

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Feb, 9:56:01 PM

#71997 Sandy Hawkins

Email: sandy@aeroconcrete.net ☎ 5633496017

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: MINNEAPOLIS

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 15 Secs

Sandy Hawkins	Hello, I am your Acebuddy	5 Feb, 9:56:02 PM
Acebuddy	Hello Sandy, I'm your Ace Buddy. I'll be happy to assist you!	9:56:04 PM
	Whom Would You Like to Connect With?	9:56:04 PM
Sandy Hawkins	Technical Support (QB & App Hosting)	9:56:08 PM
Acebuddy	Welcome to Ace Support.	9:56:08 PM
	Please chose an option :	9:56:08 PM
Sandy Hawkins	I'd like to report an Issue	9:56:14 PM
Acebuddy	Please select an option!	9:56:14 PM
Sandy Hawkins	QuickBooks Issue	9:56:18 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:56:18 PM
Sandy Hawkins	QuickBooks Login Issue	9:56:24 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:56:24 PM
	Was that helpful?	9:56:24 PM
Sandy Hawkins	No	9:56:57 PM
Acebuddy		

	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:56:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:56:57 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	9:57:43 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:57:52 PM
Sandy Hawkins	Wont let me log in to our quickbooks .	9:58:08 PM
Sharath Kumar	Hi Sandy, could you please let me know the server that you are connected to	9:59:00 PM
Sandy Hawkins	QBNXTENT	9:59:26 PM
Sharath Kumar	allow me a quick moment to sign into the server	10:00:10 PM
	May I know if you have already tried the QB reset app provided on the desktop and taskbar	10:00:39 PM
Sandy Hawkins	I have not	10:01:21 PM
Sharath Kumar	Please go ahead and try that, it will close any QB instance that is running in the background. I am pretty sure once you run that, you will be able to launch QuickBooks after that	10:02:34 PM
Sandy Hawkins	What is that	10:03:07 PM
	Where do I find it	10:03:13 PM
	I dont see a qb reset app	10:03:59 PM
Sharath Kumar	one moment please	10:04:33 PM
	<i>10:05:51 PM Sharath Kumar is sharing a file with you image.png - (Size:2.3 KB)</i>	10:05:51 PM
	<i>this is the icon that I am referring to</i>	
Sandy Hawkins	I dont have that	10:06:43 PM
Sharath Kumar	could you please log out of the server and sign back in	10:08:09 PM
Sandy Hawkins	ok i did	10:09:13 PM
Sharath Kumar	one moment	10:09:44 PM
Sandy Hawkins	I got it i used the app you sent and reset quickbooks Im back in	10:11:01 PM
	Thank you	10:11:10 PM
Sharath Kumar	glad to hear that	10:11:12 PM
	anything else that I may assist you with?	10:11:21 PM
Sandy Hawkins	No Thanks and Have a nice day!	10:11:31 PM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:11:41 PM

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

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

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

10:11:45 PM

Sharath Kumar has ended this chat session

10:14:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 5:24:55 PM

#71908 Jelena Stojic

Email: jelena@edballdesigns.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: VOZDOVAC

State: Belgrade

Country: SERBIA

Chat Transcript

Chat Duration : 27 Mins 32 Secs

Jelena Stojic	Hello, I am your Acebuddy	4 Feb, 5:24:57 PM
Acebuddy	Hello Jelena Stojic, I'm your Ace Buddy. I'll be happy to assist you!	5:24:58 PM
	Whom Would You Like to Connect With?	5:24:58 PM
Jelena Stojic	Technical Support (QB & App Hosting)	5:25:09 PM
Acebuddy	Welcome to Ace Support.	5:25:09 PM
	Please chose an option :	5:25:09 PM
Jelena Stojic	I'd like to raise a Request	5:25:17 PM

Acebuddy	Please select your request type.	5:25:17 PM
Jelena Stojic	Setup Ace Server	5:26:03 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	5:26:03 PM
Jelena Stojic	Microsoft Windows	5:26:10 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	5:26:10 PM
	Do you need any further assistance on the topic?	5:26:10 PM
Jelena Stojic	Yes	5:26:39 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:26:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:26:39 PM
	<i>Manish Singh accepted the chat transfer request.</i>	5:26:46 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:26:51 PM
Jelena Stojic	Hi Manish, I work with Ed Ball Designs. My account has been added recently, but I need somebody to set up Quick Books for me. I don't know where to start, what to download?	5:27:46 PM
Manish Singh	May i know your account name registered with us?	5:29:19 PM
Jelena Stojic	jelena@edballdesigns.com	5:29:39 PM
Manish Singh	Verde Sources LLC is this your account?	5:31:44 PM
Jelena Stojic	yes	5:31:51 PM
Manish Singh	<u>Edward Ball</u>	5:31:56 PM
Jelena Stojic	yes	5:32:01 PM
Manish Singh	How may i assist you?	5:32:10 PM
Jelena Stojic	I need to setup the program, so i can start using it.. I am not sure what I need to download	5:32:47 PM
	I need someone to setup remote desktop	5:34:22 PM
Manish Singh	As i can check there is user Jelena.	5:34:39 PM
	If you would like to access server we can assist you.	5:34:54 PM
Jelena Stojic	yes, please	5:37:02 PM
Manish Singh	This message has been deleted	5:38:56 PM
	May I take the remote access of your local computer?	5:39:11 PM
Jelena Stojic	Yes	5:39:50 PM
Manish Singh	https://assist.acecloudhosting.com/join/1752601800	5:41:59 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:42:04 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.

5:45:25 PM

Jelena Stojic No I think thats all 5:52:04 PM

Manish Singh I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. 5:52:15 PM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 5:52:23 PM

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

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

Thanks! 5:52:26 PM

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

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

Manish Singh has ended this chat session 5:52:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Feb, 6:43:05 PM

#73307 ap

Email: ap@crusa.com ☎ 15136742300

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 41 Secs

City: CINCINNATI

State: Ohio

Country: UNITED STATES

Chat Transcript

ap	Hello, I am your Acebuddy	28 Feb, 6:43:06 PM
Acebuddy	Hello Ap, I'm your Ace Buddy. I'll be happy to assist you!	6:43:08 PM
	Whom Would You Like to Connect With?	6:43:08 PM
ap	Technical Support (QB & App Hosting)	6:43:13 PM
Acebuddy	Welcome to Ace Support.	6:43:13 PM
	Please chose an option :	6:43:13 PM
ap	I'd like to report an Issue	6:43:19 PM
Acebuddy	Please select an option!	6:43:19 PM
ap	Other Issue	6:43:23 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:43:23 PM
ap	Ticket 649216	6:43:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:43:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:43:29 PM
ap	We are unable to gain access to sage 100 today and its the same error we got yesterday with this ticket	6:43:46 PM
	New Ticket number: 649881	6:44:05 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:45:25 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:45:28 PM
	Kindly allow me two minutes to check the same.	6:45:52 PM
ap	okay thank you	6:45:56 PM
Manish Singh	May I know what exactly the error you are facing in Sage 100?	6:47:33 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	6:47:39 PM
ap	The issue is company wide	6:48:34 PM
	The error should be in an email to ace for ticket649881	6:49:01 PM
	and now I cannot even get anything to come up for Sage.	6:49:24 PM
	this happened yesterday as well under a different ticket	6:49:35 PM
Manish Singh	Yes, I can check that	6:50:31 PM
	Kindly allow me two minutes to check the same.	6:50:34 PM
ap	ok	6:51:23 PM
Manish Singh	May I take the remote access of your server?	6:52:43 PM

ap	yes	6:53:12 PM
	It is working now. B'	6:54:19 PM
	So we are good and can get in	6:54:25 PM
	If this happens again in the morning, I will contact you.	6:54:38 PM
Manish Singh	We have run the services of SQL and seems like issue is resolved.	6:56:44 PM
	Is there anything else I may help you with ?	6:56:47 PM
	Are we still connected here?	6:57:39 PM
	Are we still connected here?	6:59:30 PM
	Are we still connected here?	7:00:24 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:00:31 PM
	<i>Manish Singh has ended this chat session</i>	7:00:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb, 12:55:06 AM

#72424 tyler.peldo

Email: tyler.peldo@wescominc.com ☎ 12183432638

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 36 Secs

City: DULUTH

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 30 Secs

tyler.peldo	Hello, I am your Acebuddy	13 Feb, 12:55:06 AM
Acebuddy	Hello Tyler.peldo, I'm your Ace Buddy. I'll be happy to assist you!	12:55:07 AM
	Whom Would You Like to Connect With?	12:55:07 AM
tyler.peldo	Technical Support (QB & App Hosting)	12:55:22 AM
Acebuddy	Welcome to Ace Support.	12:55:22 AM
	Please chose an option :	12:55:22 AM
tyler.peldo	I'd like to report an Issue	12:55:28 AM
Acebuddy	Please select an option!	12:55:29 AM
tyler.peldo	QuickBooks Issue	12:55:33 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:55:33 AM
tyler.peldo	Other QB related issue	12:55:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:55:42 AM
tyler.peldo	Yesterday and today we have had serious lag issues, freezing, slow to use problems with QB. I'm wondering if we need a server reset or if something else can be done on your end to speed this up?	12:56:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:56:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:56:43 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:57:24 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:57:28 AM
	Hello Tyler	12:58:04 AM
tyler.peldo	Hello	12:59:15 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	12:59:55 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:00:03 AM
tyler.peldo	Its not just for me it for all of our employees that are on the server...	1:00:33 AM
Anurag Sharma	I deeply apologize for the inconvenience caused. Please share me your server name so that I can proceed with fixing this issue.	1:02:12 AM
tyler.peldo	How do I find our server name? Cant you find it by searching my company? Wescom, Inc	1:02:46 AM
Anurag Sharma	Thanks for the confirmation !	1:04:11 AM
	Kindly allow me 3-4 minutes to check the same.	1:04:24 AM
	I think I need to reboot the server in order to resolve this issue.	1:06:01 AM
tyler.peldo	Sounds good	1:06:08 AM
Anurag Sharma	As I can see the RAM utilization of the server is very high.	1:06:19 AM
tyler.peldo	ok	1:06:30 AM
Anurag Sharma		1:06:46 AM

	If that doesn't work we would then need to add RAM on the server.	
	Which is chargeable.	1:06:54 AM
	I have initialized the server reboot.	1:07:32 AM
tyler.peldo	Yea we noticed.	1:07:45 AM
Anurag Sharma	Please login back into the server now and check if the issue is now resolved.	1:07:49 AM
tyler.peldo	Seems worse now...	1:09:38 AM
Anurag Sharma	I deeply apologize for the problem	1:09:51 AM
	I would suggest you for RAM addition on the server.	1:10:34 AM
	These are the pricing for RAM addition.	
	Plan 1: 1 GB RAM - \$20/Month	
	Plan 2: 2 GB RAM - \$40/Month	
	Plan 3: 3 GB RAM - \$60/Month	
	Plan 4: 4 GB RAM - \$80/Month	
	Plan 5: 5 GB RAM - \$100/Month	1:10:59 AM
	Plan 6: 6 GB RAM - \$120/Month	
	Plan 7: 7 GB RAM - \$140/Month	
	Plan 8: 8 GB RAM - \$160/Month	
	Plan 9: 9 GB RAM - \$180/Month	
	Plan 10: 10 GB RAM - \$200/Month (Edited)	
tyler.peldo	Gonna have to talk to our IT guy about RAM stuff as idk what the deal is. Can you please start an email chain so I can add him into the conversation?	1:12:32 AM
Anurag Sharma	Yes, after this chat you will receive an email from us. You can just revert back to that email. For further operations.	1:13:22 AM
	Is there anything else I may help you with ?	1:13:26 AM
tyler.peldo	Thats it thanks	1:13:34 AM
	<i>tyler.peldo has ended this chat session</i>	1:13:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Feb, 3:55:29 AM

#71951 Claire Speake

Email: corporate@sgwfresno.com  15593479965

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 46 Secs

Claire Speake	Hello, I am your Acebuddy	5 Feb, 3:55:30 AM
Acebuddy	Hello Claire, I'm your Ace Buddy. I'll be happy to assist you!	3:55:30 AM
	Whom Would You Like to Connect With?	3:55:30 AM
Claire Speake	Technical Support (QB & App Hosting)	3:57:00 AM
Acebuddy	Welcome to Ace Support.	3:57:00 AM
	Please chose an option :	3:57:00 AM
Claire Speake	I'd like to report an Issue	3:57:06 AM
Acebuddy	Please select an option!	3:57:06 AM
Claire Speake	Other Issue	3:57:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:57:09 AM
Claire Speake	I need to download QB on a computer	3:57:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:57:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:57:24 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	3:57:56 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	3:57:59 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:58:05 AM
Claire Speake	I am not sure. Let me see	3:59:46 AM
	SGW.myreldata ?	4:00:17 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	4:00:35 AM
Claire Speake	I need to set up a computer with QB , but that computer / user is remote right now so my question for you, is how do I go about downloading QB onto their computer	4:01:35 AM
Shubham Yadav	Claire you can download the same rdp file you use to access the server on the new computer and	4:02:05 AM

	access the server	
Claire Speake	I have no idea how to do that. Is there a way to have someone from Ace Cloud hosting contact the user and download QB onto the computer for her?	4:02:59 AM
Shubham Yadav	Claire you can just send the rdp file to that user over mail, they will download it and open it to access the same.	4:03:41 AM
Claire Speake	I want this to be a whole new log in and user set up.	4:03:54 AM
	I do not know what an RDP file is	4:04:08 AM
Shubham Yadav	Can you please let me know the user name you want to setup for ?	4:04:22 AM
	the icon you use to access the server.	4:04:37 AM
Claire Speake	"Bookeeper"	4:04:53 AM
Shubham Yadav	alright	4:05:32 AM
	May I take the remote access of your local computer?	4:05:45 AM
Claire Speake	My computer or the computer that QB needs to be downloaded on?	4:06:04 AM
Shubham Yadav	If that computer is not available, I can connect to your computer and help you send the rdp file over the mail .	4:06:58 AM
Claire Speake	Ok that works.	4:07:07 AM
	We can use my computer	4:07:15 AM
Shubham Yadav	Yes claire	4:07:41 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:07:43 AM
	https://assist.acecloudhosting.com/join/4152288705	4:07:53 AM
	Kindly Click on the link and open the downloaded file.	4:07:54 AM
Claire Speake	Ok	4:09:08 AM
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:09:29 AM
	<i>The visitor's email address and phone number were changed.</i>	4:16:21 AM
	As per remote session. I guided you to use My portal and made a new user.	4:21:07 AM
	Is there anything else I may help you with ?	4:21:10 AM
	Claire are you there ?	4:22:32 AM
	Are we still connected here?	4:24:57 AM
	Are we still connected here?	4:26:20 AM
	Are we still connected here?	4:28:12 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.	4:28:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb, 5:53:27 AM

#72699 john

Email: john@claritymba.com ☎ 415.491.1099

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SAN RAFAEL

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Months 5 Days

john	Hello, I am your Acebuddy	18 Feb, 5:53:28 AM
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!	5:53:29 AM
	Whom Would You Like to Connect With?	5:53:29 AM
john	Technical Support (QB & App Hosting)	5:53:32 AM
Acebuddy	Welcome to Ace Support.	5:53:32 AM
	Please chose an option :	5:53:32 AM
john	I'd like to report an Issue	5:53:39 AM
Acebuddy	Please select an option!	5:53:39 AM
john	Other Issue	5:53:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:53:42 AM
john	re 631976 and 642192, the user Admin session is frozen again. pls reset server thx	5:54:18 AM
Acebuddy		

Please wait while we connect you to a Support Representative

5:54:18 AM

Acebuddy (bot) forwarded the chat request

5:54:18 AM

Gurwinder Singh has not responded for the transfer request.

5:56:20 AM

Chat request was not picked up by the operators

6:06:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 2:31:30 AM

#72341 doug

Email: doug@othfinancial.com 15094475200

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: PRIEST RIVER

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Secs

doug	Hello, I am your Acebuddy	12 Feb, 2:31:31 AM
Acebuddy	Hello Doug Jessup, I'm your Ace Buddy. I'll be happy to assist you!	2:31:33 AM
	Whom Would You Like to Connect With?	2:31:33 AM
doug	Technical Support (QB & App Hosting)	2:31:42 AM
Acebuddy	Welcome to Ace Support.	2:31:42 AM
	Please chose an option :	2:31:42 AM
doug	I'd like to raise a Request	2:31:49 AM
Acebuddy	Please select your request type.	2:31:50 AM

doug	Application Update	2:31:58 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	2:31:58 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	2:31:58 AM
doug	No	2:32:10 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	2:32:10 AM
	<i>Acebuddy has ended this chat session</i>	2:32:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Feb, 1:40:15 AM

#72777 francesstax

Email: francesstax@qcfonline.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 33 Secs

francesstax	Hello, I am your Acebuddy	19 Feb, 1:40:16 AM
Acebuddy	Hello Francesstax, I'm your Ace Buddy. I'll be happy to assist you!	1:40:17 AM
	Whom Would You Like to Connect With?	1:40:17 AM
francesstax	Technical Support (QB & App Hosting)	1:40:24 AM

Acebuddy	Welcome to Ace Support.	1:40:24 AM
	Please chose an option :	1:40:24 AM
francestax	I'd like to report an Issue	1:40:30 AM
Acebuddy	Please select an option!	1:40:30 AM
francestax	Other Issue	1:40:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:40:38 AM
francestax	I need help installing 2024 software for drake	1:41:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:41:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:41:48 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:43:43 AM
	<i>Anurag Sharma is transferring the chat to Ashutosh.</i>	1:43:54 AM
	<i>Ashutosh accepted the chat transfer request.</i>	1:43:58 AM
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.	1:44:20 AM
francestax	ok	1:44:30 AM
Ashutosh	I will surely assist you with installing Drake 2024, please share the license details to proceed with installation.	1:45:26 AM
francestax	Quantum tax and insurance	1:46:04 AM
Ashutosh	Please also confirm the CID for your account.	1:47:50 AM
	Are we still connected here?	1:49:30 AM
francestax	yes	1:50:05 AM
Ashutosh	Please allow me to inform we would require account and serial number to install Drake 2024, we would request you to share the required details over email and we will proceed with installation during night hours.	1:53:54 AM
	Is there anything else I may help you with ?	1:54:58 AM
	Are we still connected here?	1:56:54 AM
francestax	yes	1:57:09 AM
Ashutosh	Is there anything else I may help you with ?	1:57:32 AM
	Are we still connected here?	1:58:55 AM
	Are we still connected here?	2:00:39 AM
	<i>Ashutosh has ended this chat session</i>	2:02:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Feb, 10:57:48 PM

#72249 Reeves

Email: reeves@a-rsolar.com  12068801145

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: OAK HARBOR

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 3 Secs

Reeves	Hello, I am your Acebuddy	10 Feb, 10:57:50 PM
Acebuddy	Hello Reeves, I'm your Ace Buddy. I'll be happy to assist you!	10:57:51 PM
	Whom Would You Like to Connect With?	10:57:51 PM
Reeves	Technical Support (QB & App Hosting)	10:57:55 PM
Acebuddy	Welcome to Ace Support.	10:57:55 PM
	Please chose an option :	10:57:55 PM
Reeves	I'd like to report an Issue	10:58:02 PM
Acebuddy	Please select an option!	10:58:02 PM
Reeves	Other Issue	10:58:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:58:06 PM
Reeves	I need the IP of our server to Generate a new RDP file. Typing in ARSolar and CID74532 does not work.	10:58:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:58:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:58:38 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:58:58 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:59:00 PM

	Hello Reeves	10:59:05 PM
Reeves	Good day Anurag	10:59:14 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:59:53 PM
	Reeves, If you are facing issues on generating a new RDP file. Can I send you the RDP file on email? Which you can use to login into the server?	11:01:38 PM
Reeves	Yes please	11:01:55 PM
Anurag Sharma	According to me you may need the RDP file for the user ReevesClippard@myrealdata.net	11:02:30 PM
	Am I correct?	11:02:35 PM
Reeves	rchuses@a-rsolar.com	11:02:45 PM
Anurag Sharma	On our records, these are the active users on the server.	11:04:02 PM
	<i>11:04:22 PMA</i> nurag Sharma is sharing a file with you <u>image.png</u> - (Size:19.28 KB)	11:04:22 PM
	<i>Please let me know which user you are directing towards</i>	
Reeves	This user was created his morning.	11:04:24 PM
	A Robin.Ch@myrealdata.net	11:04:35 PM
Anurag Sharma	Thankyou for the confirmation.	11:04:52 PM
	After this chat, I will send you an email along with the RDP for this user. You can find the RDP in the attachment of that email. You can use that RDP to login into the server.	11:05:29 PM
	Is there anything else I may help you with ?	11:05:33 PM
	Are we still connected here?	11:07:13 PM
Reeves	T;hat is all. Thank Ou!	11:07:25 PM
Anurag Sharma	Thankyou so much.	11:07:40 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:07:46 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:07:49 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!	11:07:51 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>Anurag Sharma has ended this chat session</i>	11:07:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Feb, 12:13:09 AM

#71796 Drew Cooke

Email: drewc@neomarketingonline.com ☎ 3309331843

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NORTH CANTON

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 28 Secs

Drew Cooke	Hello, I am your Acebuddy	2 Feb, 12:13:12 AM
Acebuddy	Hello Drew Cooke, I'm your Ace Buddy. I'll be happy to assist you!	12:13:13 AM
	Whom Would You Like to Connect With?	12:13:13 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:50:40 AM
	<i>Ended due to chat idle timeout</i>	12:50:40 AM



Chat Transcript

Hello, I am your Acebuddy

#72009 Rgreenberg**Email:** rgreenberg@szcpa.tax**Department:** Support(QB & App Hosting)**Operator:** Shashwat Verma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 12 Secs**City:** LAKE WORTH**State:** Florida**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 1 Sec

Rgreenberg	Hello, I am your Acebuddy	5 Feb, 11:06:54 PM
Acebuddy	Hello Rgreenberg, I'm your Ace Buddy. I'll be happy to assist you!	11:06:55 PM
	Whom Would You Like to Connect With?	11:06:55 PM
Rgreenberg	Technical Support (QB & App Hosting)	11:07:02 PM
Acebuddy	Welcome to Ace Support.	11:07:02 PM
	Please chose an option :	11:07:02 PM
Rgreenberg	I'd like to report an Issue	11:07:10 PM
Acebuddy	Please select an option!	11:07:10 PM
Rgreenberg	Other Issue	11:07:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:07:16 PM
Rgreenberg	I am not able to access Ultra Tax thru ace cloud. This happens very often	11:08:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:08:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:08:02 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:08:57 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:09:02 PM
	Hello	11:09:04 PM
Rgreenberg	Hello	11:09:11 PM
Shashwat Verma	I will surely help you with this issue.	11:09:35 PM
	May I take the remote access of your local computer?	11:09:41 PM

Rgreenberg	Yes	11:09:48 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:09:59 PM
	https://assist.acecloudhosting.com/join/8602874637	11:10:01 PM
	Kindly Click on the link and open the downloaded file.	11:10:03 PM
Rgreenberg	are you on?	11:12:10 PM
Shashwat Verma	yes	11:12:18 PM
	we have resolved the issue by configuring the RDP file on remote session	11:21:48 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:21:51 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!	11:21:53 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	11:21:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 3:31:47 AM

#71878 Christopher Gore

Email: chris@c3energypartners.com ☎ 14063660622

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 19 Secs

Christopher Gore	Hello, I am your Acebuddy	4 Feb, 3:31:48 AM
Acebuddy	Hello Chris Gore, I'm your Ace Buddy. I'll be happy to assist you!	3:31:49 AM
	Whom Would You Like to Connect With?	3:31:49 AM
Christopher Gore	Technical Support (QB & App Hosting)	3:31:55 AM
Acebuddy	Welcome to Ace Support.	3:31:55 AM
	Please chose an option :	3:31:55 AM
Christopher Gore	I'd like to raise a Request	3:32:03 AM
Acebuddy	Please select your request type.	3:32:03 AM
Christopher Gore	Other Request	3:32:25 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:32:25 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:32:25 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.	4:16:08 AM
	<i>Ended due to chat idle timeout</i>	4:16:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 1:42:02 AM

#73078 Shannon

Email: shannon@iplmtax.com 7609949565

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 17 Secs

Shannon	Hello, I am your Acebuddy	25 Feb, 1:42:03 AM
Acebuddy	Hello Shannon Oltarzewski, I'm your Ace Buddy. I'll be happy to assist you!	1:42:05 AM
	Whom Would You Like to Connect With?	1:42:05 AM
Shannon	Technical Support (QB & App Hosting)	1:42:07 AM
Acebuddy	Welcome to Ace Support.	1:42:08 AM
	Please chose an option :	1:42:08 AM
Shannon	I'd like to report an Issue	1:42:12 AM
Acebuddy	Please select an option!	1:42:13 AM
Shannon	Other Issue	1:42:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:42:17 AM
Shannon	Printing	1:42:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:42:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:42:25 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:42:59 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:43:02 AM
	Hello Shannon	1:43:08 AM
Shannon	Hello	1:43:56 AM
	I have been having printing issues for 3 weeks and I really need it fixed asap. I have eight clients coming in and I can't print properly	1:44:35 AM
	See ticket number 639665 and 647081	1:44:49 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1:45:56 AM
	Kindly allow me 3-4 minutes to check the same.	1:46:05 AM
Shannon	ok	1:48:32 AM
Anurag Sharma	Thank you for your patience.	1:49:05 AM
	I have made some changes	1:49:11 AM
	Please try now	1:49:13 AM

	Try to print something	1:49:37 AM
Shannon	ok do I need to log out and log back in?	1:50:40 AM
Anurag Sharma	Please try it now.	1:50:58 AM
Shannon	Ok	1:51:05 AM
	Can I print direct or do I have to use Uniprint?	1:51:28 AM
Anurag Sharma	Please use Uniprint	1:51:36 AM
Shannon	Darn	1:51:42 AM
Anurag Sharma	You can also print directly. It's upto you.	1:52:29 AM
Shannon	If I try to print direct, I still get an error Uniprint will work for now but it changes the formats on documents which causes some problems. Do we know when they will fix it for direct	1:53:37 AM 1:54:10 AM
	Wait, the first document printed but the second one did not	1:54:19 AM
Anurag Sharma	I deeply apologize for the inconvenience caused. May I take the remote access of your local computer?	1:55:59 AM
Shannon	Ok I cancelled it and reprinted and it worked with Uniprint	1:56:20 AM
	Sure	1:56:22 AM
	But it isn't printing from Lacerte 2023 now	1:56:38 AM
	Where shall I go to let you access my local ?	1:56:51 AM
Anurag Sharma	I will share you the link. You can use that to connect with us remotely.	1:57:32 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:57:36 AM
	https://assist.acecloudhosting.com/join/8962247786 Join Remote Support Session Zoho	1:57:38 AM
	Kindly paste this link in the browser of local computer and join the session.	1:57:45 AM
	Are we still connected here?	2:00:01 AM
	Are we still connected here?	2:02:24 AM
	Are we still connected here?	2:03:12 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:03:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:03:18 AM
	<i>Anurag Sharma has ended this chat session</i>	2:03:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Feb, 9:01:11 PM

#73194 Erin Caines

Email: erin@cainescpa.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: GAITHERSBURG

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Secs

Erin Caines	Hello, I am your Acebuddy	26 Feb, 9:01:13 PM
Acebuddy	Hello Erin Caines, I'm your Ace Buddy. I'll be happy to assist you!	9:01:14 PM
	Whom Would You Like to Connect With?	9:01:14 PM
Erin Caines	Technical Support (QB & App Hosting)	9:01:22 PM
Acebuddy	Welcome to Ace Support.	9:01:23 PM
	Please chose an option :	9:01:23 PM
Erin Caines	I'd like to raise a Request	9:01:35 PM
Acebuddy	Please select your request type.	9:01:36 PM
Erin Caines	Other Request	9:01:45 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:01:45 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:01:45 PM
Erin Caines	No, That'll be all!	9:01:51 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	9:01:51 PM
	<i>Acebuddy has ended this chat session</i>	9:01:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb, 2:38:23 AM

#72905 jamey

Email: jamey@green-swans.com ☎ 7206358695

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 36 Secs

City: MORGANTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 37 Secs

jamey	Hello, I am your Acebuddy	21 Feb, 2:38:24 AM
Acebuddy	Hello Jamey, I'm your Ace Buddy. I'll be happy to assist you!	2:38:25 AM
	Whom Would You Like to Connect With?	2:38:25 AM
jamey	Technical Support (QB & App Hosting)	2:38:27 AM
Acebuddy	Welcome to Ace Support.	2:38:27 AM
	Please chose an option :	2:38:27 AM
jamey	I'd like to report an Issue	2:38:34 AM
Acebuddy	Please select an option!	2:38:35 AM
jamey	QuickBooks Issue	2:38:39 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:38:39 AM
jamey	Other QB related issue	2:38:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:38:46 AM
jamey	Issue restoring company files on new server	2:38:58 AM

Acebuddy	Please wait while we connect you to a Support Representative	2:38:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:38:59 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	2:39:20 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	2:39:30 AM
jamey	hello	2:39:36 AM
Sharath Kumar	Jamey, could you please let me know more about your concern with the company file on the server	2:41:07 AM
jamey	I was just on with another service agent. I was in the process of opening the files to load into quickbooks and have run into several issues	2:41:40 AM
	one is that several of the files show an error message when I try to open them	2:42:01 AM
	two is that several of the companies I cannot find the file to open	2:42:15 AM
	three is that the remote server when I open that windo takes over both of my screens, I am not sure if it is possible to stop that?	2:42:42 AM
	Also, when i pull up the company list, there are only 4 companies showing, is it possible to expand that to allow all the companies to show in that window?	2:43:37 AM
Sharath Kumar	what is the error message for your first issue, could you send a screenshot	2:45:26 AM
	<i>2:46:43 AMjamey is sharing a file with you</i>	2:46:43 AM
	<u>1_image.png</u> - (Size:11.11 KB)	
jamey	I am in the chat window on my computer and not in the remote desktop. So when I go into the remote desktop, I cannot see this chat window	2:47:22 AM
Sharath Kumar	are all the files giving you this error under the same folder?	2:50:23 AM
	Are we still connected here?	2:54:49 AM
jamey	hello?	2:56:24 AM
	yes, there are a bunch of files in the main folder that I was opening to get them all loaded back into QB. Some are showing an error, some are not	2:56:25 AM
	the chat is showing that I need to resend the message, did my last message come through?	2:56:25 AM
Sharath Kumar	Hello Jamey, am still here!	2:57:01 AM
jamey	sorry, not sure what happened.	2:57:10 AM
Sharath Kumar	it did yes. The last one that I have is QB shows errors on some files	2:57:50 AM
	the other files, they open and you are able to access them?	2:58:11 AM
jamey	correct, there are several I ahve had no problem opening	2:58:28 AM
Sharath Kumar	allow me a moment to sign into the server	3:00:09 AM
	this error comes up on your QB 2022, right?	3:03:18 AM
jamey	yes	3:04:30 AM
	yes	3:04:31 AM

	my chat is showing a resend option again, are we still connected?	3:06:17 AM
Sharath Kumar	yes, we are	3:07:01 AM
	Jamey, this appears to be something that needs to be addressed over a call	3:12:08 AM
jamey	ok, I am needing to go to a meeting soon. I will call in little while or tomorrow morning	3:12:44 AM
Sharath Kumar	all your concerns can be figured out with better communication	3:12:57 AM
jamey	sounds good, thank you	3:13:08 AM
Sharath Kumar	let me know what time you want us to call you tomorrow morning	3:14:19 AM
	and at what number	3:14:23 AM
	I will keep you posted via email	3:16:39 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:16:56 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:16:59 AM
	<i>Sharath Kumar has ended this chat session</i>	3:17:01 AM



Chat Transcript

Hello

Visitor Details

18 Feb, 12:42:13 AM

#72681 team

Email: team@infiniteaccountants.com 2125440001

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

Website: <https://www.acecloudhosting.com/quickbooks-hosting/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: SAN ANTONIO

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 20 Mins 1 Sec

team	Hello	18 Feb, 12:42:14 AM
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.	12:42:17 AM
	Hello Allen.	12:42:35 AM
	How are you.	12:42:38 AM
team	Good day, this is Allen's assistant. We are having trouble right now accessing our QB Desktop. Could you please assist us?	12:43:10 AM
Amit Raina	Apologies for the inconvenience. Let me transfer you to our technical team.	12:43:34 AM
	<i>Amit Raina is transferring the chat to Support(QB & App Hosting).</i>	12:43:48 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	12:44:22 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	12:44:27 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:44:35 AM
team	Thank yoo	12:44:36 AM
	Can you help me our QB is not working	12:44:50 AM
	Mary: myreldata\IASAdmin.NPRO1 Pass: QWrt\$%99	12:45:18 AM
Shubham Yadav	Sure Allen can you please let me know your business name ?	12:45:32 AM
team	Infinite Accounting Services, Inc.	12:45:44 AM
Shubham Yadav	Thank you for the information	12:46:00 AM
team	welcome	12:46:09 AM
Shubham Yadav	Allen can you please let me know since when are you facing the issue ?	12:47:23 AM
team	We just check it just now	12:47:35 AM
	It was ok hours ago	12:47:46 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	12:48:53 AM
	Allen please allow me 2 minutes, we are making changes from back end	12:53:43 AM
	Thank you for your patience.	12:53:50 AM
	Allen we are rebooting the server. We will mail after it's done. You can re login again and you will be able to access the Quick Books	12:58:10 AM
team	Ok thank you. Please let us know when done.	12:59:01 AM
Shubham Yadav	Sure Allen	1:00:26 AM
	Is there anything else I may help you with ?	1:00:28 AM
team	No more. We will wait when the QB start working again. Thank you!	1:01:42 AM
Shubham Yadav	Sure Allen you can login after 5-10 minutes.	1:02:07 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this	1:02:12 AM

chat.

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

1:02:15 AM

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

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

Thanks!

1:02:16 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/>)

Shubham Yadav has ended this chat session

1:02:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb, 10:33:48 PM

#72489 Headimages

Email: headimages@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPad

Browser: Google Chrome

Device: Mobile

City: RIDGELAND

State: Mississippi

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 42 Secs

Headimages	Hello, I am your Acebuddy	13 Feb, 10:33:49 PM
Acebuddy	Hello Haroldhead, I'm your Ace Buddy. I'll be happy to assist you!	10:33:50 PM

	Whom Would You Like to Connect With?	10:33:50 PM
Headimages	Technical Support (QB & App Hosting)	10:34:02 PM
Acebuddy	Welcome to Ace Support.	10:34:02 PM
	Please chose an option :	10:34:02 PM
Headimages	I'd like to raise a Request	10:34:14 PM
Acebuddy	Please select your request type.	10:34:14 PM
Headimages	Server Resource Addition	10:34:50 PM
Acebuddy	Please select the resource type you'd like to add	10:34:50 PM
Headimages	Setback	10:35:01 PM
Acebuddy	Please select your request type.	10:35:01 PM
Headimages	Other Request	10:35:18 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.	10:35:18 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:35:18 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.	11:15:31 PM
	<i>Ended due to chat idle timeout</i>	11:15:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 4:04:44 AM

#71884 Krista Pruitt

Email: krista@rlpruitcontruction.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: UPLAND

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 48 Secs

Krista Pruitt	Hello, I am your Acebuddy	4 Feb, 4:04:45 AM
Acebuddy	Hello Krista Pruitt, I'm your Ace Buddy. I'll be happy to assist you!	4:04:46 AM
	Whom Would You Like to Connect With?	4:04:46 AM
Krista Pruitt	Technical Support (QB & App Hosting)	4:05:03 AM
Acebuddy	Welcome to Ace Support.	4:05:03 AM
	Please chose an option :	4:05:03 AM
Krista Pruitt	I'd like to report an Issue	4:05:13 AM
Acebuddy	Please select an option!	4:05:13 AM
Krista Pruitt	Other Issue	4:05:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:05:19 AM
Krista Pruitt	Support Ticket 633678 . I need a status update. I cannot log into my remote desktop.	4:05:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:05:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:05:59 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:07:12 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:07:14 AM
	Hello Krista	4:07:20 AM
Krista Pruitt	hello	4:08:03 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	4:09:04 AM
	May I take the remote access of your local computer?	4:09:46 AM
Krista Pruitt	yes	4:10:19 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	4:10:25 AM
Krista Pruitt	done	4:11:00 AM
Anurag Sharma	https://assist.acecloudhosting.com/join/3822970613	4:11:21 AM
	Kindly paste this link in the browser of local computer and join the session.	4:11:26 AM
Krista Pruitt	done	4:11:54 AM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:12:26 AM

Krista Pruitt	I am back	4:15:54 AM
Anurag Sharma	The issue seems to be resolved now.	4:15:55 AM
	Is there anything else I may help you with ?	4:15:58 AM
Krista Pruitt	No, thank you.	4:16:06 AM
Anurag Sharma	Thanks for the confirmation !	4:16:21 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:16:25 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:16:28 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:16:31 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Anurag Sharma has ended this chat session

4:16:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Feb, 3:22:22 AM

#72128 fatima

Email: fatima@sfft.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: BRONX

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Secs

fatima	Hello, I am your Acebuddy	7 Feb, 3:22:23 AM
Acebuddy	Hello Fatima, I'm your Ace Buddy. I'll be happy to assist you!	3:22:24 AM
	Whom Would You Like to Connect With?	3:22:24 AM
fatima	Technical Support (QB & App Hosting)	3:22:28 AM
Acebuddy	Welcome to Ace Support.	3:22:28 AM
	Please chose an option :	3:22:28 AM
fatima	I'd like to raise a Request	3:22:33 AM
Acebuddy	Please select your request type.	3:22:33 AM
fatima	Other Request	3:22:41 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:22:41 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:22:41 AM
fatima	No, That'll be all!	3:22:46 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	3:22:46 AM
	<i>Acebuddy has ended this chat session</i>	3:22:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Feb, 1:47:26 AM

#72185 Sara.baylis

Email: sara.baylis@sigacas.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: DECATUR

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 48 Secs

Sara.baylis	Hello, I am your Acebuddy	8 Feb, 1:47:27 AM
Acebuddy	Hello Sara.baylis, I'm your Ace Buddy. I'll be happy to assist you!	1:47:28 AM
	Whom Would You Like to Connect With?	1:47:28 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.	2:28:16 AM
	<i>Ended due to chat idle timeout</i>	2:28:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Feb, 11:01:58 AM

#72060 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 12 Secs

City: VADODARA

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 3 Mins 51 Secs

ankit	Hello, I am your Acebuddy	6 Feb, 11:01:59 AM
Acebuddy	Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you!	11:02:02 AM
	Whom Would You Like to Connect With?	11:02:02 AM
ankit	Technical Support (QB & App Hosting)	11:02:16 AM
Acebuddy	Welcome to Ace Support.	11:02:16 AM
	Please chose an option :	11:02:16 AM
ankit	I'd like to report an Issue	11:02:22 AM
Acebuddy	Please select an option!	11:02:22 AM
ankit	Other Issue	11:02:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:02:36 AM
ankit	Server not opening	11:02:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:02:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:02:50 AM
ankit	Hi	11:03:41 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:03:55 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:03:59 AM
ankit	Hi Tushar	11:04:06 AM
Tushar Pharswan	Kindly try again.	11:04:17 AM
ankit	Ok now working	11:05:11 AM
	All good now	11:05:14 AM
	Thanks	11:05:16 AM
Tushar Pharswan	OKay.	11:05:32 AM
	Is there anything else I may help you with ?	11:05:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:05:44 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:05:47 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	11:05:50 AM



Chat Transcript

Hello, I am your Acebuddy

7 Feb, 9:29:26 PM

Visitor Details

#72161 David Garza

Email: david@davidgarza.net 15627167160

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

Average Response Time: 47 Secs

City: CERRITOS

State: California

Country: UNITED STATES

Chat Duration : 20 Mins 47 Secs

Chat Transcript

David Garza	Hello, I am your Acebuddy	7 Feb, 9:29:27 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	9:29:28 PM
	Whom Would You Like to Connect With?	9:29:28 PM
David Garza	Technical Support (QB & App Hosting)	9:29:33 PM
Acebuddy	Welcome to Ace Support.	9:29:33 PM
	Please chose an option :	9:29:33 PM
David Garza	I'd like to raise a Request	9:29:40 PM
Acebuddy	Please select your request type.	9:29:40 PM
David Garza	Other Request	9:29:50 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:29:50 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:29:50 PM

David Garza	Yes, I'm facing issues with my server	9:29:55 PM
Acebuddy	Please select an option!	9:29:55 PM
David Garza	QuickBooks Issue	9:30:01 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:30:01 PM
David Garza	QuickBooks Login Issue	9:30:10 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:30:10 PM
	Was that helpful?	9:30:10 PM
David Garza	No	9:30:19 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:30:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:30:19 PM
David Garza	636941	9:30:33 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:30:40 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:30:43 PM
David Garza	we are down!	9:30:53 PM
	Nobody can log on QB?	9:31:07 PM
Manish Singh	I will surely help you with this issue.	9:31:16 PM
David Garza	636941	9:31:20 PM
Manish Singh	Kindly allow me two minutes to check the same.	9:32:36 PM
David Garza	I tried to contact support two days ago about a problem and nobody got back to me	9:32:50 PM
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	9:32:58 PM
David Garza	now the problem has worsened	9:33:18 PM
Manish Singh	As i can check user AI_Rob is logged into the server right now.	9:35:33 PM
David Garza	We are a new customer and this is very troubling	9:35:42 PM
Manish Singh	What is the exact issue you are facing, David?	9:35:53 PM
David Garza	We are being audited today and have no system	9:36:04 PM
Manish Singh	I will surely help you with this issue.	9:36:05 PM
David Garza	I sent emails to support	9:36:19 PM
	with screenshots	9:36:31 PM
	file:///var/mobile/Library/SMS/Attachments/ec/12/D3AF2BEC-7B54-4C85-99EA-9F62433B323A/Resized_20250207_072743_1738942071409.jpeg	9:37:06 PM
	<i>9:37:50 PM David Garza is sharing a file with you</i>	9:37:50 PM

[Resized_20250207_072455_1738941906087.jpeg](#) - (Size:850.25 KB)

9:37:51 PM David Garza is sharing a file with you

9:37:51 PM

[Resized_20250207_072743_1738942071409.jpeg](#) - (Size:967.33 KB)

Manish Singh

Kindly allow me two minutes to check the same.

9:38:17 PM

9:38:23 PM David Garza is sharing a file with you

9:38:23 PM

[Resized_20250207_072455_1738941906087.jpeg](#) - (Size:850.25 KB)

Kindly try to access now.

9:39:11 PM

Are we still connected here?

9:44:03 PM

Are we still connected here?

9:48:52 PM

Are we still connected here?

9:50:08 PM

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

9:50:13 PM

Manish Singh has ended this chat session

9:50:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 12:15:32 AM

#71855 steven

Email: steven@dejenetax.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: BETHESDA

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 45 Secs

steven	Hello, I am your Acebuddy	4 Feb, 12:15:34 AM
Acebuddy	Hello Steven Novikoff, I'm your Ace Buddy. I'll be happy to assist you!	12:15:34 AM
	Whom Would You Like to Connect With?	12:15:34 AM
steven	Technical Support (QB & App Hosting)	12:15:42 AM
Acebuddy	Welcome to Ace Support.	12:15:42 AM
	Please chose an option :	12:15:42 AM
steven	I'd like to report an Issue	12:15:50 AM
Acebuddy	Please select an option!	12:15:50 AM
steven	Other Issue	12:15:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:15:55 AM
steven	I no longer have access to the Adobe package, I now only seem to have the adobe reader.	12:16:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:16:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:16:38 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	12:17:04 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	12:17:07 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:17:16 AM
steven	not sure about the server, dejenetax?	12:17:49 AM
	steven@dejenetax.com	12:18:03 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	12:18:37 AM
	Steven server name is DejeneAInc	12:20:32 AM
	Can you please let me know since when are you facing the issue.	12:20:44 AM
steven	started today	12:21:04 AM
	i noticed that in outlook it no longer allows me to print do a pdf file when I right click on an email. It use to appear at the bottom of the options	12:22:31 AM
Shubham Yadav	Kindly allow me two minutes to check the same.	12:23:38 AM
	May I take the remote access of your server?	12:26:06 AM
steven	yes	12:26:16 AM
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:27:05 AM
	Steve can you please show me the issue	12:28:37 AM
	As I can check adobe is working fine.	12:30:23 AM
	Can you please let me know you are facing issue with Quick Books along with adobe ?	12:30:50 AM

steven	Not that I know of	12:31:54 AM
	Quicksbooks seems ok	12:32:34 AM
Shubham Yadav	Alright	12:32:39 AM
	Are you able to open pdf files in adobe ?	12:33:00 AM
steven	yes but I do not think it is the adobe program or suite we have	12:33:36 AM
Shubham Yadav	Alright let me check	12:33:44 AM
	Steve as I can check in remote. Pdf file is opening in adobe program	12:35:48 AM
steven	it is not connected to outlook anymore	12:37:16 AM
Shubham Yadav	Let me check	12:37:49 AM
	can you show me what are you trying to do from outlook for my understanding	12:40:52 AM
steven	can you see my open outlook?	12:43:45 AM
Shubham Yadav	yes I can	12:43:55 AM
steven	at the bottom of the window when I right click on an email, there should appear two options to print to a pdf file or add to a pdf file, It is not there anymore	12:45:30 AM
Shubham Yadav	okay, let me check	12:45:37 AM
	Steven, as there are multiple users logged in on the server. Adobe is not able to repair.	12:53:54 AM
	Are we still connected here?	12:55:44 AM
	Are we still connected here?	12:56:50 AM
	Are we still connected here?	12:59:27 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.	1:00:17 AM
	<i>Shubham Yadav has ended this chat session</i>	1:00:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Feb, 7:11:36 PM

#72865 REBECCA HARDY

Email: rebecca@trefalabs.com ☎ 19784172525

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: SALISBURY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 7 Secs

REBECCA HARDY	Hello, I am your Acebuddy	20 Feb, 7:11:38 PM
Acebuddy	Hello Rebecca, I'm your Ace Buddy. I'll be happy to assist you!	7:11:40 PM
	Whom Would You Like to Connect With?	7:11:40 PM
REBECCA HARDY	Technical Support (QB & App Hosting)	7:13:12 PM
Acebuddy	Welcome to Ace Support.	7:13:12 PM
	Please chose an option :	7:13:12 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:45:46 PM
	<i>Ended due to chat idle timeout</i>	7:45:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Feb, 1:10:10 AM

#72606 Glenn Hammill

Email: glenn@hammillconsulting.com 925.944.4791

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: 8 Secs

City: DANVILLE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 34 Secs

Glenn Hammill	Hello, I am your Acebuddy	16 Feb, 1:10:12 AM
Acebuddy	Hello Glenn Hammill, I'm your Ace Buddy. I'll be happy to assist you!	1:10:14 AM
	Whom Would You Like to Connect With?	1:10:14 AM
Glenn Hammill	Technical Support (QB & App Hosting)	1:10:19 AM
Acebuddy	Welcome to Ace Support.	1:10:19 AM
	Please chose an option :	1:10:19 AM
Glenn Hammill	I'd like to report an Issue	1:10:27 AM
Acebuddy	Please select an option!	1:10:27 AM
Glenn Hammill	Other Issue	1:10:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:10:31 AM
Glenn Hammill	Need to communicate with representative who is handling ticket number 642145	1:11:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:11:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:11:05 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:11:11 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:11:15 AM
	Hello	1:11:18 AM
	We are currently updating the application.	1:11:35 AM
Glenn Hammill	Great! I had logged into CHAT inside the server and then lost it when I exited the server so I am just following up	1:12:30 AM
Shashwat Verma	No problem, we have done the update.	1:12:44 AM
	Is there anything else I may help you with ?	1:12:51 AM
Glenn Hammill	nope thank you so we can log back in now?	1:13:29 AM
Shashwat Verma	Yes you can.	1:13:35 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:13:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:14:29 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

1:14:39 AM

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

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

Shashwat Verma has ended this chat session

1:14:47 AM



Chat Transcript

Not able to access Remote server for work.

Visitor Details

15 Feb, 10:47:01 PM

#72602 Daniel LaMura

Email: dlamura@ecplastictrays.com ☎ 6313871860

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

Website: <https://www.acecloudhosting.com/about-us/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: RONKONKOMA

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins

Daniel LaMura	Not able to access Remote server for work.	15 Feb, 10:47:02 PM
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.	10:47:14 PM
Daniel LaMura	Thank you	10:47:21 PM
Aayush Verma	Hello	10:47:34 PM
	May I know your account name?	10:47:47 PM

Daniel LaMura	How do i find that out?	10:48:01 PM
Aayush Verma	Do you have client ID or business name that is registered with Ace Cloud?	10:48:33 PM
Daniel LaMura	Engineered Components & Packaging LLC is the company	10:48:54 PM
Aayush Verma	Thank you.	10:49:15 PM
	<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>	10:49:21 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	10:49:55 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	10:50:02 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:50:20 PM
	Are we still connected here?	10:52:29 PM
	Dlamura can you please let me know since when are you facing the issue ?	10:53:35 PM
	Are we still connected here?	10:55:48 PM
	Are we still connected here?	10:57:10 PM
Daniel LaMura	yes	10:57:57 PM
Shubham Yadav	Thanks for the confirmation	10:58:08 PM
Daniel LaMura	remot access not connecting	10:58:09 PM
Shubham Yadav	May I take the remote access of your local computer?	10:58:17 PM
	Are we still connected here?	11:00:24 PM
Daniel LaMura	Engineered.myrealdata.net	11:02:05 PM
	sure	11:02:12 PM
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.	11:02:18 PM
	https://assist.acecloudhosting.com/join/5602338977	11:02:26 PM
	Kindly Click on the link and open the downloaded file.	11:02:32 PM
Daniel LaMura	i connected	11:03:28 PM
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:03:37 PM
	As per remote session you are now able to access the server	11:05:20 PM
	Is there anything else I may help you with ?	11:05:21 PM
	Are we still connected here?	11:08:20 PM
	Are we still connected here?	11:10:20 PM
	Are we still connected here?	11:11:01 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.	11:11:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Feb, 8:49:59 AM

#73233 Robert Zayas

Email: robzayas@acfos.net 14077753203

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min

City: LAKE MARY

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 5 Mins

Robert Zayas	Hello, I am your Acebuddy	27 Feb, 8:50:01 AM
Acebuddy	Hello Robert Zayas, I'm your Ace Buddy. I'll be happy to assist you!	8:50:02 AM
	Whom Would You Like to Connect With?	8:50:02 AM
Robert Zayas	Technical Support (QB & App Hosting)	8:50:08 AM
Acebuddy	Welcome to Ace Support.	8:50:08 AM
	Please chose an option :	8:50:08 AM
Robert Zayas	I'd like to report an Issue	8:50:20 AM
Acebuddy	Please select an option!	8:50:20 AM
Robert Zayas	QuickBooks Issue	8:50:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	8:50:25 AM
Robert Zayas	QuickBooks Login Issue	8:50:34 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	8:50:35 AM
	Was that helpful?	8:50:35 AM
Robert Zayas	No	8:50:55 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:50:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:50:55 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	8:52:18 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	8:52:21 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:52:28 AM
Robert Zayas	AdvancedCFOInc.	8:52:49 AM
Tushar Pharswan	Thank you for the details.	8:53:50 AM
	Are you able to login to the server?	8:54:05 AM
Robert Zayas	yes	8:54:11 AM
Tushar Pharswan	I will now end the stuck QuickBooks application from the task manager for your profile till then kindly let me know if this is the first time you are facing the issue.	8:55:07 AM
Robert Zayas	Yes, first time I tried to access Devlen server	8:56:12 AM
Tushar Pharswan	Okay, kindly try again to access the QuickBooks application also there will be an icon name QBReset you can use that in future to fix this issue for now I have done that for you.	8:57:35 AM
Robert Zayas	ok	8:57:56 AM
Tushar Pharswan	Is there anything else I may help you with ?	8:58:01 AM
Robert Zayas	I'm getting the same message.	8:58:42 AM
Tushar Pharswan	May I take the remote access of your server?	8:58:51 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:58:54 AM
Robert Zayas	yes	8:58:56 AM
Tushar Pharswan	Okay the error is related to a folder that you don't have permission to read and write. Could you show me the file location that you are trying to access.	9:00:33 AM
	Kindly allow me two minutes to check the same for permissions. (Edited)	9:01:03 AM
Robert Zayas	DEVLEN (K)	9:01:12 AM
	It's not that one.	9:04:44 AM
	It's in the folder "QuickBooks Data File"	9:05:03 AM
Tushar Pharswan	Okay kindly guide me again.	9:05:04 AM
	Kindy log off and reloggin to the server.	9:06:23 AM
Robert Zayas	I'm back	9:07:23 AM

Tushar Pharswan	Kindly try to access it again.	9:07:42 AM
	Kindly try to open the QuickBooks file.	9:08:26 AM
Robert Zayas	same message	9:09:36 AM
Tushar Pharswan	Are these the same files ?	9:11:15 AM
Robert Zayas	The bottom two are just portable back up files	9:12:07 AM
Tushar Pharswan	Kindly try now.	9:12:54 AM
	It is now working it was set to read only which was causing the issue.	9:14:31 AM
	Is there anything else I may help you with ?	9:14:40 AM
Robert Zayas	Can I try one more time before I let you go?	9:14:54 AM
Tushar Pharswan	Yes sure.	9:15:03 AM
Robert Zayas	sorry	9:16:31 AM
	this is the one	9:16:34 AM
Tushar Pharswan	Kindly try again.	9:17:30 AM
	The drive you are accessing it from is set to read only which is causing this issue.	9:18:01 AM
Robert Zayas	I'll need to make edits to this file	9:18:43 AM
Tushar Pharswan	May I know if the files are same the one in D drive and K drive?	9:19:03 AM
Robert Zayas	No the D was a temporary until I setup the QB on the client's server (Kim Devlen - client)	9:19:48 AM
	I can delete that one if you'd like	9:20:06 AM
	that's a copy also	9:21:37 AM
Tushar Pharswan	kindly show me the file again.	9:22:08 AM
	May I know from where you mapped the K drive.	9:23:21 AM
Robert Zayas	That's the clients server. I have access to that too if you want to access it	9:24:06 AM
Tushar Pharswan	yes will have to change the properties of the files there.	9:24:58 AM
	you will have to right click on the file select properties and uncheck the read only option and click apply then ok.	9:25:48 AM
Robert Zayas	Ok. Let me get her server name. One second	9:25:49 AM
Tushar Pharswan	Sure, please take your time	9:26:02 AM
Robert Zayas	Devlen	9:27:53 AM
	Devlen.myrealdata.net	9:28:03 AM
Tushar Pharswan	Kindly allow me two minutes to modify settings.	9:28:37 AM
Robert Zayas	Ok	9:28:54 AM
Tushar Pharswan	Kindly try to access it now.	9:29:49 AM

	Kindly try to access the QuickBooks file from k drive now.	9:30:41 AM
	Kindly log off and reloggin. (Edited)	9:35:55 AM
	Kindly try again to access the file.	9:37:34 AM
Robert Zayas	wrong software	9:43:15 AM
	It's Quickbooks Enterprise 2024	9:43:27 AM
Tushar Pharswan	Kindly try to access the file one more time.	9:44:24 AM
	If it does not open, then we will have to Escalate the issue.	9:44:57 AM
Robert Zayas	Okay. It's 11pm here so I can wait until the morning.	9:45:39 AM
Tushar Pharswan	I just changed more permissions.	9:48:54 AM
	Kindly log off and relog in. (Edited)	9:49:01 AM
	Kindly try to access the file one more time.	9:50:20 AM
Robert Zayas	I can resume tomorrow	9:52:14 AM
Tushar Pharswan	Okay we will make sure our escalation team set the permission again so that this issue does not happen again.	9:53:23 AM
Robert Zayas	thank you. I appreciate your help.	9:53:44 AM
Tushar Pharswan	Also the server Develen is a new server.	9:53:47 AM
	On which the Onboarding teams work they are currently not available but will be after 4-5 hours with the help of onboarding team the issue will be resolved instantly.	9:54:58 AM
	Thank you for your patience.	9:55:13 AM
	We will email you once there is any update on the sitution.	9:55:34 AM
Robert Zayas	No worries. Thank you and have a good evening	9:55:44 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:55:49 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:55:52 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	9:55:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Feb, 7:40:50 PM

#71834 Test Account

Email: test@test.com +917878787878
Department: Support(QB & App Hosting)
Operator: ACH Staging (Vishal)
Website: <https://vishaldharan.me/chatbot/chatbot.html>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

Chat Duration : 1 Min 12 Secs

Test Account	Hello, I am your Acebuddy	3 Feb, 7:40:51 PM
ACH Staging (Vishal)	Hello Test Readonly, I'm your Ace Buddy. I'll be happy to assist you!	7:40:52 PM
	Whom Would You Like to Connect With?	7:40:52 PM
Test Account	Chamber of Secrets	7:40:54 PM
ACH Staging (Vishal)	Please describe your issue in a few words. (eg: QuickBooks Issue, Server not connecting, Password expired etc)	7:40:54 PM
Test Account	how to update quickbooks payroll	7:41:02 PM
ACH Staging (Vishal)	I'm sorry. I couldn't find any resource to answer you.	7:41:05 PM
Test Account	Try again	7:41:08 PM
ACH Staging (Vishal)	Please describe your issue in a few words. (eg: QuickBooks Issue, Server not connecting, Password expired etc)	7:41:08 PM
Test Account	Setback	7:41:35 PM
ACH Staging (Vishal)	I'm sorry. I couldn't find any resource to answer you.	7:41:35 PM
Test Account	Try again	7:41:40 PM
ACH Staging (Vishal)	Please describe your issue in a few words. (eg: QuickBooks Issue, Server not connecting, Password expired etc)	7:41:40 PM

Test Account	Setback	7:41:49 PM
ACH Staging (Vishal)	I'm sorry. I couldn't find any resource to answer you.	7:41:49 PM
Test Account	Try again	7:41:53 PM
ACH Staging (Vishal)	Please describe your issue in a few words. (eg: QuickBooks Issue, Server not connecting, Password expired etc)	7:41:53 PM
Test Account	qb payroll	7:41:59 PM
ACH Staging (Vishal)	I'm sorry. I couldn't find any resource to answer you.	7:41:59 PM
<i>Test Readonly has ended this chat session</i>		7:42:03 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb, 10:41:02 PM

#72495 Melissa Combs

Email: melissa.combs@squyres.cpa

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: 39 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 5 Secs

Melissa Combs	Hello, I am your Acebuddy	13 Feb, 10:41:03 PM
Acebuddy	Hello Melissa Combs, I'm your Ace Buddy. I'll be happy to assist you!	10:41:04 PM
	Whom Would You Like to Connect With?	10:41:04 PM
Melissa Combs	Technical Support (QB & App Hosting)	10:41:14 PM

Acebuddy	Welcome to Ace Support.	10:41:14 PM
	Please chose an option :	10:41:14 PM
Melissa Combs	I'd like to report an Issue	10:41:23 PM
Acebuddy	Please select an option!	10:41:23 PM
Melissa Combs	Other Issue	10:42:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:42:15 PM
Melissa Combs	When I login to Ace no icons are showing up. I just have a black screen	10:42:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:42:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:42:42 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:44:23 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:44:30 PM
	Hello	10:44:38 PM
Melissa Combs	hello	10:44:43 PM
Shashwat Verma	I will surely help you with this issue.	10:44:54 PM
Melissa Combs	thank you	10:45:10 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	10:45:13 PM
Melissa Combs	ok	10:45:18 PM
	My case # is 640912	10:46:37 PM
Shashwat Verma	May I take the remote access of your local computer?	10:48:03 PM
Melissa Combs	yes	10:48:10 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:48:21 PM
	https://assist.acecloudhosting.com/join/3752657749	10:48:32 PM
	Kindly Click on the link and open the downloaded file.	10:48:35 PM
	issue resolved on remote session	10:58:00 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:58:03 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!	10:58:05 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/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Feb, 11:02:40 AM

#71820 Jade Yang

Email: jyang@visitingangels.com ☎ 15598698711

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: VISALIA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 5 Secs

Jade Yang	Hello, I am your Acebuddy	3 Feb, 11:02:43 AM
Acebuddy	Hello Jade Yang, I'm your Ace Buddy. I'll be happy to assist you!	11:02:48 AM
	Whom Would You Like to Connect With?	11:02:48 AM
Jade Yang	Technical Support (QB & App Hosting)	11:02:53 AM
Acebuddy	Welcome to Ace Support.	11:02:53 AM
	Please chose an option :	11:02:53 AM
Jade Yang	I'd like to raise a Request	11:03:03 AM
Acebuddy	Please select your request type.	11:03:03 AM
Jade Yang	Password Reset	11:03:08 AM
Acebuddy	Please select an option below	11:03:09 AM
Jade Yang	Not Enrolled to Selfcare Portal	11:03:15 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. 11:03:15 AM

Do you need any further assistance on the topic? 11:03:15 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. 11:34:49 AM

Ended due to chat idle timeout 11:34:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 3 Feb, 6:27:38 PM

#71827 Steve Frisbie

Email: sfrisbie@ifsgroupusa.com 18165478338

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript Chat Duration : 28 Mins 1 Sec

Steve Frisbie	Hello, I am your Acebuddy	3 Feb, 6:27:40 PM
Acebuddy	Hello Sfrisbie, I'm your Ace Buddy. I'll be happy to assist you!	6:27:42 PM
	Whom Would You Like to Connect With?	6:27:42 PM
Steve Frisbie	Technical Support (QB & App Hosting)	6:27:50 PM
Acebuddy	Welcome to Ace Support.	6:27:50 PM
	Please chose an option :	6:27:50 PM
Steve Frisbie	I'd like to raise a Request	6:27:56 PM

Acebuddy	Please select your request type.	6:27:58 PM
Steve Frisbie	Setup Ace Server	6:28:19 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	6:28:19 PM
Steve Frisbie	Microsoft Windows	6:28:28 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	6:28:29 PM
	Do you need any further assistance on the topic?	6:28:29 PM
Steve Frisbie	Yes	6:28:40 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:28:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:28:41 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:29:08 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:29:14 PM
Steve Frisbie	You guys change my startup programs using Run and then change my startup programs. What was the name of the run program. I need to change the startup again. I can do it myself if I know the name of the run program. Thanks	6:31:18 PM
Manish Singh	Shell:common startup	6:32:39 PM
	Is there anything else I may help you with ?	6:33:03 PM
Steve Frisbie	let me try it real quick	6:33:18 PM
Manish Singh	Please, take your time.	6:33:42 PM
Steve Frisbie	it says it can not find it	6:34:38 PM
Manish Singh	As you don't have admin right on Server you are unable to make any changes.	6:35:19 PM
	Would you like us to assist you?	6:35:32 PM
Steve Frisbie	I go it, forgot the space. But, that's not what they changed. What they changed also started up internets sites as well as programs. I believe.	6:36:27 PM
	yes you can send me the link	6:36:47 PM
	you still there?	6:39:01 PM
Manish Singh	Yes	6:39:31 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:39:47 PM
	Are we still connected here?	6:47:23 PM
	Are we still connected here?	6:50:28 PM
	Are we still connected here?	6:55:34 PM

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

6:55:38 PM

Manish Singh has ended this chat session

6:55:41 PM



Chat Transcript

Hello, I am unable to open anything in QuickBooks, after logging in.
There is just a gray screen and nothing is clickable.

Visitor Details

12 Feb, 7:38:40 PM

#72384 lewis

Email: lewis@engleservices.com 205-612-2977

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/knowledgebase/category/quickbooks-howto-issues/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: SYLACAUGA

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 36 Secs

lewis

Hello, I am unable to open anything in QuickBooks, after logging in. There is just a gray screen and nothing is clickable.

12 Feb, 7:38:41 PM

Amit Raina

Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.

7:38:46 PM

Amit Raina is transferring the chat to Support(QB & App Hosting).

7:38:57 PM

Manish Singh accepted the chat transfer request.

7:39:04 PM

Manish Singh

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

7:39:12 PM

lewis

Great

7:39:51 PM

Manish Singh

I will surely help you with this issue.

7:39:59 PM

Kindly allow me two minutes to check the same.

7:40:06 PM

lewis	Thank you	7:40:17 PM
Manish Singh	Kindly try to access now.	7:40:39 PM
lewis	ok	7:40:45 PM
	It is doing the same thing	7:41:50 PM
Manish Singh	May I take the remote access of your local computer?	7:42:14 PM
lewis	yes	7:42:20 PM
Manish Singh	https://assist.acecloudhosting.com/join/5952145198	7:42:24 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:42:28 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	7:42:37 PM
lewis	Yes, first time for me. No one else has reported this issue	7:43:06 PM
Manish Singh	Alright.	7:43:15 PM
lewis	I have closed everything out that was important	7:43:24 PM
Manish Singh	Kindly join the session.	7:44:03 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:45:51 PM
	We need to check with company file repair.	8:07:59 PM
	Need Admin ID and password so we will arrange a callback at 256-369-1450 .	8:08:27 PM
	Is there anything else I may help you with ?	8:08:31 PM
lewis	No, not until that is complete thank you	8:08:57 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:09:12 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!	8:09:20 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/)	
	<i>Manish Singh has ended this chat session</i>	8:09:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Feb, 5:08:20 AM

#71783 Stacy Rojas

Email: stacyr@kalcoproperties.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 35 Secs

City: FAIRFIELD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 52 Mins 58 Secs

Stacy Rojas	Hello, I am your Acebuddy	1 Feb, 5:08:21 AM
Acebuddy	Hello Stacy Rojas, I'm your Ace Buddy. I'll be happy to assist you!	5:08:22 AM
	Whom Would You Like to Connect With?	5:08:22 AM
Stacy Rojas	Technical Support (QB & App Hosting)	5:08:42 AM
Acebuddy	Welcome to Ace Support.	5:08:42 AM
	Please chose an option :	5:08:42 AM
Stacy Rojas	I'd like to raise a Request	5:08:50 AM
Acebuddy	Please select your request type.	5:08:51 AM
Stacy Rojas	Setup Ace Server	5:09:03 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	5:09:03 AM
Stacy Rojas	Microsoft Windows	5:09:10 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	5:09:10 AM
	Do you need any further assistance on the topic?	5:09:10 AM
Stacy Rojas	Yes	5:09:30 AM

Acebuddy	Please wait while we connect you to our Support Representative	5:09:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:09:30 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:11:14 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:11:18 AM
	Hello Stacy	5:11:22 AM
Stacy Rojas	Hello Anurag, I'm trying to set up / log in to the Remote Desktop Connection but receiving a message that my credentials don't work	5:12:57 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:13:10 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:13:16 AM
Stacy Rojas	Server Name:QBLIVE06.MYREALDATA.NET	5:14:56 AM
	User Name: myrealdata\StacyL.Q6	5:15:04 AM
Anurag Sharma	Thanks for the confirmation !	5:15:32 AM
	May I take the remote access of your local computer?	5:15:36 AM
Stacy Rojas	sure	5:16:38 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	5:16:43 AM
Stacy Rojas	one moment	5:17:10 AM
	okay	5:17:49 AM
Anurag Sharma	https://assist.acecloudhosting.com/join/1792913416	5:17:55 AM
	Kindly paste this link in the browser of local computer and join the session.	5:18:00 AM
Stacy Rojas	done	5:20:44 AM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:20:52 AM
Stacy Rojas	its showing it disconnected?	5:42:13 AM
Anurag Sharma	Yes, I observed the same. Might be due to a technical error. But don't worry. We are still connected.	5:44:56 AM
Stacy Rojas	ok	5:45:18 AM
Anurag Sharma	The issue seems to be resolved now.	5:55:17 AM
	Is there anything else I may help you with ?	5:55:20 AM
Stacy Rojas	which credentials are the correct ones?	5:55:35 AM
	I walked away for a moment and missed it	5:55:49 AM
	and user?	5:56:18 AM
Anurag Sharma	I have not changed anything. I have just re-configured the RDP.	5:57:02 AM
Stacy Rojas	just trying to make sure I can log in on Monday. Would it be StacyL.Q6? or myrealdata\StacyL.Q6	5:57:52 AM

	oh okay perfect thank you	5:58:04 AM
Anurag Sharma	I have told you everything on the remote session. (Edited)	5:59:12 AM
	Is there anything else I may help you with ?	5:59:34 AM
Stacy Rojas	no thank you thats all	6:01:00 AM
Anurag Sharma	Thanks for the confirmation !	6:01:08 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:01:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:01:14 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:01:16 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	6:01:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	25 Feb, 1:30:28 AM
#73076 AMorales	
Email: amorales@ulpdx.org	
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: SANTEE	
State: California	

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 48 Secs

AMorales	Hello, I am your Acebuddy	25 Feb, 1:30:29 AM
Acebuddy	Hello Amorales, I'm your Ace Buddy. I'll be happy to assist you!	1:30:30 AM
	Whom Would You Like to Connect With?	1:30:30 AM
AMorales	Technical Support (QB & App Hosting)	1:30:34 AM
Acebuddy	Welcome to Ace Support.	1:30:34 AM
	Please chose an option :	1:30:34 AM
AMorales	I'd like to raise a Request	1:30:42 AM
Acebuddy	Please select your request type.	1:30:42 AM
AMorales	Password Reset	1:30:47 AM
Acebuddy	Please select an option below	1:30:47 AM
AMorales	Not Enrolled to Selfcare Portal	1:30:58 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.	1:30:58 AM
	Do you need any further assistance on the topic?	1:30:58 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.	2:04:18 AM
	<i>Ended due to chat idle timeout</i>	2:04:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 3:23:46 PM

#72371 harshita.dubey

Email: harshita.dubey@confiancebizsol.in

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Duration : 27 Mins 20 Secs

Chat Transcript

harshita.dubey	Hello, I am your Acebuddy	12 Feb, 3:23:47 PM
Acebuddy	Hello Harshita.dubey, I'm your Ace Buddy. I'll be happy to assist you!	3:23:49 PM
	Whom Would You Like to Connect With?	3:23:49 PM
harshita.dubey	Technical Support (QB & App Hosting)	3:24:00 PM
Acebuddy	Welcome to Ace Support.	3:24:00 PM
	Please chose an option :	3:24:00 PM
harshita.dubey	I'd like to report an Issue	3:24:12 PM
Acebuddy	Please select an option!	3:24:12 PM
harshita.dubey	Other Issue	3:24:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:24:17 PM
harshita.dubey	Unable to login the remote	3:24:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:24:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:24:37 PM
	<i>Manish Singh accepted the chat transfer request.</i>	3:24:46 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:24:51 PM
harshita.dubey	Hello Manish	3:24:56 PM
	I am unable to connect my remote	3:25:07 PM
	Can you please help me for the same?	3:25:16 PM
Manish Singh	I will surely help you with this issue.	3:25:22 PM
harshita.dubey	ok	3:26:08 PM
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	3:26:35 PM
harshita.dubey	No i am only facing this issue other users are able to work	3:27:10 PM
	Can you please help on this	3:29:49 PM
Manish Singh	Yes, please wait I am checking.	3:30:48 PM

	May i know your server name?	3:32:43 PM
harshita.dubey	LomnessCPA2.myrealdata.net	3:33:00 PM
Manish Singh	May I take the remote access of your local computer?	3:35:17 PM
harshita.dubey	yes go ahead	3:35:27 PM
Manish Singh	https://assist.acecloudhosting.com/join/6262949795	3:35:58 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:36:03 PM
harshita.dubey	Okay continue	3:36:45 PM
Manish Singh	Join this session please	3:37:02 PM
harshita.dubey	Have we connected?	3:38:51 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:39:25 PM
	As the user is disabled via My portal.	3:48:23 PM
	Kindly enable the user again to resume the services or in any case unable to do so you can email us on support@acecloudhosting.com from authorized account katie@lomnesscpa.com (Edited)	3:49:18 PM
	Is there anything else I may help you with ?	3:49:49 PM
harshita.dubey	No Thanks for the help!	3:50:24 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	3:50:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:51:03 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!	3:51:06 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	3:51:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Feb, 2:04:21 AM

#72780 Tony Lee

Email: support@claccounting.tax 📞 19097189780

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: EL MONTE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 53 Secs

Tony Lee	Hello, I am your Acebuddy	19 Feb, 2:04:22 AM
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!	2:04:23 AM
	Whom Would You Like to Connect With?	2:04:23 AM
Tony Lee	Technical Support (QB & App Hosting)	2:04:34 AM
Acebuddy	Welcome to Ace Support.	2:04:35 AM
	Please chose an option :	2:04:35 AM
Tony Lee	I'd like to report an Issue	2:04:42 AM
Acebuddy	Please select an option!	2:04:42 AM
Tony Lee	Other Issue	2:04:47 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:04:47 AM
Tony Lee	I need to update 2024 Lacerte, but it says I am not the admin and need you guys to do it on your end	2:05:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:05:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:05:11 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:06:34 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:06:36 AM

	Hello	2:06:39 AM
Tony Lee	hello	2:06:45 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:06:56 AM
Tony Lee	CLAccounting.myreldata.net	2:07:17 AM
	tonylee	2:07:19 AM
Anurag Sharma	Thanks for the confirmation !	2:10:09 AM
	Kindly allow me 4-5 minutes to check the same.	2:10:17 AM
	I would like to inform you that I have initiated the Lacerte 2024 application update on the server.	2:13:54 AM
Tony Lee	ok thanks	2:14:03 AM
Anurag Sharma	It will take around 15-20 minutes to finish.	2:14:15 AM
	We will inform you via mail once it is completed. (Edited)	2:14:28 AM
	Is there anything else I may help you with ?	2:14:45 AM
	Are we still connected here?	2:17:04 AM
	Are we still connected here?	2:18:35 AM
	Are we still connected here?	2:20:09 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:20:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:20:14 AM
	<i>Anurag Sharma has ended this chat session</i>	2:20:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Feb, 8:45:11 PM

#72619 Trishanna Gifford

Email: realtortrish@live.com ☎ 5616448724

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 12 Secs

Trishanna Gifford	Hello, I am your Acebuddy	16 Feb, 8:45:13 PM
Acebuddy	Hello Trishanna Gifford, I'm your Ace Buddy. I'll be happy to assist you!	8:45:15 PM
	Whom Would You Like to Connect With?	8:45:15 PM
Trishanna Gifford	Technical Support (QB & App Hosting)	8:45:25 PM
Acebuddy	Welcome to Ace Support.	8:45:25 PM
	Please chose an option :	8:45:25 PM
Trishanna Gifford	I'd like to raise a Request	8:45:37 PM
Acebuddy	Please select your request type.	8:45:37 PM
Trishanna Gifford	Other Request	8:45:57 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.	8:45:57 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:45:57 PM
Trishanna Gifford	Yes, I'm facing issues with my server	8:46:17 PM
Acebuddy	Please select an option!	8:46:17 PM
Trishanna Gifford	QuickBooks Issue	8:46:22 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:46:22 PM
Trishanna Gifford	QuickBooks Login Issue	8:46:29 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	8:46:29 PM
	Was that helpful?	8:46:29 PM
Trishanna Gifford	No	8:46:46 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:46:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:46:47 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	8:46:58 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	8:47:05 PM
	Hello Trishanna	8:47:18 PM

Are we still connected here? 8:49:28 PM

Are we still connected here? 8:50:46 PM

Are we still connected here? 8:53:21 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 8:53:23 PM

Shubham Yadav has ended this chat session 8:53:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 6 Feb, 5:46:14 AM

#72047 erin

Email: erin@advocate-accounting.com 12062164629

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: 53 Secs

City: OLYMPIA

State: Washington

Country: UNITED STATES

Chat Transcript Chat Duration : 51 Mins 36 Secs

erin	Hello, I am your Acebuddy	6 Feb, 5:46:15 AM
Acebuddy	Hello Erin Louis, I'm your Ace Buddy. I'll be happy to assist you!	5:46:16 AM
	Whom Would You Like to Connect With?	5:46:16 AM
erin	Technical Support (QB & App Hosting)	5:46:21 AM
Acebuddy	Welcome to Ace Support.	5:46:21 AM
	Please chose an option :	5:46:21 AM

erin	I'd like to report an Issue	5:46:30 AM
Acebuddy	Please select an option!	5:46:30 AM
erin	Other Issue	5:46:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:46:34 AM
erin	I am unable to connect to the server. Which is happening routinely. I have had this escalated but am still spending many hours daily trying to access my products	5:47:17 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:47:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:47:17 AM
erin	This is the third time today Ive had to ask for support	5:47:28 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	5:48:34 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	5:48:37 AM
	Hello Erin	5:48:43 AM
	I deeply apologize for the inconvenience caused to you.	5:49:29 AM
erin	Thanks. I have not been able to consistently access what Im paying you all for over a month	5:50:19 AM
Shashwat Verma	I'm sorry for the wait. I'll do my best to assist you quickly.	5:50:36 AM
	May I take the remote access of your local computer?	5:50:44 AM
erin	is this really necessary? I have already spent thousands of dollars (in my time) doing this	5:51:05 AM
	I can't just not work all day, several days a week, while you play with my computer	5:51:22 AM
	I need to work WHILE im doing this	5:51:32 AM
	I just literally can't afford the time. I estimate I've spend over 20 hours on this	5:51:49 AM
	if I have to I will but I am getting really tired of this	5:52:03 AM
	This is the 5th time ive had to have support remote into my machine for the same issue	5:52:15 AM
Shashwat Verma	Erin, we understand your concern and we really apologize for the inconvenience. We'll ensure that you will never face this issue again.	5:52:39 AM
erin	and no solution has been permanent, it seems to be a temporary fix and Im concerned this is going happen repeatedly all through tax season	5:52:59 AM
	I'm sure you mean it when you say it, but I've already been promised I wont have to face this issue again, several times	5:53:37 AM
Shashwat Verma	If it getting fixed for short time, then there may be the multiple reason behind it, like network, resource utilization etc	5:53:43 AM
erin	I'll never undersatnd the tech side. All I know is I'm paying for a service I'm not receiving, and ACE is actively doing things I asked them not to do and not doing things I explicitly asked for. I dont mean to be rude but I am at the end of my rope with this	5:54:43 AM
	I just dont understand why ACE is unable to set things up correctly	5:55:22 AM
	and why Im paying hundreds of dollars for it	5:55:32 AM

Shashwat Verma	Erin, I totally agree with your concern and frustration due to multiple re-occurring error.	5:55:43 AM
erin	let me know what we can do about the server issue, please reference prior cases on my account, there are many	5:55:49 AM
	I'd also like to know if there is someone I can contact about a credit to my account after we are done. ACE	5:56:27 AM
	ACE's responsiveness and availability is top notch, but I have really been put through a lot the last few weeks and I STILL can't use my server	5:56:57 AM
	If the best way truly is to remote in then I guess I have no choice but to do that. please send the zoho thing	5:57:22 AM
	I'll just have to give up on getting any work done, again. or work until 4 in the morning because I had to do this all day with ACE	5:57:50 AM
	Its 430 and I havent been able to even start work yet	5:58:08 AM
Shashwat Verma	We really appreciate your effort as an active and responsive client, we try our best to resolve this issue	5:58:16 AM
erin	i know.	5:58:27 AM
Shashwat Verma	https://assist.acecloudhosting.com/join/6892237129	5:58:36 AM
	Kindly Click on the link and open the downloaded file.	5:58:39 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:00:12 AM
	As per remote session, we have arranged the call-back from escalation	6:37:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:37:46 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:37:48 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	6:37:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb, 11:26:47 PM

#72754 William Block

Email: wbb@block1.us 19104719492

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Secs

William Block	Hello, I am your Acebuddy	18 Feb, 11:26:49 PM
Acebuddy	Hello William Block, I'm your Ace Buddy. I'll be happy to assist you!	11:26:50 PM
	Whom Would You Like to Connect With?	11:26:50 PM
William Block	Technical Support (QB & App Hosting)	11:26:56 PM
Acebuddy	Welcome to Ace Support.	11:26:56 PM
	Please chose an option :	11:26:56 PM
William Block	I'd like to raise a Request	11:27:03 PM
Acebuddy	Please select your request type.	11:27:03 PM
William Block	Change in Users	11:27:09 PM
Acebuddy	Please select your desired option!	11:27:09 PM
William Block	User Addition	11:27:13 PM
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecloudhosting.com from your registered email address and we'll update you once the request has been processed.	11:27:13 PM
	Do you need any further assistance on the topic?	11:27:13 PM
William Block	No	11:27:25 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:27:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 12:21:52 AM

#71858 wendyp

Email: wendyp@surfaceenergysolutions.com ☎ 587-226-8253

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: CALGARY

State: Alberta

Country: CANADA

Chat Transcript

Chat Duration : 18 Mins 58 Secs

wendyp	Hello, I am your Acebuddy	4 Feb, 12:21:53 AM
Acebuddy	Hello Wendy Porter, I'm your Ace Buddy. I'll be happy to assist you!	12:21:54 AM
	Whom Would You Like to Connect With?	12:21:54 AM
wendyp	Technical Support (QB & App Hosting)	12:22:02 AM
Acebuddy	Welcome to Ace Support.	12:22:03 AM
	Please chose an option :	12:22:03 AM
wendyp	I'd like to report an Issue	12:22:11 AM
Acebuddy	Please select an option!	12:22:11 AM
wendyp	Other Issue	12:23:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:23:01 AM
wendyp	I cannot access the remote system....I may have locked myself out by typing in my password wrong	12:24:31 AM

	too many times	
Acebuddy	Please wait while we connect you to a Support Representative	12:24:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:24:32 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	12:24:36 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	12:24:54 AM
	Hello Wendy, could you please let me know your server name and user account name	12:25:11 AM
	Are we still connected here?	12:27:26 AM
wendyp	yes	12:27:53 AM
	Fletchergroupmyrealdata	12:28:13 AM
	fletchergroupmyrealdata.net	12:28:41 AM
Sharath Kumar	thank you, checking your account. One moment while I sign into the server	12:29:34 AM
	Wendy am looking at your user account and everything appears to be good here	12:33:30 AM
	It is active and enabled, so with the correct credentials you should be able to sign in	12:34:12 AM
	what is the error message that you receive when you sign in	12:34:31 AM
wendyp	It looks like it is okay now	12:34:35 AM
Sharath Kumar	good to hear that	12:34:47 AM
wendyp	Thanks	12:34:55 AM
Sharath Kumar	Anything else that I may assist you with	12:35:01 AM
wendyp	No I am good now thans	12:36:30 AM
	thanks	12:36:33 AM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:36:38 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.	12:36:42 AM
	<i>Sharath Kumar has ended this chat session</i>	12:40:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Feb, 2:24:25 AM

#71772 Daniel Twait

Email: dtwait@acmealliance.com  18476569601

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: VERNON HILLS

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 37 Secs

Daniel Twait	Hello, I am your Acebuddy	1 Feb, 2:24:26 AM
Acebuddy	Hello Daniel R Twait, I'm your Ace Buddy. I'll be happy to assist you!	2:24:27 AM
	Whom Would You Like to Connect With?	2:24:27 AM
Daniel Twait	Technical Support (QB & App Hosting)	2:24:31 AM
Acebuddy	Welcome to Ace Support.	2:24:31 AM
	Please chose an option :	2:24:31 AM
Daniel Twait	I'd like to report an Issue	2:24:38 AM
Acebuddy	Please select an option!	2:24:38 AM
Daniel Twait	Other Issue	2:24:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:24:45 AM
Daniel Twait	unable to connect to remote desktop	2:24:57 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:24:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:24:57 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	2:26:22 AM

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:26:26 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:26:42 AM
	As this chat session is disconnected from your end.	2:28:55 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:28:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:28:59 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!	2:29:02 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/)	

Tushar Pharswan has ended this chat session

2:29:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 12:40:07 AM

#72508 Todd Dennis

Email: webmaster@rbstonesupply.com ☎ 18107427235

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: 32 Secs

City: BURTON

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 10 Secs

Todd Dennis	Hello, I am your Acebuddy	14 Feb, 12:40:09 AM
Acebuddy	Hello Scott Dennis, I'm your Ace Buddy. I'll be happy to assist you!	12:40:10 AM
	Whom Would You Like to Connect With?	12:40:10 AM
Todd Dennis	Technical Support (QB & App Hosting)	12:40:29 AM
Acebuddy	Welcome to Ace Support.	12:40:29 AM
	Please chose an option :	12:40:29 AM
Todd Dennis	I'd like to report an Issue	12:40:40 AM
Acebuddy	Please select an option!	12:40:40 AM
Todd Dennis	Other Issue	12:40:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:40:44 AM
Todd Dennis	I guess it may be a quickbooks issue or a server. Either way, several users today have said that quickbooks is running slowly.	12:41:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:41:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:41:54 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:42:08 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:42:13 AM
	Hello Scott	12:42:18 AM
Todd Dennis	I guess it may be a quickbooks issue or a server. Either way, several users today have said that quickbooks is running slowly.	12:42:41 AM
Shashwat Verma	I will surely help you with this issue.	12:43:01 AM
	Kindly allow me two minutes to check the same.	12:43:07 AM
	Are you facing slowness issue with QuickBooks only, or for any other task too?	12:45:38 AM
Todd Dennis	I have not been on it today. Todd, donna and Teresa have all mentioned it.	12:46:08 AM
Shashwat Verma	Okay	12:47:07 AM
	Kindly allow me two minutes to check the same.	12:47:09 AM
	Currently only Allison is connected to server.	12:48:18 AM
Todd Dennis	Todd and Donna got off because they were getting frustrated. Teresa went to lunch. I had been on the phone trying to contact ace for about 45min before starting this chat.	12:49:30 AM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	12:49:57 AM
Todd Dennis	Todd is requesting that you restart the virtual server. Give me a minute to let Allison know.	12:51:13 AM
Shashwat Verma	Sure	12:52:02 AM

Todd Dennis	She is getting out right now.	12:53:24 AM
	Your good to go	12:53:36 AM
Shashwat Verma	Sure, we are initiating the reboot.	12:53:56 AM
	Kindly try now and check the server from your end	12:59:28 AM
	Are we still connected here?	1:09:05 AM
	Are we still connected here?	1:14:13 AM
	Are we still connected here?	1:16:20 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:22:14 AM
	<i>Shashwat Verma has ended this chat session</i>	1:22:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 9:03:49 PM

#72392 tom brock

Email: tom.brock@refinedkind.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: KNOXVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 55 Secs

tom brock	Hello, I am your Acebuddy	12 Feb, 9:03:49 PM
Acebuddy	Hello Tom Brock, I'm your Ace Buddy. I'll be happy to assist you!	9:03:51 PM

	Whom Would You Like to Connect With?	9:03:51 PM
tom brock	Technical Support (QB & App Hosting)	9:04:21 PM
Acebuddy	Welcome to Ace Support.	9:04:21 PM
	Please chose an option :	9:04:21 PM
tom brock	I'd like to raise a Request	9:04:27 PM
Acebuddy	Please select your request type.	9:04:27 PM
tom brock	Other Request	9:04:54 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:04:54 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:04:54 PM
tom brock	Restart	9:05:05 PM
Acebuddy	Hello Tom Brock, I'm your Ace Buddy. I'll be happy to assist you!	9:05:05 PM
	Whom Would You Like to Connect With?	9:05:05 PM
tom brock	Technical Support (QB & App Hosting)	9:05:11 PM
Acebuddy	Welcome to Ace Support.	9:05:11 PM
	Please chose an option :	9:05:11 PM
tom brock	I'd like to raise a Request	9:05:17 PM
Acebuddy	Please select your request type.	9:05:17 PM
tom brock	Other Request	9:05:25 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:05:26 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:05:26 PM
tom brock	Restart	9:05:29 PM
Acebuddy	Hello Tom Brock, I'm your Ace Buddy. I'll be happy to assist you!	9:05:29 PM
	Whom Would You Like to Connect With?	9:05:29 PM
tom brock	Technical Support (QB & App Hosting)	9:06:02 PM
Acebuddy	Welcome to Ace Support.	9:06:02 PM
	Please chose an option :	9:06:02 PM
tom brock	I'd like to raise a Request	9:06:06 PM
Acebuddy	Please select your request type.	9:06:06 PM
tom brock	Password Reset	9:06:09 PM
Acebuddy	Please select an option below	9:06:09 PM
tom brock	Not Enrolled to Selfcare Portal	9:06:13 PM

Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:06:13 PM
	Do you need any further assistance on the topic?	9:06:13 PM
tom brock	Yes	9:06:23 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:06:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:06:23 PM
tom brock	hold on i have to step away for a moment	9:07:16 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	9:07:26 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	9:07:30 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:07:41 PM
tom brock	please hold i have to run down the hall for 2-4 minutes	9:07:43 PM
	refinedkind.myrealdata.net	9:07:55 PM
	username: RK_Controller	9:07:59 PM
	I need to know the password	9:08:05 PM
Shubham Yadav	Sure tom	9:08:09 PM
tom brock	but please hold on 2-4 minutes I have to step down the hall	9:08:17 PM
Shubham Yadav	take your time	9:08:19 PM
tom brock	I need the password	9:12:08 PM
	It was saved but now it wants me to key it in	9:12:14 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	9:12:42 PM
tom brock	OK	9:12:47 PM
	I have to step down the hall again hold on	9:14:10 PM
Shubham Yadav	Tom as I can check you are already enrolled in selfcare portal.	9:15:37 PM
	You can reset the password using selfcare portal	9:15:47 PM
	We see that you're already enrolled on Selfcare Portal.	
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:	
	1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password".	9:15:55 PM
	2. Enter your Server Username.	
	3. Enter the CAPTCHA verification and Click Continue.	
	4. In the window that opens, Choose an authentication method from the list.	
	5. Enter your new password and click Reset to finish.	
tom brock	hold on let me do this	9:17:22 PM
Shubham Yadav		9:17:48 PM

	Sure tom	
tom brock	thanks got it	9:18:30 PM
Shubham Yadav	Is there anything else I may help you with ?	9:18:53 PM
	Are we still connected here?	9:20:46 PM
	Are we still connected here?	9:22:20 PM
	Are we still connected here?	9:24:16 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:24:40 PM
	<i>Shubham Yadav has ended this chat session</i>	9:24:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Feb, 2:41:07 AM

#73222 Shaugn Lindley

Email: shaugn@rrlift.com 12068178453

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: KYLE

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 13 Secs

Shaugn Lindley	Hello, I am your Acebuddy	27 Feb, 2:41:08 AM
Acebuddy	Hello Shaugn Lindley, I'm your Ace Buddy. I'll be happy to assist you!	2:41:09 AM
	Whom Would You Like to Connect With?	2:41:09 AM

Shaughn Lindley	Technical Support (QB & App Hosting)	2:41:21 AM
Acebuddy	Welcome to Ace Support.	2:41:21 AM
	Please chose an option :	2:41:21 AM
Shaughn Lindley	I'd like to raise a Request	2:41:26 AM
Acebuddy	Please select your request type.	2:41:27 AM
Shaughn Lindley	Setback	2:41:39 AM
Acebuddy	Welcome to Ace Support.	2:41:39 AM
	Please chose an option :	2:41:39 AM
Shaughn Lindley	Setback	2:41:45 AM
Acebuddy	Hello Shaughn Lindley, I'm your Ace Buddy. I'll be happy to assist you!	2:41:45 AM
	Whom Would You Like to Connect With?	2:41:45 AM
Shaughn Lindley	Managed IT	2:41:53 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:41:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:41:53 AM
	<i>Janardan Mishra accepted the chat transfer request.</i>	2:42:05 AM
Janardan Mishra	Thank you for choosing ACE cloud Hosting. My Name is Janardan. How may I help you today?	2:42:31 AM
Shaughn Lindley	Hello	2:42:37 AM
	I'd like to download ace cloud on my iphone	2:42:45 AM
	so I can access my quickbooks and internet from my phone	2:42:59 AM
Janardan Mishra	Kindly provide your business name so we may check details	2:43:14 AM
Shaughn Lindley	lindley lifts llc	2:43:31 AM
Janardan Mishra	As I understand you connect to your server using RDP connection and that is the same you want to configure at your iPhone. Right?	2:44:24 AM
Shaughn Lindley	yes	2:44:34 AM
Janardan Mishra	Unfortunately, you selected VDI/DaaS at the start. Our team got no access to your server. Is it okay if I may transfer your chat to concerned team so they may assist?	2:45:52 AM
Shaughn Lindley	yes that is ok	2:46:07 AM
Janardan Mishra	Thank you	2:46:11 AM
Shaughn Lindley	I also have one other issue when logging in on the computer should I tell the other team?	2:46:18 AM 2:46:24 AM 2:46:29 AM
	<i>Janardan Mishra is transferring the chat to Support(QB & App Hosting).</i>	2:46:41 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:47:18 AM

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:48:11 AM
	Shaugh, can you please elaborate the issue, so that I can assist you further.	2:49:03 AM
Shaugh Lindley	hello	2:49:03 AM
	id like to download ace cloud on my iphone so I can access quickbooks and the internet from my ace cloud server	2:49:35 AM
	im also having a message pop up when I log into ace cloud on my computer RDP	2:50:05 AM
	it says "You are connecting to the RDP host "LindleyLifts.myrealdata.net". The certificate couldn't be verified back to the root certificate. Your connection may not be secure. Do you want to continue?"	2:50:57 AM
Yash Kalra	Shaun, To use ACE Cloud on your phone, you can download the Microsoft Remote Desktop app on your device.	2:51:31 AM

here are the steps to set up the **Windows App (Microsoft Remote Desktop)** on your iPhone:

Step 1: Download the Microsoft Remote Desktop App

Open the **App Store** on your iPad.

Search for **Microsoft Remote Desktop** and install the app.

Step 2: Open the Microsoft Remote Desktop App

Once installed, open the app on your iPad.

Step 3: Add a New Desktop

Tap the "+" icon in the top-right corner.

Choose **Add PC**.

Step 4: Enter the PC Name

In the **PC Name** field, enter the server's name:

HeadStudiosInc.myrealdata.net

Step 5: Enter the Friendly Name

Under **Friendly Name**, enter a name to easily identify your connection (e.g., "Visions Espresso Server").

2:52:29 AM

Step 6: Enter the Credentials

Tap **User Account** and select **Add User Account**.

Enter the **Username** (e.g., myrealdata\HaroldHead) and the existing **Password**.

Step 7: Configure Gateway (if needed)

Tap the **Gateway** section and enter the following:

Gateway Name : RDG.myrealdata.net

Friendly Name : Use the same name you chose earlier (e.g., "Head Studios").

Step 8: Set Up Redirect Printers (Optional)

Under **Devices and Audio**, ensure **Redirect printers** is selected to enable printer functionality.

Step 9: Save the Configuration

After entering all the details, tap **Save** in the top-right corner.

Step 10: Connect

Tap on the PC name you just created, and it will prompt you to connect.
Once connected, you'll be able to use the Windows desktop on your iPhone. (Edited)

May I take the remote access of your local computer to resolve this issue?

2:53:43 AM

Are we still connected here?

2:53:52 AM

Shaughn Lindley yes i am here

2:54:38 AM

yes you can

2:54:40 AM

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

2:54:50 AM

Kindly Click on the link and open the downloaded file.

2:55:09 AM

<https://assist.acecloudhosting.com/join/2532913110>

Shaun,

2:58:04 AM

We've assisted you with the **server login issue** . Is there anything else I can help you with?

Shaughn Lindley thanks for your help

2:58:04 AM

so follow those instructions for my iphone?

2:58:12 AM

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

2:58:12 AM

Yes please follow these simple steps and you will be able to set it up on your phone as well.

2:58:57 AM

Should we proceed to close this chat?

2:59:34 AM

Shaughn Lindley ok sounds good

2:59:43 AM

have a good day

2:59:45 AM

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

3:00:02 AM

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

3:00:10 AM

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

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

Thanks!

3:00:19 AM

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

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

Yash Kalra has ended this chat session

3:00:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Feb, 12:05:12 AM

#71929 Jennifer Hendricks

Email: jennifer@brandsofbritain.com  19258069400

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SAN RAMON

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 28 Secs

Jennifer Hendricks	Hello, I am your Acebuddy	5 Feb, 12:05:13 AM
Acebuddy	Hello Jennifer Hendricks, I'm your Ace Buddy. I'll be happy to assist you!	12:05:15 AM
	Whom Would You Like to Connect With?	12:05:15 AM
Jennifer Hendricks	Technical Support (QB & App Hosting)	12:05:20 AM
Acebuddy	Welcome to Ace Support.	12:05:20 AM
	Please chose an option :	12:05:20 AM
Jennifer Hendricks	I'd like to raise a Request	12:05:28 AM
Acebuddy	Please select your request type.	12:05:28 AM
Jennifer Hendricks	Other Request	12:05:36 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:05:37 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:05:37 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:42:41 AM
	<i>Ended due to chat idle timeout</i>	12:42:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 3:22:34 AM

#72345 MARGARITA SALGADO

Email: margarita@byprop.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: HICKORY HILLS

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 14 Secs

MARGARITA
SALGADO

Hello, I am your Acebuddy

12 Feb, 3:22:35
AM

Anurag Sharma

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

3:24:43 AM

Hello Margarita

3:24:47 AM

As Shubham Yadav is already working with you.

3:25:47 AM

I am transferring this chat to him. (Edited)

3:25:55 AM

Please stay connected.

3:26:10 AM

Anurag Sharma is transferring the chat to Shubham Yadav.

3:26:16 AM

Shubham Yadav accepted the chat transfer request.

3:26:18 AM

Shubham Yadav

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

3:26:23 AM

Hi Margarita

3:26:33 AM

Are we still connected here?

3:28:54 AM

MARGARITA
SALGADO

YES

3:29:24 AM

Shubham Yadav

Maragarita are you connecting us for the same issue (Lacerte 24 remote app)? (Edited)

3:30:39 AM

	Margarita are you there?	3:32:26 AM
MARGARITA SALGADO	YES	3:32:36 AM
Shubham Yadav	Margarita, I wanted to let you know that we are taking action on this, and it will require work during the night hours.	3:33:43 AM
MARGARITA SALGADO	OKAY SO BY TOMORROW IT SHOULD BE ON MY COMPUTER?	3:34:20 AM
Shubham Yadav	Sure Margarita	3:34:27 AM
	It will be available tomorrow	3:34:37 AM
MARGARITA SALGADO	OKAY CAN I USE MY COMPUTER NOW	3:34:44 AM
Shubham Yadav	Yes	3:34:49 AM
	You can use it	3:34:53 AM
MARGARITA SALGADO	THANK YOU	3:35:08 AM
Shubham Yadav	We will send you a mail tomorrow once it's done	3:35:15 AM
	Is there anything else I may help you with ?	3:35:17 AM
MARGARITA SALGADO	NO THAT WAS IT FOR NOW	3:35:27 AM
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:35:45 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:35:49 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:35:50 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/)	
MARGARITA SALGADO	THANK YOU	3:35:52 AM
	<i>Shubham Yadav has ended this chat session</i>	3:35:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb, 5:21:52 AM

#72698 Melanie Hirsch

Email: m@hirschconsultants.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: SACRAMENTO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 18 Secs

Melanie Hirsch	Hello, I am your Acebuddy	18 Feb, 5:21:53 AM
Acebuddy	Hello Melanie Hirsch, I'm your Ace Buddy. I'll be happy to assist you!	5:21:54 AM
	Whom Would You Like to Connect With?	5:21:54 AM
Melanie Hirsch	Technical Support (QB & App Hosting)	5:21:59 AM
Acebuddy	Welcome to Ace Support.	5:21:59 AM
	Please chose an option :	5:21:59 AM
Melanie Hirsch	I'd like to report an Issue	5:22:04 AM
Acebuddy	Please select an option!	5:22:04 AM
Melanie Hirsch	Other Issue	5:22:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:22:08 AM
Melanie Hirsch	live rep	5:22:16 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:22:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:22:17 AM
Melanie Hirsch	cant use tax software	5:22:25 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:23:19 AM

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:23:22 AM
	Hello Melanie	5:23:27 AM
	Are we still connected here?	5:25:21 AM
Melanie Hirsch	yesd	5:25:48 AM
	I can not email a problem tax erturn	5:26:08 AM
	drake tax has a way to troubleshoot a return	5:26:21 AM
	but i have to be able to email it to them	5:26:28 AM
	ace system said the user setting file is corrupt	5:26:54 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:27:34 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:27:42 AM
Melanie Hirsch	Hirsch	5:28:55 AM
	hirsch.myrealdata.net	5:29:07 AM
	melanietan	5:29:15 AM
Anurag Sharma	Thanks for the confirmation !	5:29:51 AM
	Kindly allow me 5-6 minutes to check the same.	5:30:03 AM
	Just to confirm, are you trying to email from Drake application itself?	5:33:04 AM
	Are we still connected here?	5:35:02 AM
	Are we still connected here?	5:36:17 AM
	Are we still connected here?	5:37:03 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:38:07 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:38:09 AM
	<i>Anurag Sharma has ended this chat session</i>	5:38:12 AM



Chat Transcript

Hello, I am your Acebuddy

#72350 patty

Email: patty.tvdats@gmail.com  2088632310

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: BOISE

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 29 Secs

patty	Hello, I am your Acebuddy	12 Feb, 3:59:06 AM
Acebuddy	Hello Patty, I'm your Ace Buddy. I'll be happy to assist you!	3:59:07 AM
	Whom Would You Like to Connect With?	3:59:07 AM
patty	Technical Support (QB & App Hosting)	3:59:25 AM
Acebuddy	Welcome to Ace Support.	3:59:25 AM
	Please chose an option :	3:59:25 AM
patty	I'd like to report an Issue	3:59:43 AM
Acebuddy	Please select an option!	3:59:43 AM
patty	Password Reset	3:59:57 AM
Acebuddy	Please select an option below	3:59:57 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.	4:37:36 AM
	<i>Ended due to chat idle timeout</i>	4:37:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#72559 VALENTINA****Email:** valentina@qualityproduceinc.com**Department:** Support(QB & App Hosting)**Operator:****Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 58 Secs**City:** FT LAUDERDALE**State:** Florida**Country:** UNITED STATES

Chat Duration : 14 Mins 9 Secs

Chat Transcript

VALENTINA	Hello, I am your Acebuddy	14 Feb, 6:29:56 PM
Acebuddy	Hello Valentina Guevara, I'm your Ace Buddy. I'll be happy to assist you!	6:29:57 PM
	Whom Would You Like to Connect With?	6:29:57 PM
VALENTINA	Technical Support (QB & App Hosting)	6:30:02 PM
Acebuddy	Welcome to Ace Support.	6:30:02 PM
	Please chose an option :	6:30:02 PM
VALENTINA	I'd like to report an Issue	6:30:10 PM
Acebuddy	Please select an option!	6:30:10 PM
VALENTINA	QuickBooks Issue	6:30:16 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:30:16 PM
VALENTINA	QuickBooks Login Issue	6:30:27 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	6:30:27 PM
	Was that helpful?	6:30:27 PM
VALENTINA	No	6:30:39 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:30:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:30:39 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	6:31:00 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	6:31:10 PM
	Valentina, How may I help you today?	6:31:33 PM

VALENTINA	hello	6:31:52 PM
	Good morning, we urgently need your assistance, none of the users of our account have been able to access Quickbooks.	6:32:10 PM
	Yesterday my administrator performed an update of the Quickbooks version with you, but none of the users of the 3 companies we have have been able to log in.	6:32:20 PM
Sharath Kumar	certainly	6:32:57 PM
	allow me a moment to sign into the server	6:33:12 PM
VALENTINA	I just sent an email with the images of the error that appears	6:33:33 PM
Sharath Kumar	let me check that too	6:34:11 PM
	Thank you for your patience, Valentina. I found it on the server that services for QuickBooks were in stopped state	6:36:30 PM
	I have just restarted the service and set it to automatic as well so that this issue doesn't occur again	6:37:01 PM
VALENTINA	perfect!	6:37:19 PM
Sharath Kumar	could you please reopen Quickbooks and confirm if that resolves your concern	6:37:25 PM
VALENTINA	ok	6:37:39 PM
	Sorry for the delay, yes! I can access QuickBooks, thank you very much. I will ask my coworkers and if there is any inconvenience I will write to you again. Thanks for the help	6:40:27 PM
Sharath Kumar	glad to hear that, am pretty sure that they will also be able to access it	6:41:15 PM
	anything else that I may assist you with?	6:41:21 PM
VALENTINA	no	6:41:53 PM
	thank you	6:41:56 PM
Sharath Kumar	My pleasure.	6:42:07 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!	6:42:09 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.	6:42:13 PM
	<i>Sharath Kumar has ended this chat session</i>	6:44:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 12:51:33 PM

#72555 Melanie Hirsch

Email: m@hirschconsultants.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: ROSEVILLE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 53 Secs

Melanie Hirsch	Hello, I am your Acebuddy	14 Feb, 12:51:36 PM
Acebuddy	Hello Melanie Hirsch, I'm your Ace Buddy. I'll be happy to assist you!	12:51:37 PM
	Whom Would You Like to Connect With?	12:51:37 PM
Melanie Hirsch	Technical Support (QB & App Hosting)	12:51:49 PM
Acebuddy	Welcome to Ace Support.	12:51:49 PM
	Please chose an option :	12:51:49 PM
Melanie Hirsch	Setback	12:51:52 PM
Acebuddy	Hello Melanie Hirsch, I'm your Ace Buddy. I'll be happy to assist you!	12:51:52 PM
	Whom Would You Like to Connect With?	12:51:52 PM
Melanie Hirsch	Technical Support (QB & App Hosting)	12:51:58 PM
Acebuddy	Welcome to Ace Support.	12:51:58 PM
	Please chose an option :	12:51:58 PM
Melanie Hirsch	I'd like to report an Issue	12:52:05 PM
Acebuddy	Please select an option!	12:52:05 PM

Melanie Hirsch	Other Issue	12:52:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:52:09 PM
Melanie Hirsch	641401	12:52:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:52:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:52:27 PM
Melanie Hirsch	On hold for hours	12:52:40 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:54:25 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	12:54:29 PM
	Kindly allow me two minutes to check the same.	12:54:35 PM
Melanie Hirsch	There is no data on the server	12:55:17 PM
Melanie Hirsch		12:55:20 PM
	Hirsch CPA Tax Consultants Inc	12:55:29 PM
	No data after waiting 3 hours	12:55:37 PM
	No one answers the phone after hours on hold	12:55:51 PM
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.	12:56:12 PM
Melanie Hirsch	Apologies don't help	12:56:31 PM
	Fix the problem	12:56:35 PM
	The onboarding person was supposed to migrate all data from my other server to your server	12:56:55 PM
	He migrated Zip	12:57:05 PM
Tushar Pharswan	We tried to upload the data 2 times. However the data upload was cancelled 2 times because of low internet speed	12:57:13 PM
Melanie Hirsch	Nothing. Not a single data file	12:57:18 PM
	That is ridiculous	12:57:30 PM
	I have no control over how the other company manages its data	12:57:47 PM
	Why did you not notify me	12:57:57 PM
	Why did I have to find out the hard way	12:58:04 PM
	Not once did your company tell me that there were issues!	12:58:22 PM
	I can't know since I don't read minds	12:58:36 PM
	Now what	12:58:40 PM
	I can't get my data onto your server	12:58:50 PM
	What now	12:58:54 PM

	The server has a slow upload speed	12:59:09 PM
	That is not my fault	12:59:12 PM
Tushar Pharswan	Mam we tried to upload data from your server	12:59:45 PM
	it had low internet speed.	12:59:55 PM
Melanie Hirsch	You already said that	12:59:56 PM
	Do you read English	1:00:00 PM
	I know what you said	1:00:08 PM
	Can't upload data due to low internet speed	1:00:20 PM
	Stop repeating what you said	1:00:26 PM
	I understood the first time	1:00:33 PM
	Please grasp this	1:00:38 PM
Tushar Pharswan	We were on a remote session with you and we typed 2-3 time on notepad if the data upload was cancelled by you. But we did not get any response (Edited)	1:00:39 PM
Melanie Hirsch	It is in English	1:00:42 PM
	If you need to consult with a translation dictionary please do so	1:00:57 PM
	I was leaving the office at 6:30 pm	1:01:10 PM
	I was told by your rep that I could leave and when I got back to the computer it would be done	1:01:31 PM
	He never told me to sit by the computer	1:01:39 PM
	He saw that the upload would take 2 hours	1:01:46 PM
	I told him that I had to leave	1:01:53 PM
	He said fine	1:01:56 PM
	I was not on a remote session	1:02:02 PM
	I left the office	1:02:07 PM
Tushar Pharswan	I apologize again. We tried to upload the data twice.	1:02:12 PM
Melanie Hirsch	My work day ends at 5	1:02:17 PM
	I stayed almost 2 hours late	1:02:25 PM
Tushar Pharswan	if you want we can try to upload it again	1:02:25 PM
Melanie Hirsch	Of course I want to try	1:02:36 PM
	Stop wasting my time	1:02:46 PM
	What do we need to do	1:02:50 PM
	This needs to get done	1:02:56 PM
Tushar Pharswan		1:03:00 PM

	May I take the remote access of your local computer?	
Melanie Hirsch	I had not idea youj were having issues	1:03:05 PM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	1:03:05 PM
Melanie Hirsch	yes	1:03:06 PM
	dpme	1:03:11 PM
	gp	1:03:15 PM
	go	1:03:16 PM
	asa[1:03:19 PM
	asap	1:03:21 PM
Tushar Pharswan	https://assist.acecloudhosting.com/join/7702021458	1:03:37 PM
	Kindly Click on the link and open the downloaded file.	1:03:41 PM
	I understand your frustration regarding the matter, we will forward this case for review as this should not have happend.	1:04:19 PM
Melanie Hirsch	Agreed	1:05:01 PM
	For you to tell me that I sd have stayed by my comp when I was told it was all good	1:05:19 PM
Tushar Pharswan	I'm from the support team the Onboarding team is currently not available, but we will try to resolve your issue as of now.	1:05:20 PM
Melanie Hirsch	Ridiculous	1:05:22 PM
Tushar Pharswan	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.	1:05:24 PM
Melanie Hirsch	So who messaged me	1:05:32 PM
	Onboarding or support	1:05:40 PM
	There is zero data	1:05:53 PM
	Dont' you need my activation code for the software?	1:06:07 PM
Tushar Pharswan	I will have to look up with the previous tickets and remote sessions but let's keep the investigation on hold and resolve the issue as of now.	1:06:42 PM
Melanie Hirsch	It appears to be active	1:06:43 PM
	Is it	1:06:44 PM
Tushar Pharswan	Kindly chat on the remote session as of now.	1:06:52 PM
	As this session is connected over a call session, we are now closing this chat session.	1:22:22 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:22:24 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!

1:22:26 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/>)

Tushar Pharswan has ended this chat session

1:22:29 PM

