bot) forwarded the chat request*

1:02:32 AM

*Shubham Kataria accepted the chat transfer request.*

1:02:39 AM

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	1:02:45 AM
	Hello Tina	1:02:54 AM
TINA SCOTT	Hi - checking on case ID 804269	1:03:18 AM
Shubham Kataria	We were already connected over the chat around a hour ago	1:03:41 AM
TINA SCOTT	I know but I still need the password reset	1:03:59 AM
Shubham Kataria	I would like to inform you that we had already moved the ticket to the concerned team and they are still working on your request to update your email  and we are taking regular follow up from them.	1:04:16 AM
		1:04:30 AM
TINA SCOTT	okay, I will wait. Sorry	1:04:33 AM
Shubham Kataria	We have just took follow up 10 minutes ago, they said they are still working on the request.	1:04:54 AM
TINA SCOTT	Thank you.	1:05:10 AM
Shubham Kataria	Once its completed please be assured you will get the password from us.	1:05:18 AM
TINA SCOTT	Ok, sorry to have bothered you	1:05:31 AM
Shubham Kataria	You're welcome and really thanks for your patience and support  No problem, we are here to assist and always ready to help  And we really appreciate for your understanding	1:05:33 AM
		1:05:53 AM
		1:06:10 AM
	Is there anything else I may help you with ?	1:07:05 AM
	Are we still connected here?	1:08:14 AM
	As you're disconnected from the chat, we are ending the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:09:25 AM
	<i>Shubham Kataria has ended this chat session</i>	1:09:27 AM



# Chat Transcript

Hello, I am your Acebuddy

**#83699 Ryan Godbey****Email:** rgodbey@cgfinancialaccounting.com  6064257574**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:** 15 Secs**City:** LEXINGTON**State:** Kentucky**Country:** UNITED STATES

Chat Duration : 5 Mins 41 Secs

## Chat Transcript

Ryan Godbey	Hello, I am your Acebuddy	17 Nov, 6:26:13 PM
Acebuddy	Hello Ryan Godbey, I'm your Ace Buddy. I'll be happy to assist you!	6:26:14 PM
	Whom Would You Like to Connect With?	6:26:14 PM
Ryan Godbey	Technical Support (QB & App Hosting)	6:26:25 PM
Acebuddy	Welcome to Ace Support.	6:26:25 PM
	Please chose an option :	6:26:25 PM
Ryan Godbey	I'd like to raise a Request	6:26:32 PM
Acebuddy	Please select your request type.	6:26:32 PM
Ryan Godbey	Password Reset	6:26:36 PM
Acebuddy	Please select an option below	6:26:36 PM
Ryan Godbey	Not Enrolled to Selfcare Portal	6:26:43 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	6:26:43 PM
	Do you need any further assistance on the topic?	6:26:43 PM
Ryan Godbey	Yes	6:26:55 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:26:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:26:55 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:27:06 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:27:09 PM
	Hello Ryan	6:27:13 PM
Ryan Godbey	Hi, I am needing to reset my password	6:27:46 PM

Shashwat Verma	I will surely help you with this issue.	6:27:52 PM
	Have you tried to use myportal?	6:28:01 PM
Ryan Godbey	No, I have never used myportal	6:28:30 PM
Shashwat Verma	Kindly visit myportal.acecloudhosting.com , CID68026 is your username	6:29:26 PM
	And for the password you can use forgot password option, once login the portal, you'll get the option to reset the password of each user	6:30:12 PM
	Would like me to show the same on remote session? (Edited)	6:31:06 PM
Ryan Godbey	I think I have it working	6:31:17 PM
Shashwat Verma	Is there anything else I may help you with ?	6:31:23 PM
Ryan Godbey	No, Thanks	6:31:43 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	6:31:48 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:31:50 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:31:52 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>Shashwat Verma has ended this chat session</i>	6:31:55 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Nov, 11:59:41 PM

**#83388 Jessica Woolworth**

**Email:** jessica.woolworth@woolworthcpa.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

**City:** RANCHO SANTA MARGARITA

**State:** California

**Country:** UNITED STATES

Chat Duration : 24 Mins 24 Secs

### Chat Transcript

Jessica Woolworth	Hello, I am your Acebuddy	6 Nov, 11:59:42 PM
Acebuddy	Hello Jessica Woolworth, I'm your Ace Buddy. I'll be happy to assist you!	11:59:42 PM
	Whom Would You Like to Connect With?	11:59:42 PM
Jessica Woolworth	Sales & Solutions	11:59:59 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	7 Nov, 12:00:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:00:00 AM
	<i>Dikshant Yadav accepted the chat transfer request.</i>	12:00:05 AM
Jessica Woolworth	Hi, I have two accounts, and I would like to transfer the user from one to another.	12:00:31 AM
Dikshant Yadav	Hello Jessica	12:00:46 AM
	Let me transfer you to the Support team. They will be assisting you further	12:01:06 AM
	<i>Dikshant Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>	12:01:15 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:01:34 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:01:43 AM
Jessica Woolworth	Hi, I have two user accounts. I would like to transfer one to another.	12:02:05 AM
	TaylorWoolworth to a different person.	12:02:14 AM
Yash Kalra	Hello Jessica, please let me know me the names of the users and the account they are currently present in. (Edited)	12:02:44 AM
Jessica Woolworth	TaylorWoolworth is the user, AmeliaKerns will be the new user.	12:03:17 AM
Yash Kalra	Please let me know the name of the account these users are present in.	12:05:00 AM
Jessica Woolworth	Woolworth&Co.	12:05:16 AM
Yash Kalra	Jessica, just to be clear is your request is to create a new user and migrate the data of the previous user to the new user?	12:07:30 AM
Jessica Woolworth	Yes? I don't want to have a total of three users, I only want to have a total of two users.	12:08:05 AM
Yash Kalra	Okay great, what we can do is to create a new user with the name AmeliaKerns and then move then move the data of TaylorWoolworth to this newly added user.	

12:10:16 AM

But for this you have to approve this request using your mail id taylor.woolworth@woolworthcpa.com once this chat ends on the mail.

Jessica Woolworth Yes, we can do that. Will I or Taylor be sent a new icon to put on the desktop with that user? 12:11:08 AM

Yash Kalra As I can check taylor.woolworth@woolworthcpa.com is the register mail id with us. So, to make any changes we will be requiring the approval from this mail id.

Additionally, please help us with the below details

12:14:05 AM

**New User First and Last name:**

**New User Email Address:**

**Contact number:** (Edited)

Jessica Woolworth Yes. Taylor is still here, and can confirm that. New user. Amelia Kerns amelia.kerns@woolworthcpa.com 949-357-0515 12:15:31 AM

Yash Kalra Great to hear that as soon as this chat ends, I mail you for the approval on your mail id taylor.woolworth@woolworthcpa.com Please ask Taylor to provide her approval.

12:16:19 AM

Is there anything else I may help you with ?

12:16:33 AM

Jessica Woolworth Yes, what is the process if this user needs Excel? 12:17:46 AM

Yash Kalra Taylor, can add excel for the users using the Myportal.  
Link: <https://myportal.acecloudhosting.com/>

12:19:31 AM

Jessica Woolworth And how do we switch it over so that I'm the primary and not Taylor? 12:19:57 AM

Yash Kalra Alternatively, you can mail us for the same using the mail id taylor.woolworth@woolworthcpa.com and we will add excel from the backend

12:20:24 AM

Jessica Woolworth OK, but still how do I switch it? Taylor helped me set this up but I'm the owner of this company. 12:21:13 AM

Yash Kalra Please mail us for the switch and we will add you as the Account owner for this account (Edited)

12:22:05 AM

Jessica Woolworth What email does Taylor email at?

12:22:29 AM

Yash Kalra Please ask her to mail us on support@acecloudhosting.com

12:23:14 AM

Jessica Woolworth OK, thank you.

12:23:42 AM

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

12:23:50 AM

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

12:24:03 AM

*Yash Kalra has ended this chat session*

12:24:06 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Nov, 1:06:25 AM

### #83242 AGUSTIN GARCIA

**Email:** agustin@agtaccounting.com  12068670623

**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:** 25 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 57 Mins 19 Secs

AGUSTIN GARCIA	Hello, I am your Acebuddy	4 Nov, 1:06:25 AM
Acebuddy	Hello Agustin Garcia, I'm your Ace Buddy. I'll be happy to assist you!	1:06:26 AM
	Whom Would You Like to Connect With?	1:06:26 AM
	<i>The visitor's name was changed from AGUSTIN GARCIA to Agustin Garcia.</i>	1:06:32 AM
AGUSTIN GARCIA	Technical Support (QB & App Hosting)	1:12:04 AM
Acebuddy	Welcome to Ace Support.	1:12:04 AM
	Please chose an option :	1:12:04 AM
AGUSTIN GARCIA	I'd like to report an Issue	1:12:11 AM
Acebuddy	Please select an option!	1:12:11 AM
AGUSTIN GARCIA	Other Issue	1:12:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:12:16 AM
AGUSTIN GARCIA	User's remote connections	1:12:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:12:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:12:30 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:13:00 AM

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:13:04 AM
AGUSTIN GARCIA	Hello Abhay	1:13:26 AM
Abhay Kumar Saraswat	Hello Agustin	1:13:37 AM
	How may I assist you today?	1:13:49 AM
AGUSTIN GARCIA	Under my account, there are 3 user. I have downloaded the remote RPD, into one computer, but when I tried to connect , they all connect me to the same one user	1:14:44 AM
Abhay Kumar Saraswat	Okay.	1:15:35 AM
AGUSTIN GARCIA	Agustin Garcia is the user that always connected to even though I am opening Ana or Cristina's connection	1:15:42 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	1:15:42 AM
	I got it.	1:15:54 AM
	Is this for account: <b>AG TAX AND ACCOUNTING SERVICES ?</b>	1:15:57 AM
AGUSTIN GARCIA	Thank you	1:15:58 AM
	yes	1:16:00 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	1:16:06 AM
	So, all the RDP setup files are downloaded onto the same local PC, right?	1:17:00 AM
AGUSTIN GARCIA	yes	1:17:05 AM
Abhay Kumar Saraswat	Understood.	1:17:11 AM
	May I take the remote access of that local computer?	1:17:20 AM
AGUSTIN GARCIA	yes	1:17:47 AM
Abhay Kumar Saraswat	It seems that the passwords are saved into credential manager.	1:18:02 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:18:04 AM
	<a href="https://assist.acecloudhosting.com/join/8712938044">https://assist.acecloudhosting.com/join/8712938044</a>	1:18:18 AM
	Kindly paste this link in the browser of local computer and join the session.	1:18:21 AM
AGUSTIN GARCIA	okay	1:18:43 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.	1:20:09 AM
	Please paste this link on <b>your local PC</b> : <a href="https://assist.acecloudhosting.com/join/5032216732">https://assist.acecloudhosting.com/join/5032216732</a>	1:23:35 AM
	Are we still connected here?	1:24:42 AM
AGUSTIN GARCIA	yes	1:24:46 AM

	one second	1:24:47 AM
Abhay Kumar Saraswat	We are connected.	1:25:35 AM
AGUSTIN GARCIA	YES	1:26:46 AM
Abhay Kumar Saraswat	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:03:44 AM
	<i>Ended due to chat idle timeout</i>	2:03:44 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 4 Nov, 9:17:37 PM

**#83280 Catherine Winston**

**Email:** cwinston@princecpagroup.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** ORLANDO

**State:** Florida

**Country:** UNITED STATES

Chat Transcript Chat Duration : 42 Mins 13 Secs

Catherine Winston	Hello, I am your Acebuddy	4 Nov, 9:17:37 PM
Acebuddy	Hello Catherine Winston, I'm your Ace Buddy. I'll be happy to assist you!	9:17:38 PM
	Whom Would You Like to Connect With?	9:17:38 PM
Catherine Winston	Technical Support (QB & App Hosting)	9:18:05 PM
Acebuddy	Welcome to Ace Support.	9:18:05 PM
	Please chose an option :	9:18:05 PM

Catherine Winston	I'd like to raise a Request	9:18:12 PM
Acebuddy	Please select your request type.	9:18:12 PM
Catherine Winston	Change in Users	9:18:51 PM
Acebuddy	Please select your desired option!	9:18:51 PM
Catherine Winston	User Replacement	9:26:18 PM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	9:26:18 PM
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	9:26:18 PM
	Do you need any further assistance on the topic?	9:26:18 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.	9:59:51 PM
	<i>Ended due to chat idle timeout</i>	9:59:51 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Nov, 10:29:14 PM

#### #83777 Benjamin Dresdner

**Email:** bendresdner6641@gmail.com +18482877471

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** BROOKLYN

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 19 Mins 16 Secs

Benjamin Dresdner	Hello, I am your Acebuddy	18 Nov, 10:29:14 PM
Acebuddy	Hello Benjamin Dresdner, I'm your Ace Buddy. I'll be happy to assist you!	10:29:15 PM
	Whom Would You Like to Connect With?	10:29:15 PM
Benjamin Dresdner	Technical Support (QB & App Hosting)	10:29:19 PM
Acebuddy	Welcome to Ace Support.	10:29:19 PM
	Please chose an option :	10:29:19 PM
Benjamin Dresdner	I'd like to raise a Request	10:29:27 PM
Acebuddy	Please select your request type.	10:29:27 PM
Benjamin Dresdner	Other Request	10:29:41 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.	10:29:41 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:29:41 PM
Benjamin Dresdner	Yes, I'm facing issues with my server	10:29:48 PM
Acebuddy	Please select an option!	10:29:48 PM
Benjamin Dresdner	QuickBooks Issue	10:30:00 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:30:00 PM
Benjamin Dresdner	Other QB related issue	10:30:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:30:10 PM
Benjamin Dresdner	need to uninstall and reinstall my qb	10:30:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:30:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:30:38 PM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	10:31:14 PM
	<i>Sourav Chhikara is transferring the chat to Abhay Kumar Saraswat.</i>	10:31:55 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:32:01 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:32:10 PM
	I apologize for the trouble you've experienced.	10:32:42 PM
Benjamin Dresdner	please call me 917-999-6641	10:33:41 PM
Abhay Kumar Saraswat	Could you please explain why you want to reinstall the QB application on the server?	10:33:56 PM
Benjamin Dresdner	it comes up in view only mode	10:34:18 PM
	QB agent advised we should do this	10:34:38 PM
Abhay Kumar Saraswat	Okay.	10:34:50 PM

	Have you raised this issue before with us?	10:35:09 PM
Benjamin Dredner	no	10:35:17 PM
Abhay Kumar Saraswat	Okay.	10:35:39 PM
	Kindly allow me two minutes to check the same on your server.	10:35:52 PM
	Is this for account: <b>Accubooks</b> ?	10:36:42 PM
Benjamin Dredner	yes	10:36:50 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:37:36 PM
	As we checked, you are on shared server, correct?	10:38:21 PM
Benjamin Dredner	think so	10:39:27 PM
Abhay Kumar Saraswat	Ben, I would like to inform you that since this is a shared server, we cannot reinstall the application right away because many other users are currently logged in.	10:42:05 PM
	Also, you can share me your screen on remote and show me the issue you are facing.	10:42:30 PM
	Surely, I can assist you.	10:42:39 PM
Benjamin Dredner	lets do that	10:43:02 PM
Abhay Kumar Saraswat	Could you please confirm when you first started experiencing this issue?	10:43:24 PM
Benjamin Dredner	today	10:44:07 PM
	can you please call me???	10:44:14 PM
Abhay Kumar Saraswat	Okay.	10:44:17 PM
	Let me arrange a callback for you then.	10:45:31 PM
	Could you please share your direct contact number with me?	10:45:44 PM
Benjamin Dredner	917-999-6641	10:45:53 PM
Abhay Kumar Saraswat	Thank you for sharing.	10:46:24 PM
	When would you like to receive a call from us?	10:47:01 PM
Benjamin Dredner	NOW	10:47:19 PM
Abhay Kumar Saraswat	Okay.	10:47:27 PM
	Let me create a ticket and arrange a callback for you.	10:48:02 PM
	Is there anything else I may help you with ?	10:48:06 PM
Benjamin Dredner	no	10:48:16 PM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:48:22 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!

10:48:24 PM

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

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

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

10:48:27 PM

*Abhay Kumar Saraswat has ended this chat session*

10:48:30 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Nov, 8:42:38 PM

#### #83609 Tamara Brown

**Email:** tamarabrown@elitefinancialvt.com 802-398-7691

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

**Operator:** Sourav Chhikara

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** SMYRNA

**State:** Tennessee

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 20 Mins 23 Secs

Tamara Brown

Hello, I am your Acebuddy

13 Nov, 8:42:38 PM

Acebuddy

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

8:42:39 PM

Whom Would You Like to Connect With?

8:42:39 PM

Tamara Brown	Technical Support (QB & App Hosting)	8:42:52 PM
Acebuddy	Welcome to Ace Support.	8:42:52 PM
	Please chose an option :	8:42:52 PM
Tamara Brown	I'd like to raise a Request	8:43:02 PM
Acebuddy	Please select your request type.	8:43:02 PM
Tamara Brown	Setup Ace Server	8:43:07 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:43:07 PM
Tamara Brown	Microsoft Windows	8:43:14 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	8:43:14 PM
	Do you need any further assistance on the topic?	8:43:14 PM
Tamara Brown	Yes	8:43:28 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:43:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:43:28 PM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	8:43:32 PM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	8:43:41 PM
Tamara Brown	Thank you	8:43:53 PM
	I need help, I can NEVER get this to work on my own and always have to have chat support. I just got a desktop computer but the compnay i work for uses the server with ace. the server never works for me.	8:44:40 PM
Sourav Chhikara	I will be surely assisting you with this. Are you getting any error message while accessing the server?	8:45:26 PM
Tamara Brown	No when i go to download ace and the RDP generator tool thing it doesn't accept my server	8:46:08 PM
	CID71178	8:46:14 PM
Sourav Chhikara	Allow me few mins to check the details.	8:46:30 PM
	May I take the remote access of your local computer?	8:47:27 PM
Tamara Brown	yes	8:47:36 PM
Sourav Chhikara	<a href="https://assist.acecloudhosting.com/join/7532386163">https://assist.acecloudhosting.com/join/7532386163</a>	8:48:26 PM
	Kindly paste this link in the browser of local computer and join the session.	8:48:34 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:48:40 PM
Tamara Brown	okay.	8:51:32 PM
Sourav Chhikara	Once we are connected I will give you the confirmation here.	8:52:05 PM
Tamara Brown	Tamara.B@myrealdata.net	8:52:09 PM
	just in case we need that	8:52:30 PM

Sourav Chhikara	Thank you for sharing your email with me.	8:52:47 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.	8:52:54 PM
	Tamara could you confirm here if your issue has been resolved?	9:02:23 PM
Tamara Brown	all set thanks!	9:02:29 PM
Sourav Chhikara	Is there anything else I may help you with ?	9:02:35 PM
Tamara Brown	nope	9:02:48 PM
Sourav Chhikara	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:02:52 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!	
	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> )	
Tamara Brown	thank you for all your help. I'm all good	9:02:59 PM
	<i>Tamara Brown has ended this chat session</i>	9:03:02 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Nov, 11:53:55 PM

#83839 libby

**Email:** libby@protaxky.com

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

**Operator:** Sourav Chhikara

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** LOUISVILLE

**State:** Kentucky

**Country:** UNITED STATES

Chat Duration : 27 Mins 43 Secs

### Chat Transcript

libby	Hello, I am your Acebuddy	19 Nov, 11:53:55 PM
Acebuddy	Hello Libby, I'm your Ace Buddy. I'll be happy to assist you!	11:53:56 PM
	Whom Would You Like to Connect With?	11:53:56 PM
libby	Technical Support (QB & App Hosting)	11:54:04 PM
Acebuddy	Welcome to Ace Support.	11:54:04 PM
	Please chose an option :	11:54:04 PM
libby	I'd like to report an Issue	11:54:15 PM
Acebuddy	Please select an option!	11:54:15 PM
libby	Other Issue	11:54:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:54:19 PM
libby	Restart	11:54:29 PM
Acebuddy	Hello Libby, I'm your Ace Buddy. I'll be happy to assist you!	11:54:29 PM
	Whom Would You Like to Connect With?	11:54:29 PM
libby	Technical Support (QB & App Hosting)	11:54:34 PM
Acebuddy	Welcome to Ace Support.	11:54:34 PM
	Please chose an option :	11:54:34 PM
libby	I'd like to raise a Request	11:54:42 PM
Acebuddy	Please select your request type.	11:54:42 PM
libby	Restart	11:54:57 PM
Acebuddy	Hello Libby, I'm your Ace Buddy. I'll be happy to assist you!	11:54:57 PM
	Whom Would You Like to Connect With?	11:54:57 PM
libby	Technical Support (QB & App Hosting)	11:55:05 PM
Acebuddy	Welcome to Ace Support.	11:55:05 PM
	Please chose an option :	11:55:05 PM
libby	I'd like to report an Issue	11:55:11 PM
Acebuddy	Please select an option!	11:55:11 PM

libby	Other Issue	11:55:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:55:16 PM
libby	I have a Mac book and I'm trying to download the entry way into our server. I can't get it to download and would like some assistance.	11:56:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:56:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:56:10 PM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	11:56:30 PM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	11:56:36 PM
libby	hey, thank you	11:56:46 PM
Sourav Chhikara	I will surely help you with this issue.	11:57:39 PM
libby	Thank you	11:57:45 PM
Sourav Chhikara	Please allow me a moment to check the details.	11:58:11 PM
libby	ok	11:58:28 PM
Sourav Chhikara	May I take the remote access of your local computer?	11:59:00 PM
libby	Yes	11:59:05 PM
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.	11:59:15 PM
	<a href="https://assist.acecloudhosting.com/join/4362143212">https://assist.acecloudhosting.com/join/4362143212</a>	11:59:18 PM
	Kindly paste this link in the browser of local computer and join the session.	11:59:25 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.	20 Nov, 12:00:57 AM
	Libby I am sending you another link as I cannot see your screen. Make sure to approve all the permissions.	12:02:37 AM
	<a href="https://assist.acecloudhosting.com/join/3942828319">https://assist.acecloudhosting.com/join/3942828319</a>	12:02:51 AM
libby	ok, can you see my screen?	12:03:08 AM
Sourav Chhikara	Please join using this link	12:03:20 AM
	Libby are you joining the session?	12:04:39 AM
	I have sent you the latest link to join the session.	12:05:04 AM
libby	I'm trying but it's not wanting to work	12:05:31 AM
Sourav Chhikara	Are you getting any error message?	12:05:42 AM
libby	No, it won't let me click on the link. I was able to follow the first link and I'm connected to Zoho Assist	12:06:36 AM
Sourav Chhikara	You need to disconnected the previous session first.	12:06:42 AM
libby	ok, I ended it	12:07:07 AM
Sourav Chhikara		12:07:10 AM

	Try now I have disconnected previous session.	
	Sure, please make sure to allow permissions.	12:07:35 AM
	Here is the link.	12:07:51 AM
	We are connected now. But I cannot see the screen. Could you please allow all the permissions.	12:09:51 AM
libby	I'm trying. My computer isn't allowing me to give screen access. I'm trying to figure it out now	12:11:21 AM
Sourav Chhikara	I am sharing you the steps here Libby which you need to follow as I am unable to see the screen.	12:11:31 AM
libby	ok	12:12:24 AM
Sourav Chhikara	<p>How to Connect via Microsoft Remote Desktop on Mac</p> <p>*Install the App*</p> <p>Open *App Store → Search “Microsoft Remote Desktop” → Install* (blue icon).</p> <p>*Add the Connection*</p> <p>Open the app → Click *+ → Add PC*</p> <p>*PC Name:* Wittsell.myrealdata.net</p> <p>*User Account → Add User Account:*</p> <p>*Username:* LibbyEl@myrealdata.net</p> <p>*Password:*</p> <p><i>(enter your password)</i></p> <p>*Save &amp; Connect*</p> <p>Name it (e.g. LibbyEl) → *Save → Double-click to connect*</p> <p>If prompted with a certificate warning, click *Continue / Trust*</p> <hr/> <p>If you're unsure at any step, kindly share the *best time and direct number of the user*, and we'll set it up remotely for you.</p>	12:12:50 AM
libby	you should be able to see now	12:13:12 AM
	please let me know if you can't	12:13:21 AM
Sourav Chhikara	Yes Libby, thank you let me follow the steps quickly for you.	12:13:48 AM
	As discussed Libby please raise another chat once your macOS is updated I will assist you with Remote Desktop issue.	12:21:24 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:21:30 AM
	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!	12:21:37 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> )	
	<i>Sourav Chhikara has ended this chat session</i>	12:21:39 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

19 Nov, 10:01:02 PM

### #83830 Heather Shea

Email: hshea922@hotmail.com

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: ESSEX JUNCTION

State: Vermont

Country: UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 46 Secs

Heather Shea	Hello, I am your Acebuddy	19 Nov, 10:01:03 PM
Acebuddy	Hello Heather Shea, I'm your Ace Buddy. I'll be happy to assist you!	10:01:04 PM
	Whom Would You Like to Connect With?	10:01:04 PM
Heather Shea	Technical Support (QB & App Hosting)	10:01:09 PM
Acebuddy	Welcome to Ace Support.	10:01:09 PM
	Please chose an option :	10:01:09 PM
Heather Shea	I'd like to report an Issue	10:01:13 PM
Acebuddy	Please select an option!	10:01:13 PM
Heather Shea	QuickBooks Issue	10:01:18 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:01:18 PM
Heather Shea	QuickBooks is Frozen	10:01:22 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:01:22 PM
	Was that helpful?	10:01:22 PM

Heather Shea	No	10:03:23 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:03:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:03:23 PM
	<i>Luv accepted the chat transfer request.</i>	10:03:26 PM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	10:03:36 PM
	How are you Heather?	10:03:42 PM
Heather Shea	I'm well, thanks. How are you?	10:03:55 PM
Luv	I will surely help you with the issue, may I have your server name?	10:04:01 PM
	I am doing good as well.	10:04:09 PM
Heather Shea	RealData/BusinessMgr	10:04:57 PM
	I believe that's it?	10:05:00 PM
	Company is New Frameworks	10:05:16 PM
Luv	I am trying to find the account name	10:05:27 PM
	This helps, bare with me as I access the server	10:05:53 PM
Heather Shea	Great. Thank you.	10:06:02 PM
Luv	What is your username that you use to login into the server, I will shadow your session	10:07:30 PM
	is it Businessmgr?	10:07:56 PM
Heather Shea	For QB it's Admin, for the desktop it's Businessmgr.	10:08:15 PM
Luv	Okay, let me try to connect.	10:08:26 PM
Heather Shea	My issue is that QB is frozen in case that wasn't apparent.	10:08:49 PM
Luv	Yeah I understand, I am working on it.	10:09:43 PM
Heather Shea	Great. Should I sign back in?	10:10:58 PM
Luv	Try logging into now	10:11:00 PM
Heather Shea	Great. It's working now. Thank you!	10:11:53 PM
Luv	No worries, This is something you can do as well, If it gets stuck again, open Task manager>find quickbooks>end task.	10:12:41 PM
	Is there anything else i can assist you with?	10:12:51 PM
Heather Shea	I did try that but wasn't able to access the icon for Task Manager. Thank you for your help.	10:13:19 PM
	Not now.	10:13:24 PM
Luv	Anytime, have a nice rest of your day.	10:13:33 PM
Heather Shea	You too	10:13:37 PM
Luv	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:13:37 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.

10:13:45 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!

10:13:48 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/>)

*Luv has ended this chat session*

10:13:50 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Nov, 10:28:49 PM

**#83526 David Weinstein**

**Email:** david@davidweinsteincpa.com 19149071180

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 22 Mins 34 Secs

David Weinstein

Hello, I am your Acebuddy

11 Nov, 10:28:49 PM

Acebuddy

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

10:28:50 PM

	Whom Would You Like to Connect With?	10:28:50 PM
David Weinstein	Technical Support (QB & App Hosting)	10:28:55 PM
Acebuddy	Welcome to Ace Support.	10:28:55 PM
	Please chose an option :	10:28:55 PM
David Weinstein	I'd like to report an Issue	10:29:00 PM
Acebuddy	Please select an option!	10:29:00 PM
David Weinstein	Other Issue	10:29:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:29:05 PM
David Weinstein	initiating desktop connection for pilar.s@myrealdata.net is taking a very long time?	10:29:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:29:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:29:51 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:30:09 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:30:12 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:30:15 PM
David Weinstein	David@davidweinstein	10:30:36 PM
	pilar.s@myrealdata.net	10:30:40 PM
	it just says initiating remote connection	10:31:02 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:32:05 PM
	To help me assist you better, please answer the following questions:	
	1. Were you able to connect to the server before, or is this your first time trying?	10:33:43 PM
	2. Are you using a Windows PC or a Mac?	
David Weinstein	windows pc	10:34:05 PM
	This is the first time	10:34:14 PM
Yash Kalra	May I take the remote access of your local computer?	10:34:20 PM
David Weinstein	yes	10:34:25 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	10:34:27 PM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/5072380989">https://assist.acecloudhosting.com/join/5072380989</a>	10:34:45 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.	10:36:20 PM
	David, we assisted you with the login issue. Is there anything else I may help you with ? (Edited)	10:47:35 PM

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

10:51:18 PM

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

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

Thanks!

10:51:20 PM

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

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

*Yash Kalra has ended this chat session*

10:51:24 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Nov, 11:52:46 PM

#### #83234 kbs-ays

**Email:** kbs-ays@outlook.com ☎ 18102106426

**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:** 23 Secs

**City:** NORTHVILLE

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 27 Mins 4 Secs

kbs-ays	Hello, I am your Acebuddy	3 Nov, 11:52:46 PM
Acebuddy	Hello Kbs-ays, I'm your Ace Buddy. I'll be happy to assist you!	11:52:47 PM
	Whom Would You Like to Connect With?	11:52:47 PM

kbs-ays	Technical Support (QB & App Hosting)	11:53:07 PM
Acebuddy	Welcome to Ace Support.	11:53:07 PM
	Please chose an option :	11:53:07 PM
kbs-ays	I'd like to report an Issue	11:53:13 PM
Acebuddy	Please select an option!	11:53:13 PM
kbs-ays	Password Reset	11:53:17 PM
Acebuddy	Please select an option below	11:53:17 PM
kbs-ays	Already Enrolled to Selfcare Portal	11:53:24 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:53:24 PM
	Do you need any further assistance on the topic?	11:53:24 PM
kbs-ays	Yes	11:53:31 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:53:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:53:31 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:53:50 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:53:58 PM
kbs-ays	Hello	11:54:08 PM
Abhay Kumar Saraswat	Hello	11:54:21 PM
	Can I get your name please?	11:54:28 PM
kbs-ays	Kelli	11:54:37 PM
Abhay Kumar Saraswat	Hello Kelli	11:54:55 PM
	How are you doing today?	11:54:59 PM
kbs-ays	I am doing alright and you?	11:55:06 PM
Abhay Kumar Saraswat	I'm doing good.	11:55:21 PM
	Thank you for asking.	11:55:32 PM
kbs-ays	I am having trouble resetting my password. I went to the portal and I tried to verify my identity but the email address that shows up is not an email address we have and the security questions I have no clue what the answers are lol	11:56:31 PM
Abhay Kumar Saraswat	I will be surely assisting you with this.	11:56:52 PM
	Is this for account: <b>KBS Playground Services</b> ?	11:57:12 PM
kbs-ays	yes	11:57:16 PM
Abhay Kumar	Thanks for the confirmation !	

Saraswat		11:57:21 PM
	Please confirm me your username.	11:57:40 PM
kbs-ays	CID69339	11:58:00 PM
Abhay Kumar Saraswat	That is your account CID number.	11:58:30 PM
kbs-ays	myrealdata\KelliS_KBS.q16	11:59:06 PM
	is this it?	11:59:09 PM
Abhay Kumar Saraswat	I'm asking for the username you used to log in to the server.	11:59:24 PM
	Yes.	11:59:33 PM
	Thank you for the information.	11:59:40 PM
kbs-ays	welcome	11:59:53 PM
Abhay Kumar Saraswat	I can see that your this email is enrolled with your account: kelli.kbs@outlook.com	4 Nov, 12:01:04 AM
	Is this your email?	12:01:17 AM
kbs-ays	yes	12:01:23 AM
	but when i click on the pick which emailt o send the verification code to it shows one that starts with a Q	12:02:03 AM
Abhay Kumar Saraswat	Please share the screenshot with me.	12:02:22 AM
	Let me have a look.	12:02:27 AM
kbs-ays	hmm let me figure out how to do that lol	12:03:53 AM
	<i>12:04:35 AM kbs-ays is sharing a file with you <a href="#"><u>image.png</u></a> - ( Size:408.54 KB )</i>	12:04:35 AM
Abhay Kumar Saraswat	Or you can give me your remote, let me check.	12:04:42 AM
kbs-ays	now its showing some S2 email	12:04:51 AM
Abhay Kumar Saraswat	No worries.	12:05:12 AM
	May I take the remote access of your local computer?	12:05:27 AM
kbs-ays	yes I have dual screens so let me know if you dont see the correct thing	12:05:48 AM
Abhay Kumar Saraswat	Sure.	12:05:54 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:05:57 AM
	<a href="https://assist.acecloudhosting.com/join/2532098034"><u>https://assist.acecloudhosting.com/join/2532098034</u></a>	12:06:00 AM
	Kindly paste this link in the browser of local computer and join the session.	12:06:09 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly	12:08:12 AM

	give your confirmation on this chat.	
	Thank you for your patience.	12:19:14 AM
kbs-ays	We are all set thank you!	12:19:15 AM
Abhay Kumar Saraswat	My pleasure to assist you.	12:19:28 AM
	Is there anything else I may help you with ?	12:19:31 AM
kbs-ays	no thank you	12:19:37 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.	12:19:43 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!	12:19:46 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.	12:19:49 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:19:51 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Nov, 3:41:33 AM

**#83801 Victoria sama**

**Email:** vsama@comcast.net 856397931

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

**Operator:** Adarsh Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** LEWES

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 54 Mins 1 Sec

Victoria sama	Hello, I am your Acebuddy	19 Nov, 3:41:34 AM
Acebuddy	Hello Victoria Sama, I'm your Ace Buddy. I'll be happy to assist you!	3:41:34 AM
	Whom Would You Like to Connect With?	3:41:34 AM
Victoria sama	Technical Support (QB & App Hosting)	3:41:43 AM
Acebuddy	Welcome to Ace Support.	3:41:43 AM
	Please chose an option :	3:41:43 AM
Victoria sama	I'd like to report an Issue	3:44:00 AM
Acebuddy	Please select an option!	3:44:00 AM
Victoria sama	Other Issue	3:44:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:44:05 AM
Victoria sama	unable to login to the server	3:44:20 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:44:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:44:21 AM
	<i>Adarsh Singh accepted the chat transfer request.</i>	3:44:54 AM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	3:45:01 AM
Victoria sama	Hi Adarsh. Thank you for helping. I am unable to connect to the server	3:45:28 AM
Adarsh Singh	I understand that you are not able to sign in to the server could you please let me know if you are getting any specific error ?	3:46:01 AM
Victoria sama	there is a problem connecting to the remote resource	3:46:28 AM
	error code: 0x30000008	3:47:20 AM
Adarsh Singh	Could you please let me know if server in question is QBNXTPRO1.myrealdatal.net ?	3:48:23 AM
Victoria sama	Yes that is the server	3:48:46 AM
Adarsh Singh	Could you please let me know when was the last time you were able to connect ?	3:49:07 AM
Victoria sama	Today I connected	3:49:55 AM
Adarsh Singh	May I take the remote access of your local computer?	3:50:41 AM
Victoria sama	yes	3:51:00 AM
Adarsh Singh	Prior providing the access, I would suggest you to close any important documents at your end.	3:51:18 AM

Victoria sama	yes all is good.	3:51:26 AM
Adarsh Singh	Please use link to connect with me <a href="https://assist.acecloudhosting.com/join/5102671309">https://assist.acecloudhosting.com/join/5102671309</a>	3:51:36 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.	3:54:15 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:35:35 AM
	<i>Ended due to chat idle timeout</i>	4:35:35 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Nov, 6:37:18 PM

#### #83434 Carmon Padgett

**Email:** jr.padgett@padgettci.com ☎ 8123812201

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 59 Secs

**City:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 18 Mins 55 Secs

Carmon Padgett	Hello, I am your Acebuddy	8 Nov, 6:37:18 PM
Acebuddy	Hello Carmon Padgett, I'm your Ace Buddy. I'll be happy to assist you!	6:37:20 PM
	Whom Would You Like to Connect With?	6:37:20 PM
Carmon Padgett	Technical Support (QB & App Hosting)	6:37:28 PM
Acebuddy	Welcome to Ace Support.	6:37:28 PM

	Please chose an option :	6:37:28 PM
Carmon Padgett	I'd like to report an Issue	6:37:41 PM
Acebuddy	Please select an option!	6:37:41 PM
Carmon Padgett	Other Issue	6:37:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:37:48 PM
Carmon Padgett	I am setting up a new laptop computer. I have copied the .rdp shortcut to it. I can make the connection to your server with no problem. However, the resolution on the desktop is so high that I can hardly see the information on the screen.	6:40:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:40:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:40:45 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:40:53 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:41:00 PM
Carmon Padgett	i contacted support via email. They responded with the following:  • Right-click the .rdp (The icon which you use to connect to server) file → Edit. • Go to the Display tab. • Move the slider to your preferred size or deselect "Use all my monitors for the remote session" if you have multiple screens. • Save and reconnect to server using same icon.	6:41:27 PM 6:41:46 PM
	I have done that. That only makes the window smaller (uses only a portion of my monitor area). It didn't change the resolution of the desktop	6:42:43 PM
	I try to right click in the desktop area and change the view settings there, but I get an error message that says This file does not have an app associated with it.	6:44:35 PM
Shubham Maurya	I will surely help you with this issue.  Please confirm the business name is : Padgett Construction Inc CID65879 Username: CarmonP.NRPO@myrealdata.net	6:44:42 PM
Carmon Padgett	that is corr	6:45:06 PM
	correct	6:45:10 PM
Shubham Maurya	Thanks for the confirmation, could you please share a screen short of this error message?	6:46:40 PM
Carmon Padgett	Give me a minute. I started this chat on the old computer. I will have to transfer it to include in the chat.	6:47:31 PM
Shubham Maurya	Okay, also please check after changing your local system screen resolution first.	6:48:05 PM
	The RDP session adapts to your local system's screen resolution. To adjust the display size or resolution within the RDP session, you'll need to change the screen resolution on your local system and then reconnect. Please check this and let us know if it works for you.	6:49:27 PM
Carmon Padgett	That seems to help. I will have to play with it to get it the way I want it.	6:55:15 PM
	Thanks.	6:55:17 PM
Shubham Maurya	You are most welcome !	6:55:32 PM

	Is there anything else I may help you with ?	6:55:34 PM
Carmon Padgett	Not right now. Thanks.	6:55:59 PM
Shubham Maurya	Have a good one !	6:56:07 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:56:10 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!	6:56:12 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 Maurya has ended this chat session</i>	6:56:14 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

20 Nov, 10:29:25 PM

**#83886 krobin11766**

**Email:** krobin11766@hotmail.com 16314732329

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** PATCHOGUE

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 36 Secs

krobin11766	Hello, I am your Acebuddy	20 Nov, 10:29:26 PM
Acebuddy	Hello Krobin11766, I'm your Ace Buddy. I'll be happy to assist you!	10:29:27 PM
	Whom Would You Like to Connect With?	10:29:27 PM
krobin11766	Technical Support (QB & App Hosting)	10:29:30 PM
Acebuddy	Welcome to Ace Support.	10:29:30 PM
	Please chose an option :	10:29:30 PM
krobin11766	I'd like to raise a Request	10:29:37 PM
Acebuddy	Please select your request type.	10:29:37 PM
krobin11766	Other Request	10:29:49 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:29:49 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:29:49 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.	11:10:03 PM
	<i>Ended due to chat idle timeout</i>	11:10:03 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Nov, 6:46:53 AM

**#83179 Dennis Burnett**

**Email:** djburnett@verizon.net 17039449126

**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:** ASHBURN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 47 Secs

Dennis Burnett	Hello, I am your Acebuddy	1 Nov, 6:46:54 AM
Acebuddy	Hello Dennis Burnett, I'm your Ace Buddy. I'll be happy to assist you!	6:46:55 AM
	Whom Would You Like to Connect With?	6:46:55 AM
Dennis Burnett	Technical Support (QB & App Hosting)	6:47:06 AM
Acebuddy	Welcome to Ace Support.	6:47:06 AM
	Please chose an option :	6:47:06 AM
Dennis Burnett	I'd like to raise a Request	6:47:18 AM
Acebuddy	Please select your request type.	6:47:19 AM
Dennis Burnett	Change in Users	6:47:28 AM
Acebuddy	Please select your desired option!	6:47:28 AM
Dennis Burnett	User Addition	6:47:36 AM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	6:47:36 AM
	Do you need any further assistance on the topic?	6:47:36 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:21:41 AM
	<i>Ended due to chat idle timeout</i>	7:21:41 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20 Nov, 1:37:09 AM

**#83849 Michael Charles Burns**

**Email:** burns265@gmail.com 612-419-7922

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** ST PAUL

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 30 Secs

Michael Charles Burns	Hello, I am your Acebuddy	20 Nov, 1:37:10 AM
Acebuddy	Hello Michael Charles Burns, I'm your Ace Buddy. I'll be happy to assist you!	1:37:10 AM
	Whom Would You Like to Connect With?	1:37:10 AM
Michael Charles Burns	Technical Support (QB & App Hosting)	1:37:24 AM
Acebuddy	Welcome to Ace Support.	1:37:24 AM
	Please chose an option :	1:37:24 AM
Michael Charles Burns	I'd like to report an Issue	1:37:34 AM
Acebuddy	Please select an option!	1:37:34 AM
Michael Charles Burns	Password Reset	1:37:37 AM
Acebuddy	Please select an option below	1:37:37 AM
Michael Charles Burns	Already Enrolled to Selfcare Portal	1:37:45 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:37:45 AM
	Do you need any further assistance on the topic?	1:37:45 AM
Michael Charles Burns	Yes	1:37:53 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:37:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:37:53 AM
Michael Charles Burns	ok	1:37:58 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:38:07 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:38:18 AM
	I will be surely assisting you with this.	1:38:28 AM
	Is this for account: <b>Friends of Minnesota Men's Gymnastics ?</b>	1:38:57 AM
Michael Charles Burns	yes	1:39:09 AM
Abhay Kumar		1:39:21 AM

Saraswat	Thanks for the confirmation !	
Michael Charles Burns	we had a terrible time getting into ACE	1:39:22 AM
	i was finally able to this morning	1:39:29 AM
	but need to reset password	1:39:35 AM
	and apparent;y i dont know our usermame	1:39:44 AM
	hi Abhay	1:40:03 AM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	1:40:04 AM
Michael Charles Burns	Im Mike	1:40:05 AM
Abhay Kumar Saraswat	Hello Mike	1:40:24 AM
Michael Charles Burns	I was sent a link to a tem,porarty password and that got me in	1:40:28 AM
Abhay Kumar Saraswat	How are you doing today?	1:40:29 AM
Michael Charles Burns	doing ok but getting frustrated with your system	1:40:50 AM
Abhay Kumar Saraswat	So, are you into the server now or having issues?	1:40:54 AM
Michael Charles Burns	I am in the ACE system now but cant seem to reste the password	1:41:13 AM
Abhay Kumar Saraswat	I apologize for the trouble. Please assist me with your actual concern.	1:41:24 AM
	Just to confirm, you are already logged into the ACE server and are looking to change your password, correct?	1:42:36 AM
Michael Charles Burns	yes	1:42:43 AM
	the username i entered doesnt seem to work	1:43:04 AM
Abhay Kumar Saraswat	Could you please confirm me that what username you are trying to login into ACE?	1:43:33 AM
	Could you please try to login now?	1:45:30 AM
Michael Charles Burns	hang on	1:45:41 AM
	MikeBu.NENT1	1:45:47 AM
Abhay Kumar Saraswat	I've checked and found that you were locked.	1:46:03 AM
	I just unlocked you.	1:46:09 AM
Michael Charles Burns	or MikeBU.NENT1@myrealdata.net	1:46:10 AM
	ok	1:46:16 AM

Abhay Kumar Saraswat	Both usernames are correct.	1:46:27 AM
Michael Charles Burns	should i try and reset password again	1:46:28 AM
	i dont rem,ember my passworf	1:46:38 AM
	should i use the temporary one that i receioevd from the link in the email I receievd earlier today	1:47:00 AM
Abhay Kumar Saraswat	Yes, please use that one and try to login first.	1:47:13 AM
	If you are able to log in successfully, I will guide you further.	1:47:46 AM
Michael Charles Burns	nope	1:48:19 AM
	it said invalid username or password	1:48:29 AM
	shoukd I use the username and click on 'FORGOT PASSWORD'	1:48:43 AM
Abhay Kumar Saraswat	Please share the screenshot of an error.	1:49:16 AM
Michael Charles Burns	how do i do that	1:49:49 AM
Abhay Kumar Saraswat	No worries.	1:50:00 AM
	May I take the remote access of your local computer?	1:50:05 AM
Michael Charles Burns	should i just click 'FORGOT PASSWORD'	1:50:16 AM
	yes	1:50:21 AM
Abhay Kumar Saraswat	I just need to check first, then on which page you are getting error and seeing that "Forgot password" option.	1:50:52 AM
	Thank you.	1:50:57 AM
Michael Charles Burns	ok	1:51:01 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	1:51:02 AM
Michael Charles Burns	ok hold on	1:51:13 AM
Abhay Kumar Saraswat	Sure.	1:51:21 AM
	<a href="https://assist.acecloudhosting.com/join/4982413370">https://assist.acecloudhosting.com/join/4982413370</a>	1:51:44 AM
	Kindly paste this link in the browser of local computer and join the session.	1:51:48 AM
Michael Charles Burns	can i just click on it	1:52:07 AM
Abhay Kumar Saraswat	Yes.	1:52:35 AM
Michael Charles Burns	are u in?	1:52:55 AM
Abhay Kumar Saraswat	Download the setup file for remote session and then execute it.	1:53:00 AM

Michael Charles Burns	this makes me very uncomfortable just so u know	1:53:09 AM
	excuse me?	1:53:19 AM
	how do i execute it	1:54:03 AM
Abhay Kumar Saraswat	I would like to request you to check your download ad there will be a setup file for the remote session.	1:54:32 AM
	Please click on it and then we'll connected.	1:54:50 AM
Michael Charles Burns	did it work?	1:55:07 AM
	it asked if i want it to be ablw to make changes to my computer	1:55:21 AM
Abhay Kumar Saraswat	I can understand your frustration but surely assist you further.	1:55:22 AM
Michael Charles Burns	should i click YES??	1:55:32 AM
Abhay Kumar Saraswat	Click "yes"	1:55:36 AM
	Correct.	1:55:43 AM
Michael Charles Burns	ok hang on	1:55:43 AM
Abhay Kumar Saraswat	No worries.	1:55:52 AM
	Take your time.	1:55:55 AM
Michael Charles Burns	are u in?	1:56:30 AM
Abhay Kumar Saraswat	Yes.	1:56:43 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:56:49 AM
Michael Charles Burns	ok	2:18:12 AM
Abhay Kumar Saraswat	Thank you for your patience.	2:18:14 AM
Michael Charles Burns	thnx for ur help	2:18:20 AM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	2:18:22 AM
Michael Charles Burns	not today	2:18:27 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.	2:18:32 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

2:18:35 AM

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

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

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

2:18:38 AM

*Abhay Kumar Saraswat has ended this chat session*

2:18:40 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Nov, 11:37:56 PM

#83230 julie

Email: julie@sweenorbuilders.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: WAKEFIELD

State: Rhode Island

Country: UNITED STATES

### Chat Transcript

Chat Duration : 40 Secs

julie	Hello, I am your Acebuddy	3 Nov, 11:37:56 PM
Acebuddy	Hello Julie, I'm your Ace Buddy. I'll be happy to assist you!	11:37:57 PM
	Whom Would You Like to Connect With?	11:37:57 PM
julie	Technical Support (QB & App Hosting)	11:38:07 PM
Acebuddy	Welcome to Ace Support.	11:38:07 PM

	Please chose an option :	11:38:07 PM
julie	I'd like to raise a Request	11:38:13 PM
Acebuddy	Please select your request type.	11:38:13 PM
julie	Other Request	11:38:27 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:38:27 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:38:27 PM
julie	No, That'll be all!	11:38:37 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	11:38:37 PM
	<i>Acebuddy has ended this chat session</i>	11:38:37 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Nov, 1:47:52 AM

#### #83575 Brad Robbins

**Email:** brobbins@seventhwall.com 14342205433

**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:** CHARLOTTESVILLE

**State:** Virginia

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 36 Mins 12 Secs

Brad Robbins	Hello, I am your Acebuddy	13 Nov, 1:47:53 AM
Acebuddy	Hello Brad Robbins, I'm your Ace Buddy. I'll be happy to assist you!	1:47:53 AM
	Whom Would You Like to Connect With?	1:47:53 AM

Brad Robbins	Technical Support (QB & App Hosting)	1:47:57 AM
Acebuddy	Welcome to Ace Support.	1:47:57 AM
	Please chose an option :	1:47:57 AM
Brad Robbins	I'd like to raise a Request	1:48:06 AM
Acebuddy	Please select your request type.	1:48:06 AM
Brad Robbins	Other Request	1:48:16 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:48:16 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:48:16 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:24:05 AM
	<i>Ended due to chat idle timeout</i>	2:24:05 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Nov, 8:28:18 PM

#### #83465 office

**Email:** office@mermanusa.com 12035701995

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

**Operator:** Karan Bhattacharya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** EASTHAMPTON

**State:** Massachusetts

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 31 Mins 12 Secs

office Hello, I am your Acebuddy

10 Nov, 8:28:18 PM

Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	8:28:19 PM
office	Whom Would You Like to Connect With?	8:28:19 PM
Acebuddy	Technical Support (QB & App Hosting)	8:28:23 PM
office	Welcome to Ace Support.	8:28:23 PM
Acebuddy	Please chose an option :	8:28:23 PM
office	I'd like to report an Issue	8:28:30 PM
Acebuddy	Please select an option!	8:28:30 PM
office	QuickBooks Issue	8:28:35 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:28:35 PM
office	Other QB related issue	8:28:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:28:41 PM
office	When I run payroll, I am not getting a vender payment confirmation report. This has happened the last two direct deposits, and I never had a problem with this before.	8:29:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:29:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:29:56 PM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	8:31:43 PM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	8:31:55 PM
office	great	8:32:10 PM
Karan Bhattacharya	please let us know the issue you are facing?	8:32:43 PM
office	When I run payroll, I am not getting a vender payment confirmation report. This has happened the last two direct deposits, and I never had a problem with this before.	8:32:47 PM
Karan Bhattacharya	Is there any error appearing over that?	8:33:33 PM
	<i>8:33:35 PM office is sharing a file with you</i>	8:33:35 PM
	<i><a href="#">Screenshot 2025-11-10 100307.png</a> - ( Size:138.06 KB )</i>	
office	no error just a notice and you can see that there is no vendor confirmation report for 11.10.25	8:34:12 PM
	we had to re-send direct deposit the week before.	8:34:45 PM
Karan Bhattacharya	ok	8:34:52 PM
	let me check few details at backend,allow me few minutes	8:35:11 PM
office	ok	8:35:16 PM
Karan Bhattacharya	Can you please confirm me your email id with which you login to server?	8:39:07 PM
office	maybe elizabeth.tarbell@gmail.com	8:39:32 PM
Karan Bhattacharya	myrealdata.net account?	8:40:02 PM

office	etarbell@myrealdata.net	8:40:21 PM
Karan Bhattacharya	ok	8:40:26 PM
	I will have to update the quickbooks but I see that you and one another user is currently logged into the server. Is it possible if both the user can sign out of server so that I can try to update it once?	8:45:03 PM
	Are we still connected?	8:46:29 PM
office	yes	8:46:37 PM
	i am getting the other user to log out	8:46:49 PM
Karan Bhattacharya	ok	8:46:54 PM
office	he's logging out in about 1 min	8:47:42 PM
Karan Bhattacharya	ok	8:47:53 PM
	Shall I sign you out of server?	8:48:08 PM
office	do I need to switch to single user mode? or can you log me out now	8:49:12 PM
Karan Bhattacharya	I am logging you out.	8:49:38 PM
office	ok	8:49:42 PM
	is other user logged out?	8:53:30 PM
Karan Bhattacharya	yes	8:54:32 PM
	Updation is in progress	8:56:24 PM
office	excellent	8:56:32 PM
Karan Bhattacharya	It will take some time	8:56:42 PM
office	ok	8:56:46 PM
Karan Bhattacharya	Shall I email you once it's done and then you can login accordingly.	8:57:08 PM
office	sure. then i will re-send direct deposit and see if i get vendor confirmation report	8:57:56 PM
Karan Bhattacharya	Sure, you can check that whether it's fine or not. (Edited)	8:58:13 PM
office	ok	8:58:25 PM
Karan Bhattacharya	Is there anything else I can assist you with?	8:58:43 PM
office	no thanks for your help	8:58:51 PM
Karan Bhattacharya	Thank you for your time and cooperation	8:59:04 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:59:16 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/>)

*Karan Bhattacharya has ended this chat session*

8:59:31 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

18 Nov, 8:52:56 PM

### #83752 MARIE BALBUENA

**Email:** marie@laseafood.com

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

**Operator:** Sourav Chhikara

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 8 Secs

**City:** KENNER

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 33 Secs

MARIE BALBUENA	Hello, I am your Acebuddy	18 Nov, 8:52:56 PM
Acebuddy	Hello Marie Balbuena, I'm your Ace Buddy. I'll be happy to assist you!	8:52:57 PM
	Whom Would You Like to Connect With?	8:52:57 PM
MARIE BALBUENA	Technical Support (QB & App Hosting)	8:53:09 PM
Acebuddy	Welcome to Ace Support.	8:53:09 PM
	Please chose an option :	8:53:09 PM
MARIE BALBUENA	I'd like to report an Issue	8:53:16 PM
Acebuddy	Please select an option!	8:53:16 PM
MARIE BALBUENA	Other Issue	8:53:23 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:53:23 PM
MARIE BALBUENA	We are getting an error message on all our users.	8:54:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:54:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:54:08 PM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	8:54:12 PM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	8:54:19 PM
MARIE BALBUENA	Server Statistics Ram: 87% (2.3/14.0 GB) c: driver usage 90% D Drive usage 73%	8:54:44 PM
Sourav Chhikara	Sure, I can help with that. Let me look into it for you.	8:55:25 PM
MARIE BALBUENA	cid #74150	8:56:05 PM
Sourav Chhikara	Thank-you for sharing your CID. Let me check the details.	8:56:28 PM
	Could you confirm since when you are getting this error?	8:58:20 PM
MARIE BALBUENA	started about 30 minutes ago	8:58:40 PM
Sourav Chhikara	Alright, I can see that the C disk is having significantly low space about 10% which 6.16 GB and your memory consumption is 90% right now.	9:00:36 PM
MARIE BALBUENA	I only store 1 backup on the server for the quickbooks. We don't save any files to the server on any user...I double checked.	9:01:18 PM
Sourav Chhikara	Please allow me 5 mins for checking backend details.	9:02:09 PM
MARIE BALBUENA	Have y'all changed any of these limits?	9:02:18 PM
Sourav Chhikara	I am checking please allow me 5-7 mins.	9:03:33 PM
MARIE BALBUENA	yes	9:03:42 PM
Sourav Chhikara	Marie, it's taking longer then expected. Can I update you over the email once I get all the information and perform troubleshooting steps to make space in C drive?	9:07:43 PM
MARIE BALBUENA	yes	9:08:03 PM
Sourav Chhikara	I appreciate your patience. I'll connect with you over the email once done with the troubleshooting.	9:08:48 PM
	Is there anything else I may help you with ?	9:08:57 PM
	Are we connected?	9:10:08 PM
MARIE BALBUENA	not at this time. thank you	9:10:16 PM
Sourav Chhikara	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!	9:10:28 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	

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

*Sourav Chhikara has ended this chat session*

9:10:30 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Nov, 8:29:25 PM

### #83517 Ken Mathews

**Email:** kmathews@patriotprocesseq.com 12146799979

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** LONGVIEW

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 18 Secs

Ken Mathews	Hello, I am your Acebuddy	11 Nov, 8:29:25 PM
Acebuddy	Hello Ken Mathews, I'm your Ace Buddy. I'll be happy to assist you!	8:29:26 PM
	Whom Would You Like to Connect With?	8:29:26 PM
Ken Mathews	Technical Support (QB & App Hosting)	8:29:29 PM
Acebuddy	Welcome to Ace Support.	8:29:29 PM
	Please chose an option :	8:29:29 PM
Ken Mathews	I'd like to report an Issue	8:29:35 PM
Acebuddy	Please select an option!	8:29:35 PM
Ken Mathews	Other Issue	8:29:38 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:29:38 PM
Ken Mathews	License key to Uniprint appears to be expired	8:30:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:30:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:30:03 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:30:24 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:30:28 PM
	Hello Ken	8:30:32 PM
Ken Mathews	Hi. Ken Mathews Patriot Process Equipment. PatriotProcess.myrealdatal.net	8:31:13 PM
	One of my users CCarpenter uses Uniprint. She is getting a banner across her printouts that says "Incorrect license key or demo evaluation period expired. Contact your IT support desk"	8:32:20 PM
Shashwat Verma	I will surely help you with this issue.	8:32:28 PM
	Kindly allow me two minutes to check the same.	8:32:30 PM
	Could you please share a screenshot of the prompt that appears when you click on it?	8:33:39 PM
	<i>8:35:16 PM Ken Mathews is sharing a file with you <a href="#">20251111090222.pdf</a> - ( Size:1019.31 KB )</i>	8:35:16 PM
	Got it	8:36:07 PM
	Kindly allow me two minutes to check the same.	8:36:35 PM
	ken, we have noted your request and will do the needful in next 15 mins	8:40:43 PM
	Our team have started the process from backend	8:40:57 PM
Ken Mathews	Ok. Any thing you need from me, or will it just be automatic?	8:41:25 PM
Shashwat Verma	Will fix the same from backend	8:41:38 PM
	Let you know on email once done	8:41:51 PM
Ken Mathews	Ok. I'll put this chat in the background if needed, but will not be constantly monitoring.	8:42:27 PM
Shashwat Verma	Ken, we recommend you to close this chat, as the issue occurs from backend settings, will fix the same in next 20 mins	8:42:59 PM
	Max 20 mins	8:43:04 PM
Ken Mathews	ok, thanks	8:43:10 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day. (Edited)	8:43:13 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:43:41 PM
Note: You may change/reset your server password on your own by registering on our Selfcare Portal		

(<https://selfcare.acecloudhosting.com>).

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

*Shashwat Verma has ended this chat session*

8:43:44 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 9:21:59 PM

**#83520 Teresa M Melick**

**Email:** tmmelick@partnered-accounting-services.com 13173637444

**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:** INDIANAPOLIS

**State:** Indiana

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 8 Secs

Teresa M Melick	Hello, I am your Acebuddy	11 Nov, 9:22:00 PM
Acebuddy	Hello Teresa M Melick, I'm your Ace Buddy. I'll be happy to assist you!	9:22:01 PM
	Whom Would You Like to Connect With?	9:22:01 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:04:08 PM
<i>Ended due to chat idle timeout</i>		10:04:08 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

5 Nov, 2:49:18 PM

### #83313 krisika

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

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

**Operator:** Shubham Maurya

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 7 Secs

**City:** ANAND

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 5 Mins 54 Secs

krisika	Hello, I am your Acebuddy	5 Nov, 2:49:19 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	2:49:20 PM
	Whom Would You Like to Connect With?	2:49:20 PM
krisika	Technical Support (QB & App Hosting)	2:49:29 PM
Acebuddy	Welcome to Ace Support.	2:49:29 PM
	Please chose an option :	2:49:29 PM
krisika	I'd like to report an Issue	2:49:38 PM
Acebuddy	Please select an option!	2:49:38 PM
krisika	Other Issue	2:49:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:49:42 PM
krisika	Hi	2:50:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:50:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:50:01 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	2:50:12 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	2:50:20 PM

Are we still connected here? 2:52:46 PM

Are we still connected here? 2:53:04 PM

Are we still connected here? 2:54:01 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 2:55:10 PM

*Shubham Maurya has ended this chat session* 2:55:14 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 4 Nov, 10:50:31 PM

**#83284 vbrenner**

**Email:** vbrenner@butlerproperties.net 6786420421

**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:** MARIETTA

**State:** Georgia

**Country:** UNITED STATES

Chat Transcript Chat Duration : 41 Mins 42 Secs

vbrenner	Hello, I am your Acebuddy	4 Nov, 10:50:31 PM
Acebuddy	Hello Vbrenner, I'm your Ace Buddy. I'll be happy to assist you!	10:50:32 PM
	Whom Would You Like to Connect With?	10:50:32 PM
vbrenner	Technical Support (QB & App Hosting)	10:50:37 PM
Acebuddy	Welcome to Ace Support.	10:50:37 PM
	Please chose an option :	10:50:37 PM
vbrenner	I'd like to report an Issue	10:50:44 PM

Acebuddy	Please select an option!	10:50:44 PM
vbrenner	QuickBooks Issue	10:50:49 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:50:49 PM
vbrenner	QuickBooks is Frozen	10:50:53 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:50:53 PM
	Was that helpful?	10:50:53 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.	11:32:14 PM
	<i>Ended due to chat idle timeout</i>	11:32:14 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Nov, 9:57:45 PM

#### #83770 Adam Peaker

**Email:** adam.p@myrealdata.net

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

**Operator:** Shubham Kataria

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** PORTLAND

**State:** Oregon

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 13 Mins 18 Secs

Adam Peaker	Hello, I am your Acebuddy	18 Nov, 9:57:46 PM
Acebuddy	Hello Adam Peaker, I'm your Ace Buddy. I'll be happy to assist you!	9:57:46 PM
	Whom Would You Like to Connect With?	9:57:46 PM

Adam Peaker	Technical Support (QB & App Hosting)	9:57:57 PM
Acebuddy	Welcome to Ace Support.	9:57:57 PM
	Please chose an option :	9:57:57 PM
Adam Peaker	I'd like to report an Issue	9:58:05 PM
Acebuddy	Please select an option!	9:58:05 PM
Adam Peaker	Other Issue	9:58:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:58:09 PM
Adam Peaker	Was added as a new user, but unable to log in. Downloaded Windows App and followed instructions, but cannot successfully connect to client's (Green Hammer) QBO instance.	9:58:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:58:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:58:55 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:59:06 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:59:14 PM
	Hello Adam	9:59:21 PM
Adam Peaker	Hello!	9:59:26 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:59:27 PM
Adam Peaker	The Gateway that was provided in the login instructions was rdg.myreldata.net, and my credentials were sent as adam.p@myreldata.net	10:00:09 PM
	But I'm not sure if that is correct	10:00:14 PM
Shubham Kataria	alright	10:00:20 PM
	Could you please confirm your business name so that I can pull your account information.	10:00:41 PM
Adam Peaker	I'm a Fractional CFO, engaged to work with Stephen Aguire and the team at Green Hammer Inc	10:01:00 PM
Shubham Kataria	Thank you for the information. Please allow me two minutes to check the same.	10:01:33 PM
	Thank you for your patience.	10:02:34 PM
	May I take the remote access of your local computer?	10:02:37 PM
Adam Peaker	Sure, how do we do that?	10:02:46 PM
	Or is it possible to have you walk me through the steps? I'm comfortable with tech	10:03:12 PM
Shubham Kataria	Yes, I will share you one link, you need to join on that from your local computer.	10:03:45 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:03:49 PM
	<a href="https://assist.acecloudhosting.com/join/3502319951">https://assist.acecloudhosting.com/join/3502319951</a>	10:04:01 PM
	Kindly paste this link in the browser of local computer and join the session.	10:04:04 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till	

the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

10:09:22 PM

Thank you for your patience.

10:10:26 PM

As per the remote conversation your issue has been resolved

10:10:38 PM

Is there anything else I may help you with ?

10:10:41 PM

Adam Peaker Nope, all good. Thanks!

10:10:47 PM

Shubham Kataria You're welcome

10:10:54 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.

10:10:58 PM

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

10:11:00 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!

10:11:02 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/>)

*Shubham Kataria has ended this chat session*

10:11:04 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Nov, 9:37:24 PM

**#83521 Brenda Taylor**

**Email:** brenda@ermechanical.com 7572371667

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** PORTSMOUTH

**State:** Virginia

**Country:** UNITED STATES

Chat Duration : 25 Mins 45 Secs

### Chat Transcript

Brenda Taylor	Hello, I am your Acebuddy	11 Nov, 9:37:24 PM
Acebuddy	Hello Brenda Taylor, I'm your Ace Buddy. I'll be happy to assist you!	9:37:25 PM
	Whom Would You Like to Connect With?	9:37:25 PM
Brenda Taylor	Technical Support (QB & App Hosting)	9:37:49 PM
Acebuddy	Welcome to Ace Support.	9:37:49 PM
	Please chose an option :	9:37:49 PM
Brenda Taylor	I'd like to report an Issue	9:37:55 PM
Acebuddy	Please select an option!	9:37:55 PM
Brenda Taylor	Other Issue	9:37:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:37:59 PM
Brenda Taylor	it is not finding the printer from my laptop	9:38:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:38:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:38:14 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:38:27 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:38:34 PM
	Hello Brenda	9:38:43 PM
Brenda Taylor	hi. I have not been able to locate the printer for our checks but everyone else can	9:39:05 PM
Shashwat Verma	I will surely help you with this issue.	9:39:14 PM
	Is this the first time you are facing this issue?	9:39:18 PM
Brenda Taylor	it has been happening for a few weeks	9:39:29 PM
Shashwat Verma	Okay	9:39:52 PM
	When the last time you are able to access the same?	9:40:08 PM
Brenda Taylor	it's been a few weeks. I can access it from my laptop but not from acecloud	9:40:29 PM
Shashwat Verma	Okay	9:40:36 PM
	May I take the remote access of your local computer?	9:40:40 PM
Brenda Taylor	yes	9:40:54 PM

Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:40:58 PM
	<a href="https://assist.acecloudhosting.com/join/9392598376">https://assist.acecloudhosting.com/join/9392598376</a>	9:40:59 PM
	Kindly Click on the link and open the downloaded file.	9:41:02 PM
	As per the remote access printing issue is resolved.	10:03:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:03:06 PM
	<i>Shashwat Verma has ended this chat session</i>	10:03:10 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 12 Nov, 8:18:52 PM

**#83551 carolina reyes**

**Email:** contact@ssadvancecpa.com ☎ 3472829145

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript Chat Duration : 42 Mins 35 Secs

carolina reyes	Hello, I am your Acebuddy	12 Nov, 8:18:53 PM
Acebuddy	Hello Carolina Reyes, I'm your Ace Buddy. I'll be happy to assist you!	8:18:54 PM
	Whom Would You Like to Connect With?	8:18:54 PM
carolina reyes	Technical Support (QB & App Hosting)	8:19:00 PM
Acebuddy	Welcome to Ace Support.	8:19:00 PM
	Please chose an option :	8:19:00 PM
carolina reyes		

	I'd like to raise a Request	8:19:08 PM
Acebuddy	Please select your request type.	8:19:08 PM
carolina reyes	Other Request	8:19:21 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:19:21 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:19:21 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:01:29 PM
	<i>Ended due to chat idle timeout</i>	9:01:29 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Nov, 2:07:25 AM

#### #83247 Eduardo

**Email:** corporateit@sdf-itc.com 15125169214

**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:** 24 Secs

**City:** CIUDAD ADOLFO LOPEZ MATEOS

**State:** Ciudad De Mexico

**Country:** MEXICO

### Chat Transcript

Chat Duration : 33 Mins 14 Secs

Eduardo	Hello, I am your Acebuddy	4 Nov, 2:07:26 AM
Acebuddy	Hello Eduardo De La Cruz, I'm your Ace Buddy. I'll be happy to assist you!	2:07:26 AM
	Whom Would You Like to Connect With?	2:07:26 AM
Eduardo		

	Technical Support (QB & App Hosting)	2:07:50 AM
Acebuddy	Welcome to Ace Support.	2:07:50 AM
	Please chose an option :	2:07:50 AM
Eduardo	Restart	2:07:53 AM
Acebuddy	Hello Eduardo De La Cruz, I'm your Ace Buddy. I'll be happy to assist you!	2:07:53 AM
	Whom Would You Like to Connect With?	2:07:53 AM
Eduardo	Technical Support (QB & App Hosting)	2:07:59 AM
Acebuddy	Welcome to Ace Support.	2:07:59 AM
	Please chose an option :	2:07:59 AM
Eduardo	I'd like to report an Issue	2:08:09 AM
Acebuddy	Please select an option!	2:08:09 AM
Eduardo	Other Issue	2:08:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:08:15 AM
Eduardo	When I click on sage icon this message appears	2:08:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:08:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:08:40 AM
	<i>2:08:40 AM Eduardo is sharing a file with you <a href="#">image.png</a> - ( Size:75.33 KB )</i>	2:08:40 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	2:09:13 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	2:09:19 AM
	Hello Eduardo	2:09:40 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:09:46 AM
Eduardo	Server name SDF Internationl Trading Company, User Name CDM8_INTSALES_OF	2:10:19 AM
Shubham Kataria	Thank you for the information.	2:10:45 AM
	kindly confirm if you're the only user who is facing this issue or everyone facing the same while accessing sage	2:11:06 AM
Eduardo	All users	2:11:15 AM
Shubham Kataria	alright, please allow two minutes to check the same	2:11:31 AM
Eduardo	Sure, thanks	2:11:39 AM
Shubham Kataria	You're welcome	2:12:02 AM
	Please try to access now and let me know if its working now.	2:14:00 AM
Eduardo	Still showing the error	2:15:04 AM

Shubham Kataria	Alright, please allow two more minutes, let us check few configuration from backend	2:16:06 AM
	As it is not launching on our end as well, if you allow may we reboot the server once?	2:17:29 AM
Eduardo	Please allow me some minutes to make sure all users saved their work	2:20:18 AM
Shubham Kataria	No problem, take your time.	2:20:26 AM
Eduardo	Please, proceed with the restart, thanks	2:25:36 AM
Shubham Kataria	sure, let me perform the reboot	2:25:49 AM
Eduardo	Let me know when to connect again please	2:28:36 AM
Shubham Kataria	Sure, its still rebooting, I will inform here once the server is up.	2:28:56 AM
Eduardo	Thanks	2:29:15 AM
Shubham Kataria	You're welcome	2:29:25 AM
	please stay connected its still rebooting (Edited)	2:31:11 AM
Eduardo	Sure, thanks	2:31:27 AM
Shubham Kataria	Thank you for your patience.	2:32:39 AM
	Please try to access the server and launch sage now	2:32:53 AM
	Sage is working fine on our end.	2:33:05 AM
Eduardo	Al rigth, Login in	2:33:44 AM
Shubham Kataria	Sure	2:34:15 AM
Eduardo	Please allow me 2 minutes just to confirm with users they can login, On my account I can login now	2:36:58 AM
Shubham Kataria	No problem, take your time	2:37:07 AM
Eduardo	Thanks Shubham, it is working now	2:39:19 AM
Shubham Kataria	you're welcome	2:39:55 AM
	Is there anything else I may help you with ?	2:39:58 AM
Eduardo	That's it for now	2:40:24 AM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:40:30 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:40:36 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!	2:40:38 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 (<https://www.acecloudhosting.com/knowledgebase/>)

*Shubham Kataria has ended this chat session*

2:40:40 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Nov, 8:20:08 PM

**#83274 sdicken87**

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

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Mins 34 Secs

sdicken87	Hello, I am your Acebuddy	4 Nov, 8:20:08 PM
Acebuddy	Hello Sdicken87, I'm your Ace Buddy. I'll be happy to assist you!	8:20:09 PM
	Whom Would You Like to Connect With?	8:20:09 PM
sdicken87	Technical Support (QB & App Hosting)	8:20:15 PM
Acebuddy	Welcome to Ace Support.	8:20:15 PM
	Please chose an option :	8:20:15 PM
sdicken87	I'd like to report an Issue	8:20:35 PM
Acebuddy	Please select an option!	8:20:35 PM
sdicken87	Password Reset	8:20:40 PM

Acebuddy	Please select an option below	8:20:40 PM
sdicken87	Not Enrolled to Selfcare Portal	8:20:48 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	8:20:48 PM
	Do you need any further assistance on the topic?	8:20:48 PM
sdicken87	Yes	8:21:16 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:21:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:21:16 PM
	<i>Deepak Taneja declined the transfer request.</i>	8:21:21 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:22:01 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:22:09 PM
sdicken87	Perfect. Im trying to access my QB but im getting a reset password popup, and when i try, its telling me my old password is incorrect, and so is my security questions, then after trying twice, it locked my account. i need access to this today, yesterday at this time, i was unable to get on QB because Ace was doing an update or something and nothing would load.	8:23:57 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:24:32 PM
sdicken87	myrealdata/CassandraS.q6	8:25:07 PM
Sanyam Madan	May I take the remote access of your local computer? This way I can guide you through the process.	8:25:42 PM
sdicken87	yes please	8:25:52 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	8:26:08 PM
	<a href="https://assist.acecloudhosting.com/join/9752342264">https://assist.acecloudhosting.com/join/9752342264</a>	8:26:10 PM
	Kindly paste this link in the browser of local computer and join the session.	8:26:12 PM
	Is there anything else I may help you with ?	8:33:09 PM
sdicken87	that will be all. thank you so much	8:33:31 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:33:37 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:33:40 PM
	<i>Sanyam Madan has ended this chat session</i>	8:33:43 PM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

3 Nov, 8:28:10 PM

### #83218 megan

**Email:** megan@martinenterprisesheatingandac.com ☎ 8474381203

**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:** BARTLETT

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 2 Weeks 3 Days

megan	Hello, I am your Acebuddy	3 Nov, 8:28:11 PM
Acebuddy	Hello Megan Martin, I'm your Ace Buddy. I'll be happy to assist you!	8:28:11 PM
	Whom Would You Like to Connect With?	8:28:11 PM
megan	Technical Support (QB & App Hosting)	8:28:18 PM
Acebuddy	Welcome to Ace Support.	8:28:18 PM
	Please chose an option :	8:28:18 PM
megan	I'd like to report an Issue	8:28:29 PM
Acebuddy	Please select an option!	8:28:29 PM
megan	QuickBooks Issue	8:28:32 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:28:32 PM
megan	QuickBooks Login Issue	8:28:37 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	8:28:37 PM
	Was that helpful?	8:28:37 PM
megan	No	8:28:40 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:28:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:28:41 PM
	<i>Chat request was not picked up by the operators</i>	8:59:15 PM

