

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 9:27:06 PM

#70847 johnathon

Email: johnathon@islandentertainment.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: GULF SHORES

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 15 Secs

johnathon	Hello, I am your Acebuddy	16 Jan, 9:27:07 PM
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!	9:27:08 PM
	Whom Would You Like to Connect With?	9:27:08 PM
johnathon	Technical Support (QB & App Hosting)	9:27:46 PM
Acebuddy	Welcome to Ace Support.	9:27:46 PM
	Please chose an option :	9:27:46 PM
johnathon	I'd like to report an Issue	9:29:16 PM
Acebuddy	Please select an option!	9:29:16 PM
johnathon	QuickBooks Issue	9:29:30 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:29:30 PM
johnathon	Other QB related issue	9:29:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:29:34 PM
johnathon	619983	9:29:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:29:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:29:58 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:31:10 PM

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:31:13 PM
	Kindly allow me two minutes to check the same.	9:31:21 PM
	As you are disconnected over the chat session also we can see you are with one of our call session support right now, so we are closing this chat session.	9:37:15 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:37:19 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:37:20 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/)	

Tushar Pharswan has ended this chat session

9:37:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jan, 8:19:00 PM

#70429 jtavarez

Email: jtavarez@sophelle.com 8574922029

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 4 Secs

jtavarez	Hello, I am your Acebuddy	10 Jan, 8:19:01 PM
Acebuddy	Hello Jtavarez, I'm your Ace Buddy. I'll be happy to assist you!	8:19:02 PM
	Whom Would You Like to Connect With?	8:19:02 PM
jtavarez	Technical Support (QB & App Hosting)	8:19:07 PM
Acebuddy	Welcome to Ace Support.	8:19:07 PM
	Please chose an option :	8:19:07 PM
jtavarez	I'd like to report an Issue	8:19:21 PM
Acebuddy	Please select an option!	8:19:22 PM
jtavarez	Other Issue	8:19:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:19:25 PM
jtavarez	unable to connect to the remote desktop	8:19:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:19:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:19:44 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:20:35 PM
	<i>Shubham Kataria is transferring the chat to Aarush Aneja.</i>	8:20:43 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:20:54 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:20:57 PM
jtavarez	thanks	8:21:08 PM
Aarush Aneja	Hello Jtavarez	8:21:12 PM
	How may I assist you today	8:21:27 PM
jtavarez	unable to login to remote desktop or access folders in shared drive	8:22:13 PM
Aarush Aneja	We will surely assist you	8:22:34 PM
	May I take the remote access of your local computer?	8:22:39 PM
jtavarez	yes	8:22:43 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	8:22:48 PM
	https://assist.acecloudhosting.com/join/8312697801	8:23:07 PM
	Kindly paste this link in the browser of local computer and join the session.	8:23:11 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:25:24 PM
jtavarez	thanks	8:28:36 PM
Aarush Aneja	We are connected back	8:28:58 PM

	You can access back the server and drive again	8:29:10 PM
	This message has been deleted	8:29:21 PM
	Jtavarez, Is there anything else I may help you with ?	8:29:30 PM
jtavarez	that will be it thanks	8:29:38 PM
Aarush Aneja	Welcome	8:29:48 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:29:55 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!	8:29:59 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Aarush Aneja has ended this chat session</i>	8:31:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 5:58:28 AM

#70829 Jamie

Email: jamie@changcpa.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 7 Secs

City: WATERTOWN

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 47 Secs

Jamie	Hello, I am your Acebuddy	16 Jan, 5:58:29 AM
Acebuddy	Hello Jamie Chang, I'm your Ace Buddy. I'll be happy to assist you!	5:58:30 AM
	Whom Would You Like to Connect With?	5:58:30 AM
Jamie	Technical Support (QB & App Hosting)	5:58:36 AM
Acebuddy	Welcome to Ace Support.	5:58:36 AM
	Please chose an option :	5:58:36 AM
Jamie	I'd like to raise a Request	5:58:45 AM
Acebuddy	Please select your request type.	5:58:45 AM
Jamie	Other Request	5:58:48 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.	5:58:48 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:58:48 AM
Jamie	Yes, I'm facing issues with my server	5:58:56 AM
Acebuddy	Please select an option!	5:58:56 AM
Jamie	Other Issue	5:59:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:59:05 AM
Jamie	Talk to support	5:59:21 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:59:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:59:21 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	6:00:55 AM
	<i>Anurag Sharma is transferring the chat to Yash Kalra.</i>	6:01:04 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	6:01:15 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	6:01:19 AM
Jamie	Can you check ticket 618537	6:01:35 AM
Yash Kalra	Kindly allow me two minutes to check the same.	6:01:42 AM
Jamie	We request install Drake tax software full release version, the support, Sharath Kumar, request to login to our Drake account.	6:02:56 AM
	It required verification code.	6:03:14 AM
	Can you do that now	6:03:27 AM
Yash Kalra	Please allow me some time while I login to the server.	6:03:59 AM

Jamie	Ok	6:05:58 AM
Yash Kalra	Jamie, please check If you are able to see the desired application on your server desktop? (Edited)	6:09:32 AM
	Are we still connected here?	6:09:49 AM
Jamie	Yes	6:09:54 AM
Yash Kalra	Jamie, please check If you are able to see the desired application on your server desktop?	6:10:00 AM
Jamie	Let me check	6:10:52 AM
	did you/Sharath Kumar update the software?	6:11:37 AM
Yash Kalra	Jamie, is there any with the installation?	6:12:20 AM
Jamie	It required updating. I am doing it now.	6:12:56 AM
Yash Kalra	May I take the remote access of your server?	6:13:24 AM
Jamie	Yes	6:13:45 AM
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end.	6:14:14 AM
Jamie	I think it's updated. It shows 2024 second release	6:14:29 AM
Yash Kalra	Is there anything else I may help you with ?	6:14:53 AM
	Are we still connected here?	6:19:01 AM
	Are we still connected here?	6:21:05 AM
	Are we still connected here?	6:23:09 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.	6:23:14 AM
<i>Yash Kalra has ended this chat session</i>		6:23:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jan, 9:48:32 PM

#70163 Lisa Aly

Email: lisa@360-cpa.com ☎ 15026494437

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: SALEM

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 7 Secs

Lisa Aly	Hello, I am your Acebuddy	4 Jan, 9:48:33 PM
Acebuddy	Hello Lisa Aly, I'm your Ace Buddy. I'll be happy to assist you!	9:48:35 PM
	Whom Would You Like to Connect With?	9:48:35 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:20:40 PM
	<i>Ended due to chat idle timeout</i>	10:20:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jan, 8:22:24 PM

#71382 Barbara Carey

Email: barbara@rivelliassociates.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MADISON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 22 Secs

Barbara Carey	Hello, I am your Acebuddy	26 Jan, 8:22:26 PM
Acebuddy	Hello Barbara Carey, I'm your Ace Buddy. I'll be happy to assist you!	8:22:27 PM
	Whom Would You Like to Connect With?	8:22:27 PM
Barbara Carey	Technical Support (QB & App Hosting)	8:23:58 PM
Acebuddy	Welcome to Ace Support.	8:23:59 PM
	Please chose an option :	8:23:59 PM
Barbara Carey	I'd like to raise a Request	8:24:14 PM
Acebuddy	Please select your request type.	8:24:14 PM
Barbara Carey	Password Reset	8:24:18 PM
Acebuddy	Please select an option below	8:24:18 PM
Barbara Carey	Not Enrolled to Selfcare Portal	8:24:30 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	8:24:30 PM
	Do you need any further assistance on the topic?	8:24:30 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:57:48 PM
	<i>Ended due to chat idle timeout</i>	8:57:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 11:16:29 PM

#71331 Laura Hood

Email: laurah@alliedrentshomes.com 19097948284

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 40 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 42 Secs

Laura Hood	Hello, I am your Acebuddy	24 Jan, 11:16:31 PM
Acebuddy	Hello Laura, I'm your Ace Buddy. I'll be happy to assist you!	11:16:32 PM
	Whom Would You Like to Connect With?	11:16:32 PM
Laura Hood	Technical Support (QB & App Hosting)	11:16:37 PM
Acebuddy	Welcome to Ace Support.	11:16:37 PM
	Please chose an option :	11:16:37 PM
Laura Hood	I'd like to report an Issue	11:16:43 PM
Acebuddy	Please select an option!	11:16:43 PM
Laura Hood	QuickBooks Issue	11:16:47 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:16:48 PM
Laura Hood	QuickBooks Update	11:17:36 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	11:17:37 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	11:17:37 PM
	Do you need any further assistance on the topic?	11:17:37 PM
Laura Hood	Yes	11:17:50 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:17:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:17:50 PM
Laura Hood	I cannot update QB Desktop, I need to update to identify a support issue I am having with QB	11:18:13 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:18:32 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:18:37 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:18:45 PM
Laura Hood	Allied Equity	11:19:37 PM
	Laura Hood	11:19:39 PM
Tushar Pharswan	May I know the QuickBooks version that needs to be updated? (Edited)	11:20:25 PM
Laura Hood		

2024

11:20:29 PM

Tushar Pharswan	For the update process we need all users to log off as it requires server reboot, or we can schedule the update for night time hours.	11:21:20 PM
Laura Hood	I need the update done now.	11:22:22 PM
Tushar Pharswan	Okay Kindly log off all users from the server and once the update is complete, we will email you regarding same in 20-30 minutes.	11:23:02 PM
	Is there anything else I may help you with ?	11:23:06 PM
Laura Hood	No, I just need it updated.	11:25:06 PM
Tushar Pharswan	Okay we will soon update it and let you know over the email, kindly log off all users from the server.	11:26:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:26:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:26:13 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

11:26:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jan, 1:18:58 AM

#70223 Qoverage Support

Email: support@qoverage.com 19723523091

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: 9 Secs

City: SAMPALOC EAST

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 20 Mins 43 Secs

Qoverage Support	Hello, I am your Acebuddy	7 Jan, 1:18:59 AM
Acebuddy	Hello Gene Roque, I'm your Ace Buddy. I'll be happy to assist you!	1:19:01 AM
	Whom Would You Like to Connect With?	1:19:01 AM
Qoverage Support	Technical Support (QB & App Hosting)	1:19:08 AM
Acebuddy	Welcome to Ace Support.	1:19:08 AM
	Please chose an option :	1:19:08 AM
Qoverage Support	I'd like to report an Issue	1:19:14 AM
Acebuddy	Please select an option!	1:19:14 AM
Qoverage Support	Other Issue	1:19:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:19:18 AM
Qoverage Support	615483	1:19:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:19:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:19:24 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:19:56 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:20:03 AM
Qoverage Support	615483	1:20:27 AM
	<i>1:20:42 AM Qoverage Support is sharing a file with you</i>	1:20:42 AM
	<i>Ace Cloud.png - (Size:10.85 KB)</i>	
	One of our client is having storage issue. Can you help us free up space on their Ace Cloud Machine?	1:21:18 AM
Manish Singh	Kindly help me with your server name and user name?	1:21:35 AM
Qoverage Support	Wait	1:22:17 AM
	not sure with the server name but the username is CID72527	1:22:42 AM
Manish Singh	Kindly allow me 5-6 minutes to check the same.	1:23:18 AM
Qoverage Support	ok	1:24:55 AM
Manish Singh	We are working on cleaning the junk files it will take some time.	1:26:38 AM
Qoverage Support	Okay. Please let us know. I'll be waiting here	1:27:05 AM
Manish Singh	We are able to clear 3 GB of junk files now its 6% free space in C:/ drive	1:31:01 AM

We would like to inform you that you can choose from the below mentioned options to expand space.

1:31:26 AM

Plan 1 = 200 GB : \$120/mo

Plan 2 = 100GB : \$60/mo

Plan 3 = 80 GB : \$50/mo

Plan 4 = 60 GB : \$40/mo

Plan 5 = 40 GB : \$28/mo

1:31:46 AM

Qoverage Support

is there anything we can clear out first to further free up some space?

1:32:26 AM

Manish Singh

We can clear the data of user.

1:32:38 AM

That they can do it from their end.

1:32:51 AM

1:33:48 AM Manish Singh is sharing a file with you

[image.png](#) - (Size:5.01 KB)

1:33:48 AM

Kindly check

1:33:52 AM

Qoverage Support

Our client is not that tech savvy. Can you do that on your side?

1:34:03 AM

Manish Singh

We cannot delete anything from user end maybe that can be important document or folder that they are having on their side.

1:34:53 AM

Qoverage Support

got it.

1:36:02 AM

wait

1:36:05 AM

Manish Singh

This message has been deleted

1:36:07 AM

Sure, Gene take your time.

1:36:30 AM

Qoverage Support

We're going to clear on the Ace Cloud Machine > User > Mirriam right?

1:38:08 AM

Manish Singh

Yes

1:38:14 AM

Qoverage Support

got it. we'll take it from here.

1:38:47 AM

thank you.

1:38:50 AM

Manish Singh

Sure

1:38:50 AM

Is there anything else I may help you with ?

1:38:54 AM

Qoverage Support

That will be all

1:39:14 AM

Manish Singh

It would be great if you could share your feedback after this chat ends. Thanks in advance!

1:39:29 AM

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

1:39:38 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!

1:39:41 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/>)

Manish Singh has ended this chat session

1:39:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 11:21:31 PM

#70691 antony.wu

Email: antony.wu@snrtea.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 36 Secs

antony.wu	Hello, I am your Acebuddy	14 Jan, 11:21:32 PM
Acebuddy	Hello Antony.wu, I'm your Ace Buddy. I'll be happy to assist you!	11:21:33 PM
	Whom Would You Like to Connect With?	11:21:33 PM
antony.wu	Technical Support (QB & App Hosting)	11:22:24 PM
Acebuddy	Welcome to Ace Support.	11:22:24 PM
	Please chose an option :	11:22:24 PM
antony.wu	I'd like to raise a Request	11:22:30 PM
Acebuddy	Please select your request type.	11:22:30 PM
antony.wu	Other Request	11:22:38 PM

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:22:38 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:22:38 PM
antony.wu	Yes, I'm facing issues with my server	11:22:43 PM
Acebuddy	Please select an option!	11:22:43 PM
antony.wu	Other Issue	11:22:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:22:49 PM
antony.wu	I am getting a blue screen when logging into remote desktop, please reboot just my user session Server name :SunrightCorp.myreldata.net User name: myreldata\Antony.W	11:23:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:23:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:23:56 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:24:05 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:24:17 PM
	Hii Antony	11:24:35 PM
antony.wu	Hi Manish, i need help rebooting my user session	11:24:53 PM
Manish Singh	I will surely help you with this issue.	11:25:08 PM
	Kindly allow me two minutes to check the same.	11:25:13 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	11:25:22 PM
antony.wu	awesome thanks	11:25:30 PM
	no it is not the first time, it usually happens when theres some connection errors	11:25:45 PM
Manish Singh	Alright, working on the issue.	11:25:54 PM
antony.wu	not sure if its our internet or server stability	11:25:56 PM
Manish Singh	Kindly try now.	11:26:20 PM
	As you were in disconnected state on server we have removed you from it.	11:26:40 PM
	This message has been deleted	11:27:14 PM
antony.wu	im encountering another blue screen now, this time it says please wait for hte local session manager	11:27:19 PM
Manish Singh	May I take the remote access of your local computer?	11:27:30 PM
antony.wu	give me one moment, i must ask my IT department	11:28:02 PM
Manish Singh	No there will no need of that	11:28:17 PM
	Kindly try to access now.	11:29:12 PM
antony.wu	ok looks like the blue screen is gone, but nothing is loading still	11:30:06 PM
	would you be able to restart the server	11:30:22 PM
Manish Singh	Already done.	11:30:33 PM

	Kindly try after 2 mins.	11:30:45 PM
	And let me know.	11:30:51 PM
antony.wu	ok it has loaded in now	11:31:29 PM
	think we should be good	11:31:34 PM
	thank you!	11:31:37 PM
Manish Singh	Great!	11:31:38 PM
	Is there anything else I may help you with ?	11:31:42 PM
antony.wu	no that was all, thanks!	11:31:50 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:31:55 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:32:04 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:32:07 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	11:32:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 8:22:09 PM

#70551 docs

Email: docs@qsteels.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 Sec

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 24 Secs

docs	Hello, I am your Acebuddy	13 Jan, 8:22:10 PM
Acebuddy	Hello Rabiya Shafiq, I'm your Ace Buddy. I'll be happy to assist you!	8:22:11 PM
	Whom Would You Like to Connect With?	8:22:11 PM
docs	Technical Support (QB & App Hosting)	8:22:18 PM
Acebuddy	Welcome to Ace Support.	8:22:18 PM
	Please chose an option :	8:22:18 PM
docs	I'd like to raise a Request	8:22:25 PM
Acebuddy	Please select your request type.	8:22:26 PM
docs	Setup Ace Server	8:22:35 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:22:35 PM
docs	Microsoft Windows	8:22:43 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	8:22:43 PM
	Do you need any further assistance on the topic?	8:22:43 PM
docs	Restart	8:30:38 PM
Acebuddy	Hello Rabiya Shafiq, I'm your Ace Buddy. I'll be happy to assist you!	8:30:38 PM
	Whom Would You Like to Connect With?	8:30:38 PM
docs	Technical Support (QB & App Hosting)	8:30:42 PM
Acebuddy	Welcome to Ace Support.	8:30:42 PM
	Please chose an option :	8:30:42 PM
docs	I'd like to report an Issue	8:30:50 PM
Acebuddy	Please select an option!	8:30:50 PM
docs	Other Issue	8:30:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:30:55 PM

docs	I reinstall Rom to my new laptop but it won't connect now	8:31:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:31:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:31:18 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:31:28 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:31:34 PM
docs	Hey Manish	8:31:35 PM
Manish Singh	Hii Rabiya	8:31:43 PM
docs	I reinstalled the QSL app to my new laptop	8:31:46 PM
	but it's not connecting	8:31:53 PM
Manish Singh	Is it install on Server end or on your local?	8:32:15 PM
docs	I am not sure	8:32:25 PM
Manish Singh	Alright, no issues.	8:32:36 PM
	May I take the remote access of your local computer?	8:32:45 PM
docs	Yes	8:32:48 PM
Manish Singh	https://assist.acecloudhosting.com/join/2212223422	8:33:44 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:34:02 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:35:28 PM
	Is there anything else I may help you with ?	8:38:08 PM
docs	No, that's all	8:38:22 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.	8:38:23 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:38:30 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!	8:38:33 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/)	
docs	Thank you!	8:38:34 PM
	<i>Manish Singh has ended this chat session</i>	8:38:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 3:54:54 PM

#70541 Steve Frisbie

Email: sfrisbie@ifsgroupusa.com ☎ 18165478338

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 41 Secs

Steve Frisbie	Hello, I am your Acebuddy	13 Jan, 3:54:55 PM
Acebuddy	Hello Sfrisbie, I'm your Ace Buddy. I'll be happy to assist you!	3:54:57 PM
	Whom Would You Like to Connect With?	3:54:57 PM
Steve Frisbie	Technical Support (QB & App Hosting)	3:55:01 PM
Acebuddy	Welcome to Ace Support.	3:55:01 PM
	Please chose an option :	3:55:01 PM
Steve Frisbie	I'd like to raise a Request	3:55:06 PM
Acebuddy	Please select your request type.	3:55:06 PM
Steve Frisbie	Other Request	3:55:24 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:55:24 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:55:24 PM

Steve Frisbie	Yes, I'm facing issues with my server	3:55:37 PM
Acebuddy	Please select an option!	3:55:37 PM
Steve Frisbie	Other Issue	3:55:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:55:44 PM
Steve Frisbie	Outlook is slow and will lockup. Plus everything seems to be running slower.	3:56:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:56:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:56:46 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	3:56:57 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	3:56:59 PM
Steve Frisbie	OK thank you.	3:58:06 PM
Aarush Aneja	Hello Sfrisbie	3:58:18 PM
	We will surely assist you with the Outlook issue	3:58:29 PM
Steve Frisbie	how often do you update Windows?	3:59:00 PM
Aarush Aneja	We scheduled windows updates using automated tools from backend during off hours. (Edited)	3:59:56 PM
Steve Frisbie	So, does it happen every day?	4:00:41 PM
Aarush Aneja	The Windows update is shared by windows bi-weekly (after 15 days). We schedule it during off hours as it don't hamper the client's work (Edited)	4:02:00 PM
Steve Frisbie	thank you	4:03:10 PM
Aarush Aneja	We checked and found the server's cpu is now under control.	4:03:32 PM
Steve Frisbie	ok, what does that mean?	4:05:12 PM
Aarush Aneja	The CPU controls the process and server usage. CPU spikes can reduce the server performance.	4:06:04 PM
	You may check the server performance by re-logging on to the server once	4:06:35 PM
Steve Frisbie	ok, i'll try that. Is there anything else I can do?	4:07:03 PM
Aarush Aneja	You may close the unwanted applications opened on your end as it is consuming more active memory on the server	4:07:56 PM
Steve Frisbie	anything else/	4:09:11 PM
Aarush Aneja	We may reboot the server from our end as it will restart all the services and processes on the server. We may also repair the application but it will take sometime (Edited)	4:09:56 PM
Steve Frisbie	Ok, sounds like I just have to put up with it. Thanks, Bye.	4:11:25 PM
Aarush Aneja	Please give me 3-4 minutes	4:11:42 PM
Steve Frisbie	ok	4:11:49 PM
Aarush Aneja	Let me check the server again.	4:11:55 PM
	We have checked the Memory utilization which is slightly high. Please check the below screenshot.	4:13:17 PM

4:13:20 PMAarush Aneja is sharing a file with you
[image.png](#) - (Size:43.68 KB)

4:13:20 PM

Please confirm if you are using MS Teams on the server?

4:13:47 PM

Are you using MS Edge and Chrome both on the server?

4:14:31 PM

Steve Frisbie I just closed it, as you suggested, because I wasn't using it. It loads automaticall everyday.

4:14:43 PM

Aarush Aneja We can remove MS-Teams from the startup. It will not load on every re-login now (Edited)

4:15:17 PM

Steve Frisbie No, I just use Chrome mostly.

4:15:44 PM

ok

4:17:01 PM

Aarush Aneja Is it possible you use Edge instead of chrome and set it as a default browser

4:17:02 PM

Steve Frisbie I could try it. How come?

4:17:18 PM

Aarush Aneja May I take the remote access of your server?

4:18:01 PM

Steve Frisbie yes

4:18:31 PM

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

4:18:37 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.

4:18:40 PM

We are rebooting the server once now

4:27:24 PM

We checked and found the chat got disconnected. We are also disconnecting the chat now

4:30:27 PM

Kindly initiate a new chat in case the issue persists.

4:32:37 PM

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

4:32:42 PM

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!

4:32:46 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/>)

Aarush Aneja has ended this chat session

4:33:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 9:54:06 PM

#71577 steven

Email: steven@lynncpas.com 17204703581

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 29 Secs

steven	Hello, I am your Acebuddy	29 Jan, 9:54:07 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	9:54:18 PM
	Whom Would You Like to Connect With?	9:54:18 PM
steven	VDI/DaaS Support	9:54:21 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:54:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:54:21 PM
	<i>Sushant accepted the chat transfer request.</i>	9:54:30 PM
steven	I again for the second day in a row have been kicked from my server and am unable to log back on	9:54:42 PM
Sushant	Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting you today. How may I help you	9:54:54 PM
steven	this problem needs to be fixed today or i will find another cloud provider	9:54:58 PM
	This problem has been persistant and i was on with tech support twice yesterday	9:55:18 PM
Sushant	Please wait while we connect you to our concern team.	9:55:23 PM
steven	I have not even been able to use the server for 2 hours without issue	9:55:30 PM
	<i>Sushant is transferring the chat to Support(QB & App Hosting).</i>	9:55:31 PM
	Fix the issue or i will find somone who can	9:55:42 PM

	<i>Shubham Kataria accepted the chat transfer request.</i>	9:55:44 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:55:53 PM
steven	read above	9:55:59 PM
	above	9:56:01 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	9:56:18 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:56:23 PM
steven	lynn.myrealdata.net	9:56:58 PM
Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.	9:57:05 PM
steven	stevenlynn@myrealdata.net	9:57:10 PM
Shubham Kataria	Could you please confirm if you're receiving any error message while server disconnecting	9:58:15 PM
steven	I get nothing	9:58:21 PM
	it just freezes and kicks me\	9:58:27 PM
	and then i cant log back in	9:58:32 PM
	same problem everyday	9:58:36 PM
	I am scheduling meetings with different cloud providers because this is a persistant problem	9:59:02 PM
Shubham Kataria	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	9:59:26 PM
	May I take the remote access of your local computer?	9:59:29 PM
steven	Sure this same thing everyday	9:59:49 PM
Shubham Kataria	I deeply apologize for the inconvenience but we will surely help you with now.	10:00:16 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:00:23 PM
steven	ok	10:00:48 PM
Shubham Kataria	https://assist.acecloudhosting.com/join/4702069147	10:00:52 PM
	Kindly join this link	10:01:02 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:40:46 PM
	<i>Ended due to chat idle timeout</i>	10:40:46 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 12:04:15 AM

#70874 Shawna Einck

Email: contact@septronicsinc.com ☎ 14802393173

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: ONEILL

State: Nebraska

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 6 Secs

Shawna Einck	Hello, I am your Acebuddy	17 Jan, 12:04:16 AM
Acebuddy	Hello Shawna Einck, I'm your Ace Buddy. I'll be happy to assist you!	12:04:17 AM
	Whom Would You Like to Connect With?	12:04:17 AM
Shawna Einck	Technical Support (QB & App Hosting)	12:04:28 AM
Acebuddy	Welcome to Ace Support.	12:04:28 AM
	Please chose an option :	12:04:28 AM
Shawna Einck	I'd like to raise a Request	12:04:35 AM
Acebuddy	Please select your request type.	12:04:35 AM
Shawna Einck	Other Request	12:04:46 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.	12:04:46 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:04:46 AM
Shawna Einck	Restart	12:04:57 AM
Acebuddy	Hello Shawna Einck, I'm your Ace Buddy. I'll be happy to assist you!	12:04:57 AM
	Whom Would You Like to Connect With?	12:04:57 AM
Shawna Einck	Technical Support (QB & App Hosting)	12:05:03 AM

Acebuddy	Welcome to Ace Support.	12:05:03 AM
	Please chose an option :	12:05:03 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:40:22 AM
	<i>Ended due to chat idle timeout</i>	12:40:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	28 Jan, 4:41:52 AM
#71477 Tamara Bills	
Email: tamara@smithtaxadvisors.com 8015995526	
Department: Support(QB & App Hosting)	
Operator: Acebuddy	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Mozilla Firefox	
Device: Desktop	
City: HURRICANE	
State: Utah	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 39 Mins 14 Secs
<hr/>	
Tamara Bills Hello, I am your Acebuddy 28 Jan, 4:41:54 AM	
Acebuddy Hello Tamara Bills, I'm your Ace Buddy. I'll be happy to assist you! 4:41:54 AM	
Whom Would You Like to Connect With? 4:41:54 AM	
Tamara Bills Technical Support (QB & App Hosting) 4:42:56 AM	
Acebuddy Welcome to Ace Support. 4:42:56 AM	
Please chose an option : 4:42:56 AM	
Tamara Bills I'd like to raise a Request 4:50:46 AM	
Acebuddy Please select your request type. 4:50:46 AM	

Tamara Bills	Other Request	4:50:52 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:50:52 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:50:52 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:21:09 AM

Ended due to chat idle timeout

5:21:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 11:51:47 PM

#70801 asajwani

Email: asajwani@gmail.com ☎ 416-319-6811

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: 4 Secs

City: THORNHILL

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 10 Mins 49 Secs

asajwani	Hello, I am your Acebuddy	15 Jan, 11:51:48 PM
Acebuddy	Hello Ahmed Sajwani, I'm your Ace Buddy. I'll be happy to assist you!	11:51:49 PM
	Whom Would You Like to Connect With?	11:51:49 PM
asajwani	Technical Support (QB & App Hosting)	11:51:52 PM
Acebuddy	Welcome to Ace Support.	11:51:52 PM
	Please chose an option :	11:51:52 PM

asajwani	I'd like to report an Issue	11:51:56 PM
Acebuddy	Please select an option!	11:51:56 PM
asajwani	Other Issue	11:52:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:52:01 PM
asajwani	unable to rdp	11:52:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:52:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:52:13 PM
	<i>Malkeet Nagpal declined the transfer request.</i>	11:52:59 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:54:03 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:54:08 PM
asajwani	Hi Tushar	11:54:17 PM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:54:18 PM
asajwani	RAS1 and user Ahmed	11:54:27 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	11:54:34 PM
asajwani	trying to login and stuff at Please wait	11:55:17 PM
Tushar Pharswan	Okay I will disconnect your session from back end.	11:57:16 PM
	Kindly try to login again.	11:57:49 PM
asajwani	let me try	11:57:52 PM
Tushar Pharswan	Sure, please take your time	11:57:59 PM
asajwani	good now	11:58:30 PM
Tushar Pharswan	Great.	11:58:35 PM
asajwani	I have this issue for few days and there is ticket also	11:58:43 PM
	619055	11:59:02 PM
	sorry, it is 618309	11:59:21 PM
Tushar Pharswan	We will look into this case and will merge this ticket with previous one if you will face the issue again then we will Escalate this issue.	11:59:29 PM
	Is there anything else I may help you with ?	11:59:40 PM
asajwani	thx	16 Jan, 12:01:40 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:02:03 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

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

12:02:05 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

12:02:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Jan, 9:26:11 AM

#70981 Raymond Crump

Email: ray@raycrumpcpa.com ☎ 8045982500

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 11 Secs

City: POWHATAN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 17 Secs

Raymond Crump	Hello, I am your Acebuddy	19 Jan, 9:26:13 AM
Acebuddy	Hello Raymond W Crump, I'm your Ace Buddy. I'll be happy to assist you!	9:26:14 AM
	Whom Would You Like to Connect With?	9:26:14 AM
Raymond Crump	Technical Support (QB & App Hosting)	9:26:19 AM
Acebuddy	Welcome to Ace Support.	9:26:19 AM
	Please chose an option :	9:26:19 AM

Raymond Crump	I'd like to report an Issue	9:26:24 AM
Acebuddy	Please select an option!	9:26:24 AM
Raymond Crump	Other Issue	9:26:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:26:34 AM
Raymond Crump	Ticket 623058 email follow up for microsoft issue	9:26:56 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:26:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:26:57 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	9:27:06 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	9:27:14 AM
Raymond Crump	thank you	9:27:21 AM
Rohan Prajapati	Hello RayMond, How are you doing today ?	9:27:31 AM
Raymond Crump	good. i tried to login to link provided; provide email and password; the portal says ""you have already approved this relationship"	9:28:21 AM
Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.	9:28:37 AM
	Thank you for waiting.	9:41:22 AM
Raymond Crump	thank you for your assistance	9:41:33 AM
	i did get email from microsoft showing a granular admin relationship	9:42:15 AM
Rohan Prajapati	Thanks for the confirmation !	9:44:08 AM
	Kindly allow me two minutes to check the same.	9:46:27 AM
	It has been approved; however, it will take some time to be reflected on our end. Once it's done, we will share the update with you.	9:49:54 AM
	Is there anything else I may help you with ?	9:49:57 AM
Raymond Crump	will i receive an email with login credentials or what is next step	9:50:24 AM
Rohan Prajapati	Yes, Raymond, you will receive the credentials. However, we need to wait until they are reflected.	9:55:14 AM
Raymond Crump	were my user profiles successfully restored?	9:55:19 AM
Rohan Prajapati	Raymond, It's not visible on our end yet.	9:56:10 AM
	As I mentioned it will take some time to be reflected.	9:56:44 AM
	We will share an update with you shortly.	9:57:13 AM
Raymond Crump	hopefully it will all be ready for me in the morning.... 8 hours from now.	9:57:23 AM
	thank you for your assistance	9:57:28 AM
Rohan Prajapati	Is there anything else I may help you with ?	9:57:33 AM
	Are we still connected here?	9:59:42 AM
	Are we still connected here?	9:59:57 AM

Are we still connected here? 10:00:08 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 10:00:28 AM

Rohan Prajapati has ended this chat session 10:00:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 23 Jan, 12:21:43 AM

#71174 shannon

Email: shannon@lakeholidaycc.org 540-931-0951

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: CROSS JUNCTION

State: Virginia

Country: UNITED STATES

Chat Transcript Chat Duration : 40 Mins 44 Secs

shannon	Hello, I am your Acebuddy	23 Jan, 12:21:45 AM
Acebuddy	Hello Shannon, I'm your Ace Buddy. I'll be happy to assist you!	12:21:47 AM
	Whom Would You Like to Connect With?	12:21:47 AM
shannon	Technical Support (QB & App Hosting)	12:21:55 AM
Acebuddy	Welcome to Ace Support.	12:21:55 AM
	Please chose an option :	12:21:55 AM
shannon	I'd like to raise a Request	12:22:12 AM
Acebuddy	Please select your request type.	12:22:12 AM
shannon	Other Request	12:22:24 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. 12:22:25 AM

If you are facing any issue/problem with your server, Please select the appropriate option below : 12:22:25 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. 1:02:30 AM

Ended due to chat idle timeout 1:02:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jan, 2:46:56 PM

#70317 Pinny Rose

Email: wholesomehardware@gmail.com 7183446064

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: 1 Sec

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 12 Secs

Pinny Rose	Hello, I am your Acebuddy	8 Jan, 2:46:58 PM
Acebuddy	Hello Pinny Rose, I'm your Ace Buddy. I'll be happy to assist you!	2:46:59 PM
	Whom Would You Like to Connect With?	2:46:59 PM
Pinny Rose	Technical Support (QB & App Hosting)	2:47:08 PM
Acebuddy	Welcome to Ace Support.	2:47:08 PM
	Please chose an option :	2:47:08 PM

Pinny Rose	I'd like to report an Issue	2:47:14 PM
Acebuddy	Please select an option!	2:47:15 PM
Pinny Rose	QuickBooks Issue	2:47:49 PM
Acebuddy	What type of QuickBooks Issue are you facing?	2:47:49 PM
Pinny Rose	QuickBooks Login Issue	2:47:55 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	2:47:55 PM
	Was that helpful?	2:47:55 PM
Pinny Rose	No	2:48:02 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:48:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:48:02 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	2:48:26 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	2:48:29 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:48:39 PM
Pinny Rose	hi i cant log into qb	2:48:50 PM
	wholesome hardware - pinny	2:49:11 PM
Shubham Yadav	Pinny since when are you facing the issue ?	2:49:12 PM
Pinny Rose	2 days	2:49:20 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	2:49:28 PM
	May I take the remote access of your local computer?	2:51:20 PM
Pinny Rose	yes	2:51:33 PM
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.	2:51:42 PM
Pinny Rose	ok	2:51:49 PM
Shubham Yadav	https://assist.acecloudhosting.com/join/8122308554	2:51:58 PM
	Kindly Click on the link and open the downloaded file.	2:52:01 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.	3:01:00 PM
Pinny Rose	are you still here	3:08:45 PM
Shubham Yadav	Yes pinny	3:08:52 PM
	Please login again into the server	3:08:57 PM
Pinny Rose	i loged in again	3:09:11 PM
Shubham Yadav	Okay let me check	3:09:24 PM

	It's opening now	3:10:00 PM
Pinny Rose	yes its working	3:10:08 PM
Shubham Yadav	Great pinny	3:10:15 PM
	It's resolved now	3:10:18 PM
Pinny Rose	thanks	3:10:22 PM
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:10:25 PM
	Is there anything else I may help you with ?	3:10:30 PM
Pinny Rose	forsure	3:10:34 PM
Shubham Yadav	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:10:49 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!	3:10:52 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Shubham Yadav has ended this chat session

3:11:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 2:05:18 PM

#70539 support

Email: support@silversfs.com ☎ +919084599218

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 6 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 15 Mins 28 Secs

support	Hello, I am your Acebuddy	13 Jan, 2:05:20 PM
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!	2:05:21 PM
	Whom Would You Like to Connect With?	2:05:21 PM
support	Technical Support (QB & App Hosting)	2:05:29 PM
Acebuddy	Welcome to Ace Support.	2:05:29 PM
	Please chose an option :	2:05:29 PM
support	I'd like to report an Issue	2:05:41 PM
Acebuddy	Please select an option!	2:05:41 PM
support	Other Issue	2:05:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:05:48 PM
support	ticket no: 619364	2:06:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:06:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:06:08 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	2:06:35 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	2:06:41 PM
	Kindly allow me two minutes to check the same.	2:06:49 PM
support	Hi Shubham	2:06:55 PM
	here is the ticket Number: 619364	2:07:15 PM
Shubham Kataria	Hello	2:07:24 PM
	Please allow me two minutes to check the same	2:07:38 PM
support	sure	2:07:44 PM
Shubham Kataria	Upon checking and found user Disha D is unable to login in server	2:10:01 PM
support	Correct	2:10:10 PM
	i get the following message	2:11:07 PM
	<i>2:11:12 PM support is sharing a file with you</i>	2:11:12 PM

1_image.png - (Size:17.38 KB)

Shubham Kataria	Kindly confirm if you are the only user who is unable to access the server	2:11:33 PM
support	Yes	2:11:43 PM
	I am the only one	2:11:49 PM
Shubham Kataria	I will surely help you with this issue.	2:11:49 PM
	May I take the remote access of your local computer?	2:11:52 PM
support	ofcourse	2:11:58 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	2:12:06 PM
support	it is	2:12:14 PM
Shubham Kataria	https://assist.acecloudhosting.com/join/9802552654	2:12:47 PM
	Kindly join this link	2:12:57 PM
	Kindly paste this link in the browser of local computer and join the session.	2:15:02 PM
support	I did	2:15:09 PM
	There is a power outage	2:15:21 PM
	I will wait for it to come	2:15:33 PM
	As i wont have access to static IP	2:15:48 PM
Shubham Kataria	Okay	2:16:23 PM
support	Thank you	2:16:36 PM
Shubham Kataria	Could you please try to reboot your local computer once	2:17:05 PM
support	Sure	2:17:13 PM
	i will do that	2:17:19 PM
Shubham Kataria	Once the power is restored, please try rebooting the local computer and then attempt to log in.	2:18:25 PM
	Are we still connected here?	2:19:34 PM
	Are we still connected here?	2:20:10 PM
	As you are disconnected from the chat, we are ending the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:20:47 PM
	<i>Shubham Kataria has ended this chat session</i>	2:20:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jan, 2:04:39 AM

#71121 Courtney Robb

Email: courtney.robb@nciusa.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: UPPER DARBY

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Secs

Courtney Robb	Hello, I am your Acebuddy	22 Jan, 2:04:40 AM
Acebuddy	Hello Courtney Robb, I'm your Ace Buddy. I'll be happy to assist you!	2:04:41 AM
	Whom Would You Like to Connect With?	2:04:41 AM
Courtney Robb	Technical Support (QB & App Hosting)	2:04:47 AM
Acebuddy	Welcome to Ace Support.	2:04:47 AM
	Please chose an option :	2:04:47 AM
Courtney Robb	I'd like to raise a Request	2:04:56 AM
Acebuddy	Please select your request type.	2:04:56 AM
Courtney Robb	Other Request	2:05:11 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:05:11 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:05:11 AM
Courtney Robb	No, That'll be all!	2:05:22 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	2:05:22 AM
	<i>Acebuddy has ended this chat session</i>	2:05:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 11:58:30 PM

#71439 jennifer

Email: jennifer@millersautomotiveservice.com  17048658827

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: 20 Secs

City: GASTONIA

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 44 Secs

jennifer	Hello, I am your Acebuddy	27 Jan, 11:58:31 PM
Acebuddy	Hello Jennifer, I'm your Ace Buddy. I'll be happy to assist you!	11:58:32 PM
	Whom Would You Like to Connect With?	11:58:32 PM
jennifer	Technical Support (QB & App Hosting)	11:58:35 PM
Acebuddy	Welcome to Ace Support.	11:58:35 PM
	Please chose an option :	11:58:35 PM
jennifer	I'd like to report an Issue	11:58:43 PM
Acebuddy	Please select an option!	11:58:43 PM
jennifer	Other Issue	11:58:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:58:47 PM
jennifer	When I log into my remote desktop nothing is there	11:59:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:59:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:59:21 PM

Sharath Kumar accepted the chat transfer request.

28 Jan, 12:00:30 AM

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	12:00:40 AM
jennifer	Hello Jennifer, could you please confirm the server name that you are signing into	12:01:18 AM
Sharath Kumar	BenM.pro2	12:01:55 AM
Sharath Kumar	let me quickly look into this, allow me a moment	12:02:16 AM
	Hello Jennifer, I found that there is an update pending on the server. We are currently rebooting the server, and this will require 5-10 minutes	12:04:38 AM
	Please try again in sometime and I am certain that you should be able to sign in	12:05:09 AM
jennifer	ok thank you	12:06:24 AM
Sharath Kumar	anything else that I may assist you with?	12:06:45 AM
jennifer	thats all thank yo u	12:06:54 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!	12:07:22 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.	12:07:27 AM
	<i>Sharath Kumar has ended this chat session</i>	12:08:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 2:18:15 AM

#71349 Susan K Daniels

Email: skdaniels812@gmail.com ☎ 2627191131

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: 1 Min 37 Secs

City: OCONOMOWOC

State: Wisconsin

Country: UNITED STATES

Chat Duration : 15 Mins 1 Sec

Chat Transcript

Susan K Daniels	Hello, I am your Acebuddy	25 Jan, 2:18:17 AM
Acebuddy	Hello Susan Daniels, I'm your Ace Buddy. I'll be happy to assist you!	2:18:18 AM
	Whom Would You Like to Connect With?	2:18:18 AM
Susan K Daniels	Technical Support (QB & App Hosting)	2:18:23 AM
Acebuddy	Welcome to Ace Support.	2:18:23 AM
	Please chose an option :	2:18:23 AM
Susan K Daniels	I'd like to raise a Request	2:18:42 AM
Acebuddy	Please select your request type.	2:18:42 AM
Susan K Daniels	Application Update	2:19:03 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.	2:19:03 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	2:19:03 AM
Susan K Daniels	Yes	2:19:14 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:19:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:19:14 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	2:20:29 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:20:33 AM
Susan K Daniels	Hello and thank you. I have a ticket #625988. I received an email regarding Lacerte updates for 2023 & 2024 programs. It appears they were updated last night and I received an email asking if ACE could connect with me to check on the update scheduler.	2:22:32 AM
Tushar Pharswan	Yes, regarding that in future the updates will be done automatically if you face the update issue again kindly let us know. Also Kindly share your contact number and time zone at which you are usually available for a call if needed from our end.	2:27:30 AM
Susan K Daniels	Ok. When I check the 2023 program it appears that I am on the latest version. When I check the 2024	

program, I continue to receive a message that tells me I am not within the adminstrators group and cannot check on the updates. I know that the 2024 program is supposed to update automatically, but I would like to be assured of that please.

2:30:23 AM

Tushar Pharswan Okay we will schedule the update for 24 as well and fix the issue with the auto update again which will take time.

2:31:27 AM

Is there anything else I may help you with ?

2:31:36 AM

Susan K Daniels Not at this time. Thank you. I will be logging out of the programs now so that the update can be completed at any time.

2:32:43 AM

Tushar Pharswan We will update it right now then and email you for the same.

2:33:09 AM

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

2:33:10 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!

2:33:16 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/>)

Tushar Pharswan has ended this chat session

2:33:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 11:36:50 PM

#71757 Alexia

Email: alexia@backstop.com

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: 37 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 59 Secs

Alexia	Hello, I am your Acebuddy	31 Jan, 11:36:52 PM
Acebuddy	Hello Alexia, I'm your Ace Buddy. I'll be happy to assist you!	11:36:54 PM
	Whom Would You Like to Connect With?	11:36:54 PM
Alexia	Technical Support (QB & App Hosting)	11:36:58 PM
Acebuddy	Welcome to Ace Support.	11:36:59 PM
	Please chose an option :	11:36:59 PM
Alexia	I'd like to report an Issue	11:37:05 PM
Acebuddy	Please select an option!	11:37:05 PM
Alexia	Other Issue	11:37:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:37:14 PM
Alexia	Engagement error system call failed on an excel sheet. Are my excel settings and engagement settings correct on my remote desktop?	11:38:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:38:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:38:20 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	11:39:53 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	11:40:01 PM
	Hello Alexia, could you please let me know the server name that you are signed into	11:40:32 PM
Alexia	backstoptax.myrealdata.net	11:40:55 PM
	Other users are having the same issue	11:41:03 PM
Sharath Kumar	allow me a moment to sign into it	11:41:07 PM
Alexia	https://support.cch.com/oss/ml/kb/solution/000077044	11:41:28 PM
	could this be the problem?	11:41:35 PM
Sharath Kumar	checking	11:43:02 PM
	are you able to access MS Excel app? Is there any error message that pops up?	11:44:51 PM
Alexia	let me do some trouble shooting and I will reach back out if I can not fix it.	11:45:47 PM
	<i>Alexia has ended this chat session</i>	11:45:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jan, 9:56:36 PM

#70118 jackhung

Email: jackhung@jonaglobal.com 16265893869

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 38 Secs

jackhung	Hello, I am your Acebuddy	3 Jan, 9:56:37 PM
Acebuddy	Hello Jackhung, I'm your Ace Buddy. I'll be happy to assist you!	9:56:39 PM
	Whom Would You Like to Connect With?	9:56:39 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:34:16 PM
	<i>Ended due to chat idle timeout</i>	10:34:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70687 Corey Skolnick

Email: cskolnick@skolnickcpa.com ☎ 19197882115**Department:** Support(QB & App Hosting)**Operator:** Yash Kalra**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 27 Secs**City:** CHARLOTTE**State:** North Carolina**Country:** UNITED STATES

Chat Duration : 32 Mins 13 Secs

Chat Transcript

Corey Skolnick	Hello, I am your Acebuddy	14 Jan, 10:50:05 PM
Acebuddy	Hello Cskolnick, I'm your Ace Buddy. I'll be happy to assist you!	10:50:06 PM
	Whom Would You Like to Connect With?	10:50:06 PM
Corey Skolnick	Technical Support (QB & App Hosting)	10:50:18 PM
Acebuddy	Welcome to Ace Support.	10:50:18 PM
	Please chose an option :	10:50:18 PM
Corey Skolnick	I'd like to report an Issue	10:50:39 PM
Acebuddy	Please select an option!	10:50:39 PM
Corey Skolnick	Other Issue	10:50:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:50:47 PM
Corey Skolnick	I haven't logged into my hosting site in a while and I am having a difficult time not sure if its a sending on my end. Account name is Skolnick & Co. Thanks	10:51:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:51:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:51:37 PM
Corey Skolnick	sending + setting	10:51:51 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:52:48 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:52:53 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:54:12 PM
Corey Skolnick	server name Skolnick & Co. Skolnick.myreldata.net/ user myreldata\CoreySkolnick	10:55:36 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:58:52 PM

Corey Skolnick	ok thanks	10:58:57 PM
Yash Kalra	May I take the remote access of your local computer?	10:59:45 PM
Corey Skolnick	sure	11:00:25 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:01:11 PM
Corey Skolnick	ok I closed down the important documents	11:02:27 PM
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3702346878	11:02:29 PM
Corey Skolnick	is it working can you see my screen?	11:05:13 PM
Yash Kalra	cskolnick, we are still waiting.	11:15:11 PM
	Please rejoin the session so that we can assist you in resolving the issue.	11:16:01 PM
	Are we still connected here?	11:16:06 PM
	Are we still connected here?	11:17:32 PM
	Are we still connected here?	11:22:13 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.	11:22:16 PM
	<i>Yash Kalra has ended this chat session</i>	11:22:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 10:47:38 PM

#70571 Nick Vogel

Email: nick@elmbrookcpas.com ☎ 14142547592

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: 15 Secs

City: BARABOO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 5 Secs

Nick Vogel	Hello, I am your Acebuddy	13 Jan, 10:47:39 PM
Acebuddy	Hello Nick Vogel, I'm your Ace Buddy. I'll be happy to assist you!	10:47:40 PM
	Whom Would You Like to Connect With?	10:47:40 PM
Nick Vogel	Technical Support (QB & App Hosting)	10:47:51 PM
Acebuddy	Welcome to Ace Support.	10:47:51 PM
	Please chose an option :	10:47:51 PM
Nick Vogel	I'd like to report an Issue	10:47:57 PM
Acebuddy	Please select an option!	10:47:57 PM
Nick Vogel	Other Issue	10:48:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:48:01 PM
Nick Vogel	I have an application open in my task bar but I cannot find that application anywhere on my screens. Since it is a remote desktop, my options are limited to finding this screen.	10:48:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:48:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:48:59 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:50:11 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:50:18 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:50:27 PM
Nick Vogel	I am employee of the company using this remote desktop. So I do not have access to the company account.	10:52:38 PM
	My username may be Nick Vogel. Email is nick@elmbrookcpas.com	10:53:13 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	10:54:32 PM
Nick Vogel	Thank you	10:56:03 PM
Tushar Pharswan	Thank you for waiting.	11:02:31 PM
Nick Vogel	Yes	11:04:16 PM
Tushar Pharswan	May I take the remote access of your local computer?	11:04:34 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:04:36 PM
Nick Vogel	Yes	11:05:08 PM
Tushar Pharswan	https://assist.acecloudhosting.com/join/6032093963	11:06:09 PM
	Kindly Click on the link and open the downloaded file.	11:06:11 PM

Nick Vogel	Working on it now..	11:07:26 PM
Tushar Pharswan	Sure, please take your time	11:07:32 PM
Nick Vogel	Done	11:07:37 PM
	Do you have access?	11:10:15 PM
Tushar Pharswan	Yes, we are connected now.	11:10:31 PM
	Kindly tell me the application name.	11:12:33 PM
	That is missing.	11:12:48 PM
Nick Vogel	Lacerte 2023	11:13:08 PM
	2023 Lacerte Tax is the desktop name	11:13:23 PM
Tushar Pharswan	Its opening now.	11:14:30 PM
Nick Vogel	once it opens i cannot find it	11:14:57 PM
Tushar Pharswan	Well, its bit strange.	11:16:02 PM
	Let me try to check it on server end.	11:16:14 PM
Nick Vogel	okay	11:18:27 PM
Tushar Pharswan	This message has been deleted	11:20:52 PM
	This message has been deleted	11:21:25 PM
	Kindly login	11:24:02 PM
	Let's try to log you off and try again as it is working fine on server end.	11:25:55 PM
	Also, your local system has not been rebooted for long. If the issue persists, we may need to restart it as well.	11:27:43 PM
	It did the same again.	11:28:51 PM
	Kindly reboot your local system as well if our chat session gets disconnected I will send the remote link on server end kindly accept it .	11:29:43 PM
Nick Vogel	I did have this issue last week as well. Just never got it fixed. I did restart when the issue was happening.	11:29:48 PM
	Where will the link be coming through?	11:30:14 PM
	The remote desktop?	11:30:21 PM
Tushar Pharswan	Remote.	11:31:01 PM
Nick Vogel	Thank you. Restarting now	11:31:21 PM
Tushar Pharswan	Kindly reboot your system once and we will make sure this issue is resolved as of today.	11:31:37 PM
	As this chat session will get disconnected as the user will restart the system.	11:33:27 PM
	We will resolve the issue on remote session.	11:33:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:33:40 PM

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

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

11:33:42 PM

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

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

Tushar Pharswan has ended this chat session

11:33:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 2:18:46 AM

#71276 jdavis

Email: jdavis@willscpas.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 37 Secs

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 10 Mins

jdavis	Hello, I am your Acebuddy	24 Jan, 2:18:47 AM
Acebuddy	Hello Josh, I'm your Ace Buddy. I'll be happy to assist you!	2:18:48 AM
	Whom Would You Like to Connect With?	2:18:48 AM
jdavis	Technical Support (QB & App Hosting)	2:18:56 AM

Acebuddy	Welcome to Ace Support.	2:18:56 AM
	Please chose an option :	2:18:56 AM
jdavis	I'd like to report an Issue	2:19:04 AM
Acebuddy	Please select an option!	2:19:04 AM
jdavis	QuickBooks Issue	2:19:09 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:19:09 AM
jdavis	Other QB related issue	2:19:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:19:19 AM
jdavis	I am unable to restore a client provided backup file\	2:19:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:19:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:19:38 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:21:09 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:21:12 AM
	Hello Josh	2:21:15 AM
jdavis	I am unable to restore a client provided backup file because I do not have the administrative permissions	2:21:45 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:22:49 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:22:53 AM
jdavis	Wills.myreldata.net	2:23:23 AM
	Josh	2:23:30 AM
	Josh Davis	2:23:43 AM
Anurag Sharma	Thanks for the confirmation !	2:23:57 AM
	Kindly allow me 3-4 minutes to check the same.	2:24:06 AM
	Josh, after this chat I will send you an email an email you can just revert back to that email. And we will provide you the backup data.	2:27:48 AM
	Just want to inform you that we do take regular backup of the server to prevent any data loss. We can provide the data backup upto 45 days including today.	2:28:33 AM
	Is there anything else I may help you with ?	2:28:49 AM
jdavis	Did you do anything?	2:29:22 AM
Anurag Sharma	I will send you the backup data once I will receive the approval from the primary contact on email.	2:30:50 AM
jdavis	I dont need a back up	2:30:59 AM
Anurag Sharma	I will send you an email you can just revert back to that email from the primary contact.	2:31:04 AM
jdavis	I need to open a quickbooks file	2:31:06 AM

Anurag Sharma	Okay	2:31:13 AM
jdavis	it will not let me open the file because I do not have administrator access	2:31:25 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:31:45 AM
	Kindly allow me 4-5 minutes to check the same.	2:31:52 AM
	May I take the remote access of your server?	2:36:00 AM
jdavis	sure	2:36:07 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:36:31 AM
jdavis	okk	2:37:23 AM
Anurag Sharma	Please accept the remote request on the server.	2:38:01 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.	2:39:14 AM
	I have successfully rebooted your server.	2:57:43 AM
	Kindly try to login and check if the issue is now resolved.	2:57:55 AM
jdavis	nope	2:59:54 AM
	did not work	2:59:59 AM
Anurag Sharma	Okay	3:00:22 AM
	Let me check it again.	3:00:26 AM
	Please try to open the company file again now	3:09:54 AM
	Please wait	3:11:23 AM
jdavis	I have the server open again	3:16:03 AM
Anurag Sharma	Okay	3:16:09 AM
jdavis	What do I do here	3:22:22 AM
Anurag Sharma	Josh as I can check you are having both premier and enterprise application on the server.	3:25:15 AM
	This is what is causing this issue again and again.	3:25:29 AM
	The solution for it is Admin Access.	3:25:47 AM
	After this chat I will send you an email regarding the same. Kindly revert back to that email with the approval from the primary contact for admin access.	3:27:34 AM
	It will be then fully resolved.	3:27:50 AM
	Will it be fine?	3:28:00 AM
jdavis	I believe so	3:28:11 AM
Anurag Sharma	Is there anything else I may help you with ?	3:28:39 AM
jdavis	Not at the moment, thanks!	3:28:49 AM

Anurag Sharma This will resolve your issue for sure. 3:29:02 AM

Trust me ! 3:29:07 AM

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. 3:29:14 AM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 3:29:17 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! 3:29:20 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

3:29:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 9 Jan, 9:30:22 AM

#70364 jend

Email: jend@taxproak.com ☎ 19077431040

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 28 Secs

jend	Hello, I am your Acebuddy	9 Jan, 9:30:23 AM
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!	9:30:26 AM
	Whom Would You Like to Connect With?	9:30:26 AM
jend	Technical Support (QB & App Hosting)	9:30:43 AM
Acebuddy	Welcome to Ace Support.	9:30:43 AM
	Please chose an option :	9:30:43 AM
jend	I'd like to raise a Request	9:31:12 AM
Acebuddy	Please select your request type.	9:31:13 AM
jend	Reboot your Server	9:31:22 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	9:31:22 AM
	Do you need any further assistance on the topic?	9:31:22 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.	10:02:51 AM
	<i>Ended due to chat idle timeout</i>	10:02:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 4:36:33 AM

#71545 Ian Hessel

Email: ian@heroic.cpa ☎ 12162304992

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW PORT RICHEY

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 40 Secs

Ian Hessel	Hello, I am your Acebuddy	29 Jan, 4:36:35 AM
Acebuddy	Hello Ian Hessel, I'm your Ace Buddy. I'll be happy to assist you!	4:36:36 AM
	Whom Would You Like to Connect With?	4:36:36 AM
Ian Hessel	Technical Support (QB & App Hosting)	4:36:58 AM
Acebuddy	Welcome to Ace Support.	4:36:59 AM
	Please chose an option :	4:36:59 AM
Ian Hessel	I'd like to report an Issue	4:37:04 AM
Acebuddy	Please select an option!	4:37:04 AM
Ian Hessel	Password Reset	4:37:08 AM
Acebuddy	Please select an option below	4:37:08 AM
Ian Hessel	Not Enrolled to Selfcare Portal	4:37:14 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.	4:37:14 AM
	Do you need any further assistance on the topic?	4:37:14 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:14:16 AM
	<i>Ended due to chat idle timeout</i>	5:14:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 3:22:12 PM

#70652 Christine Baleto

Email: ajtr11.mr@gmail.com **Phone:** 16714875301

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: SANTA RITA

State: Guam

Country: GUAM

Chat Transcript

Chat Duration : 42 Mins 21 Secs

Christine Baleto	Hello, I am your Acebuddy	14 Jan, 3:22:13 PM
Acebuddy	Hello Adam Rivera, I'm your Ace Buddy. I'll be happy to assist you!	3:22:15 PM
	Whom Would You Like to Connect With?	3:22:15 PM
Christine Baleto	Technical Support (QB & App Hosting)	3:23:38 PM
Acebuddy	Welcome to Ace Support.	3:23:38 PM
	Please chose an option :	3:23:38 PM
Christine Baleto	I'd like to raise a Request	3:23:42 PM
Acebuddy	Please select your request type.	3:23:42 PM
Christine Baleto	Change in Users	3:23:48 PM
Acebuddy	Please select your desired option!	3:23:48 PM
Christine Baleto	User Addition	3:24:01 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.	3:24:01 PM
	Do you need any further assistance on the topic?	3:24:01 PM
Christine Baleto	Yes	3:24:10 PM
Acebuddy	Please wait while we connect you to our Support Representative	3:24:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:24:10 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	3:24:21 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	3:24:26 PM
Christine Baleto	hi i created a new user on billing portal and it wont let me download the rdp file	3:24:35 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:24:43 PM
Christine Baleto	its for froots	3:24:57 PM
	user is Da'jah Arceo	3:25:16 PM
Shubham Kataria	Kindly allow me two minutes to check the same.	3:25:16 PM
	Thank you for your patience.	3:27:15 PM

	I am creating a RDP file for you	3:27:43 PM
Christine Baleto	thank you	3:28:33 PM
Shubham Kataria	I have created the RDP file, but it's not being sent through the chat. If you prefer, I can email the RDP file to you, or I can take remote access of your local system and save it for you. Let me know which option works best.	3:33:36 PM
Christine Baleto	please email to me	3:33:56 PM
	along with pw	3:34:03 PM
Shubham Kataria	If you require a new password for the user, we will need your approval via email.	3:34:53 PM
	I have reviewed your previous email, and we have already sent the RDP file to you via email.	3:36:33 PM
	If it's not working, I can assist you with logging in through a remote session.	3:37:08 PM
Christine Baleto	i havent received email may you pls reforward	3:37:28 PM
Shubham Kataria	Let me send again, Kindly allow two minutes	3:37:52 PM
	Thank you for your patience.	3:40:36 PM
	I have sent the RDP file on ajtr11.mr@gmail.com	3:41:02 PM
Christine Baleto	responded	3:42:18 PM
	requesting pw	3:42:22 PM
Shubham Kataria	received your email, working on it	3:43:32 PM
Christine Baleto	thank you	3:43:41 PM
Shubham Kataria	you're welcome	3:43:50 PM
Christine Baleto	what is the password ?	3:47:58 PM
Shubham Kataria	Thank you for your patience.	3:48:20 PM
	I have just send the password over email	3:48:31 PM
	Kindly try to login with the RDP file and new password and confirm if it is working fine	3:49:30 PM
	As I can see you are logged into the server, Please confirm if everything is working fine.	3:54:43 PM
Christine Baleto	yes thank you just need to get the company file on QB	3:56:18 PM
Shubham Kataria	May I help you to get the company file	3:56:47 PM
Christine Baleto	let me try	3:57:03 PM
	am i able to reset password for Djah in the future	3:57:25 PM
Shubham Kataria	yes user can reset the password through selfcare portal, I have shared the steps in the password email	3:58:01 PM
Christine Baleto	thank you	3:58:22 PM
Shubham Kataria	and you can also reset the password for the user through my portal	3:58:28 PM
	Is everything working fine now?	4:00:14 PM
	Are we still connected here?	4:02:18 PM

Christine Baleto	all good thank yo	4:02:52 PM
Shubham Kataria	you're welcome	4:03:10 PM
	Is there anything else I may help you with ?	4:03:13 PM
Christine Baleto	no thank you	4:04:05 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:04:11 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:04:29 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:04:32 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Shubham Kataria has ended this chat session

4:04:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jan, 6:13:10 PM

#71010 Bhavin Patel

Email: bpatel@precisebizservices.com +16306645858

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: SCHAUMBURG

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 28 Secs

Bhavin Patel	Hello, I am your Acebuddy	20 Jan, 6:13:13 PM
Acebuddy	Hello Bhavin Patel, I'm your Ace Buddy. I'll be happy to assist you!	6:13:14 PM
	Whom Would You Like to Connect With?	6:13:14 PM
Bhavin Patel	Technical Support (QB & App Hosting)	6:13:24 PM
Acebuddy	Welcome to Ace Support.	6:13:24 PM
	Please chose an option :	6:13:24 PM
Bhavin Patel	I'd like to raise a Request	6:13:33 PM
Acebuddy	Please select your request type.	6:13:33 PM
Bhavin Patel	Application Version Upgrade	6:13:52 PM
Acebuddy	Please select the application you would like to upgrade :	6:13:53 PM
Bhavin Patel	Drake	6:13:57 PM
Acebuddy	Kindly download the Drake setup file from your application portal and save it on your server desktop.	6:13:57 PM
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.	6:13:57 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	6:13:57 PM
	Do you need any further assistance on the topic?	6:13:57 PM
Bhavin Patel	Yes	6:15:53 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:15:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:15:53 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:16:11 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:16:16 PM
Bhavin Patel	Hi	6:16:26 PM
Shubham Kataria	Hello bhavin	6:16:35 PM
	Good Day	6:16:39 PM
Bhavin Patel	I need to download Drake 2024 for all my users	6:17:00 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:17:14 PM
Bhavin Patel	Precise.myrealdata.net	6:17:55 PM

	myrealdata\Bhavin_PBS	6:18:06 PM
	myrealdata\Amit_PBS	6:18:15 PM
	myrealdata\Mihir_PBS	6:18:23 PM
Shubham Kataria	thank you	6:18:32 PM
	I would like to inform you that, in order to install a new application on the server, we require an email from the account owner. please send us an email for the installation request at support@acecloudhosting.com	6:20:04 PM
	Kindly send the email from bpatel@precisebizservices.com and help us with the set up file and the license details. (Edited)	6:20:48 PM
	Once we receive the email, I will prioritize the installation of the software.	6:21:19 PM
Bhavin Patel	sent	6:23:08 PM
Shubham Kataria	Thank you, let me check	6:23:26 PM
	Kindly confirm where you have saved the set up file on the server	6:25:27 PM
Bhavin Patel	I have not	6:25:58 PM
	where do you want me to save it	6:26:05 PM
	?	6:26:07 PM
Shubham Kataria	okay no problem, If you don't have the setup file. we got the setup from our repository (Edited)	6:28:06 PM
	We are installing it on the server	6:28:19 PM
Bhavin Patel	okay	6:28:53 PM
Shubham Kataria	Please provide your account number and serial number for Drake 2024	6:29:30 PM
Bhavin Patel	Account number: 308192	6:29:59 PM
	Serial Number: B26C-0D18-004F-F1E0	6:30:14 PM
Shubham Kataria	Thank you, installation is in progress.	6:31:01 PM
	Would you prefer to stay connected over chat, or should I inform you via email once the installation is complete	6:32:02 PM
Bhavin Patel	you can inform me via email once the installation is complete	6:32:30 PM
Shubham Kataria	Sure.	6:32:52 PM
	Is there anything else I may help you with ?	6:32:56 PM
Bhavin Patel	after install can you please route files from 2023?	6:33:58 PM
Shubham Kataria	I have installed Drake 2024 on the server and you can access the files from new version	6:35:28 PM
Bhavin Patel	ok	6:35:38 PM
Shubham Kataria	Kindly try to access and check if everything working fine	6:36:06 PM
Bhavin Patel	checking now	6:36:54 PM
Shubham Kataria		6:37:05 PM

	Sure, please take your time	
	Just to confirm, is everything working fine?	6:42:51 PM
Bhavin Patel	updating data from prior year	6:44:27 PM
Shubham Kataria	Okay	6:44:32 PM
Bhavin Patel	i think everything should work fine	6:44:42 PM
Shubham Kataria	yes (Edited)	6:44:58 PM
	Is there anything else I may help you with ?	6:45:03 PM
Bhavin Patel	no thank you	6:45:13 PM
Shubham Kataria	You're welcome	6:45:24 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:45:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:45:36 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:45:38 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	6:45:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 11:42:40 AM

#71553 Fenil Shah

Email: tax@sktaxaddison.com ☎ 8473508121

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: 32 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Duration : 18 Mins 28 Secs

Chat Transcript

Fenil Shah	Hello, I am your Acebuddy	29 Jan, 11:42:42 AM
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!	11:42:43 AM
	Whom Would You Like to Connect With?	11:42:43 AM
Fenil Shah	Technical Support (QB & App Hosting)	11:42:49 AM
Acebuddy	Welcome to Ace Support.	11:42:49 AM
	Please chose an option :	11:42:49 AM
Fenil Shah	I'd like to raise a Request	11:42:56 AM
Acebuddy	Please select your request type.	11:42:56 AM
Fenil Shah	Other Request	11:43:07 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:43:07 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:43:07 AM
Fenil Shah	Yes, I'm facing issues with my server	11:43:16 AM
Acebuddy	Please select an option!	11:43:16 AM
Fenil Shah	Other Issue	11:43:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:43:26 AM
Fenil Shah	My ATX2024 not working	11:43:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:43:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:43:59 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:44:10 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:44:14 AM
	Hello	11:44:23 AM
Fenil Shah	hii	11:44:27 AM
	my ATX 2024 not working	11:44:38 AM

Shashwat Verma	I will surely help you with this issue.	11:44:54 AM
	Kindly allow me two minutes to check the same.	11:44:59 AM
Fenil Shah	okk	11:45:06 AM
Shashwat Verma	Could you please confirm the user and the ATX server, is linked too?	11:45:54 AM
Fenil Shah	Vrushang	11:46:13 AM
Shashwat Verma	Kindly confirm the username they are using to get the ATX server, as there are multiple servers on the account?	11:47:45 AM
Fenil Shah	My server name is SKT4	11:48:13 AM
Shashwat Verma	Thanks for the confirmation !	11:48:21 AM
Fenil Shah	ok	11:48:27 AM
Shashwat Verma	May I take the remote access of your local computer?	11:49:35 AM
Fenil Shah	yes	11:49:42 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:49:47 AM
Fenil Shah	okk	11:49:54 AM
Shashwat Verma	https://assist.acecloudhosting.com/join/4332436685	11:50:04 AM
	Kindly Click on the link and open the downloaded file.	11:50:07 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:51:46 AM
	Kindly login to server again	11:54:39 AM
	we have made some changes from backend	11:54:50 AM
	Issue resolved on remote sesion	12:01:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:01:06 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:01:09 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/)	
	<i>Shashwat Verma has ended this chat session</i>	12:01:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 10:53:22 PM

#70575 taskhote

Email: taskhote@gmail.com

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

City: BRAMPTON

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 17 Mins 48 Secs

taskhote	Hello, I am your Acebuddy	13 Jan, 10:53:23 PM
Acebuddy	Hello Shannon Hote, I'm your Ace Buddy. I'll be happy to assist you!	10:53:24 PM
	Whom Would You Like to Connect With?	10:53:24 PM
taskhote	Technical Support (QB & App Hosting)	10:53:28 PM
Acebuddy	Welcome to Ace Support.	10:53:28 PM
	Please chose an option :	10:53:28 PM
taskhote	I'd like to report an Issue	10:53:33 PM
Acebuddy	Please select an option!	10:53:33 PM
taskhote	QuickBooks Issue	10:53:37 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:53:37 PM
taskhote	Restart	10:53:44 PM
Acebuddy	Hello Shannon Hote, I'm your Ace Buddy. I'll be happy to assist you!	10:53:44 PM
	Whom Would You Like to Connect With?	10:53:44 PM
taskhote	Technical Support (QB & App Hosting)	10:53:50 PM

Acebuddy	Welcome to Ace Support.	10:53:50 PM
	Please chose an option :	10:53:50 PM
taskhote	I'd like to report an Issue	10:53:55 PM
Acebuddy	Please select an option!	10:53:55 PM
taskhote	Other Issue	10:53:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:53:59 PM
taskhote	Servers not opening	10:54:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:54:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:54:13 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:55:44 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:55:56 PM
	Are we still connected here?	11:06:47 PM
	Are we still connected here?	11:09:38 PM
	Are we still connected here?	11:09:43 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.	11:10:56 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:11:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:11:09 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/)	
	<i>Tushar Pharswan has ended this chat session</i>	11:11:12 PM



Chat Transcript

Hello, I am your Acebuddy

15 Jan, 7:03:26 AM

Visitor Details

#70740 Winslow Cohousing Group

Email: winslowcohousinggroup@gmail.com ☎ 2067145545

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: BAINBRIDGE ISLAND

State: Washington

Country: UNITED STATES

Chat Duration : 22 Mins 26 Secs

Chat Transcript

Winslow Cohousing Group	Hello, I am your Acebuddy	15 Jan, 7:03:27 AM
Acebuddy	Hello Debora G Reinert, I'm your Ace Buddy. I'll be happy to assist you!	7:03:29 AM
	Whom Would You Like to Connect With?	7:03:29 AM
Winslow Cohousing Group	Technical Support (QB & App Hosting)	7:03:50 AM
Acebuddy	Welcome to Ace Support.	7:03:50 AM
	Please chose an option :	7:03:50 AM
Winslow Cohousing Group	I'd like to report an Issue	7:03:55 AM
Acebuddy	Please select an option!	7:03:55 AM
Winslow Cohousing Group	Other Issue	7:04:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:04:00 AM
Winslow Cohousing Group	I've been trying to sign on and it says that the account is disabled.	7:06:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:06:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:06:51 AM
	<i>Yash Ahi accepted the chat transfer request.</i>	7:07:15 AM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	7:07:22 AM
	Hi Debora. How are you doing?	7:07:28 AM
Winslow Cohousing Group	Fine, but I can't sign on. It says my account is disabled.	7:08:34 AM

	I tried phoning, but gave up after 30 minutes on hold.	7:08:51 AM
Yash Ahi	We will surely help you with that issue Debora, and we really apologize for that long hold.	7:09:17 AM
Winslow Cohousing Group	The message is " the user account is currently disabled and cannot be used."	7:09:28 AM
Yash Ahi	Could you please help me with your server name or business name?	7:09:30 AM
	Alright, I will check that.	7:09:38 AM
Winslow Cohousing Group	This is when I'm trying to open the remote desktop. It has worked in the past.	7:10:13 AM
	Business is Winslow Cohousing Group.	7:10:29 AM
Yash Ahi	Alright. let me check that.	7:11:00 AM
	Kindly allow me two minutes to check the same.	7:11:04 AM
Winslow Cohousing Group	Server Name: QBNXTPRO1.myreldata.net	7:11:17 AM
Yash Ahi	Thankyou for the information.	7:11:28 AM
Winslow Cohousing Group	RD Gateway Server: RDG.myreldata.net	7:12:00 AM
Yash Ahi	Please allow me two minutes Debora. Let me check the issue at the backend.	7:12:27 AM
Winslow Cohousing Group	User name is - myreldata\DeboraR.npro1	7:12:53 AM
Yash Ahi	Thank you for your patience Debora.	7:13:57 AM
	May I take the remote access of your local computer?	7:14:02 AM
Winslow Cohousing Group	Yes	7:14:55 AM
	What do you need me to do?	7:15:32 AM
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/4562849082	7:15:45 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:16:06 AM
Winslow Cohousing Group	Downloading.	7:17:38 AM
Yash Ahi	Okay Debora.	7:17:48 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.	7:19:27 AM
	Lets try it now Debora.	7:22:44 AM
	Here you go Debora.	7:23:18 AM
Winslow Cohousing Group	Yay!	7:23:20 AM
Yash Ahi	I am glad that the issue is fixed now.	7:23:44 AM
	Is there anything else I may help you with Debora?	7:23:52 AM

Winslow Cohousing Group	Nope. Thanks. You might mention to someone about that hold time. It's the second time I've called in about two weeks, and I had the same problem the other time. The chat has worked very well.	7:24:51 AM
Yash Ahi	Absolutely Debora. I will make sure, this doesn't happen again.	7:24:57 AM
	I again apologize for that inconvenience.	7:25:08 AM
	I would greatly appreciate if you could share the feedback after this chat.	7:25:24 AM
Winslow Cohousing Group	Okay	7:25:33 AM
Yash Ahi	I am closing the remote session now.	7:25:44 AM
	After this chat you will get the reference ticket ID	7:25:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:25:50 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:25:51 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 Ahi has ended this chat session

7:25:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jan, 6:41:15 AM

#70416 duane

Email: duane@cartercpatax.com 19703907348

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 59 Secs

duane	Hello, I am your Acebuddy	10 Jan, 6:41:16 AM
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!	6:41:18 AM
	Whom Would You Like to Connect With?	6:41:18 AM
duane	Technical Support (QB & App Hosting)	6:41:36 AM
Acebuddy	Welcome to Ace Support.	6:41:36 AM
	Please chose an option :	6:41:36 AM
duane	I'd like to raise a Request	6:41:47 AM
Acebuddy	Please select your request type.	6:41:47 AM
duane	Application Version Upgrade	6:41:58 AM
Acebuddy	Please select the application you would like to upgrade :	6:41:58 AM
duane	Other Application	6:42:05 AM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	6:42:05 AM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	6:42:05 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	6:42:05 AM
	Do you need any further assistance on the topic?	6:42:05 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:16:16 AM
	<i>Ended due to chat idle timeout</i>	7:16:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70670 eduardocantore

Email: eduardocantore@hotmail.com ☎ 17877917090**Department:** Support(QB & App Hosting)**Operator:** Aarush Aneja**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Mozilla Firefox**Device:** Desktop**Average Response Time:** 11 Secs**City:** ROSARIO**State:** Buenos Aires**Country:** ARGENTINA

Chat Duration : 31 Mins 8 Secs

Chat Transcript

eduardocantore	Hello, I am your Acebuddy	14 Jan, 8:54:33 PM
Acebuddy	Hello Eduardocantore, I'm your Ace Buddy. I'll be happy to assist you!	8:54:35 PM
	Whom Would You Like to Connect With?	8:54:35 PM
eduardocantore	Technical Support (QB & App Hosting)	8:54:39 PM
Acebuddy	Welcome to Ace Support.	8:54:39 PM
	Please chose an option :	8:54:39 PM
eduardocantore	I'd like to report an Issue	8:54:44 PM
Acebuddy	Please select an option!	8:54:44 PM
eduardocantore	Other Issue	8:55:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:55:16 PM
eduardocantore	Office applications Excel, Word, etc. are not working properly	8:56:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:56:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:56:07 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:57:22 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:57:25 PM
eduardocantore	Hi Aarush	8:57:47 PM
Aarush Aneja	Hello Eduardo	8:58:05 PM
eduardocantore	All users have a problem with a office app.	8:59:10 PM
Aarush Aneja	Please tell all users to close office applications	8:59:53 PM
eduardocantore	ok	9:00:04 PM

Aarush Aneja	We are making few changes and updating settings from the backend	9:00:10 PM
eduardocantore	ok	9:01:32 PM
	Ready	9:06:07 PM
Aarush Aneja	We checked and found other users have Office applications opened which is not allowing us to update any changes	9:06:48 PM
	May we reboot the server once? (Edited)	9:06:54 PM
eduardocantore	ok	9:08:15 PM
	Yes	9:09:06 PM
Aarush Aneja	Welcome	9:12:43 PM
eduardocantore	hi	9:12:59 PM
Aarush Aneja	The server is successfully rebooted and we updated few settings. Please login back on to the server and check now	9:13:16 PM
eduardocantore	ok	9:13:36 PM
Aarush Aneja	We have updated the settings.	9:16:51 PM
	May I know the applications are working now (Edited)	9:18:24 PM
	Are we still connected here?	9:20:08 PM
	Are we still connected here?	9:20:47 PM
	Are we still connected here?	9:22:45 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.	9:22:51 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:23:10 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:23:14 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>Aarush Aneja has ended this chat session</i>	9:25:42 PM



Chat Transcript

I would like advice on how to add a payment option in Quickbooks desktop.

Visitor Details

13 Jan, 1:04:13 AM

#70504 Erick Johnson

Email: aaatreasury1@gmail.com ☎ 19178562128

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 6 Secs

Erick Johnson	I would like advice on how to add a payment option in Quickbooks desktop.	13 Jan, 1:04:14 AM
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.	1:04:25 AM
Erick Johnson	CID 73249	1:04:33 AM
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>	1:04:49 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:05:37 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:05:40 AM
	Are we still connected here?	1:07:05 AM
	Are we still connected here?	1:07:11 AM
	Are we still connected here?	1:07:15 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.	1:07:18 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:07:21 AM
	<i>Anurag Sharma has ended this chat session</i>	1:07:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 8:51:44 PM

#70911 Scott Covino

Email: scott@redrockbusiness.com ☎ 703 439 1650

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 6 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 50 Secs

Scott Covino	Hello, I am your Acebuddy	17 Jan, 8:51:46 PM
Acebuddy	Hello Scott Covino, I'm your Ace Buddy. I'll be happy to assist you!	8:51:47 PM
	Whom Would You Like to Connect With?	8:51:47 PM
Scott Covino	Technical Support (QB & App Hosting)	8:51:56 PM
Acebuddy	Welcome to Ace Support.	8:51:56 PM
	Please chose an option :	8:51:56 PM
Scott Covino	I'd like to report an Issue	8:52:08 PM
Acebuddy	Please select an option!	8:52:09 PM
Scott Covino	QuickBooks Issue	8:52:19 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:52:19 PM
Scott Covino	Other QB related issue	8:52:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:52:31 PM
Scott Covino	I already have a ticket #622455	8:53:01 PM

Acebuddy	Please wait while we connect you to a Support Representative	8:53:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:53:02 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:54:24 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:54:26 PM
	Hello Scott	8:55:39 PM
	We will surely assist you	8:55:44 PM
Scott Covino	ok	8:55:57 PM
Aarush Aneja	May I take the remote access of your server?	8:58:25 PM
Scott Covino	yes	8:58:33 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	8:58:43 PM
Scott Covino	I already launched Qb 2022 and tried opening a file, so the error message is sitting there	8:58:55 PM
Aarush Aneja	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:59:02 PM
Scott Covino	Thanks it works now	9:03:10 PM
Aarush Aneja	Welcome	9:04:18 PM
	Scott, Is there anything else I may help you with ?	9:04:23 PM
Scott Covino	Nope, all good.	9:04:31 PM
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:04:33 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:04:34 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Aarush Aneja has ended this chat session</i>	9:04:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jan, 4:43:48 AM

#70149 Jeff Reder

Email: jsreder@gmail.com ☎ (303) 552-4354

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: DENVER

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 31 Secs

Jeff Reder	Hello, I am your Acebuddy	4 Jan, 4:43:49 AM
Acebuddy	Hello Jeff Reder, I'm your Ace Buddy. I'll be happy to assist you!	4:43:50 AM
	Whom Would You Like to Connect With?	4:43:50 AM
Jeff Reder	Technical Support (QB & App Hosting)	4:43:57 AM
Acebuddy	Welcome to Ace Support.	4:43:57 AM
	Please chose an option :	4:43:57 AM
Jeff Reder	I'd like to raise a Request	4:44:09 AM
Acebuddy	Please select your request type.	4:44:09 AM
Jeff Reder	Other Request	4:44:30 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:44:30 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:44:30 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:19:20 AM
	<i>Ended due to chat idle timeout</i>	5:19:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jan, 11:36:47 PM

#70343 Nathan Urry

Email: techs@cr-t.com 13853251678

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 41 Mins

Nathan Urry	Hello, I am your Acebuddy	8 Jan, 11:36:48 PM
Acebuddy	Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you!	11:36:49 PM
	Whom Would You Like to Connect With?	11:36:49 PM
Nathan Urry	Technical Support (QB & App Hosting)	11:36:55 PM
Acebuddy	Welcome to Ace Support.	11:36:55 PM
	Please chose an option :	11:36:55 PM
Nathan Urry	I'd like to raise a Request	11:37:02 PM
Acebuddy	Please select your request type.	11:37:02 PM
Nathan Urry	Other Request	11:37:13 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:37:13 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:37:13 PM
Nathan Urry	Yes, I'm facing issues with my server	11:37:19 PM
Acebuddy	Please select an option!	11:37:19 PM

Nathan Urry	QuickBooks Issue	11:37:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:37:23 PM
Nathan Urry	Other QB related issue	11:37:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:37:33 PM
Nathan Urry	Unrecoverable error - need help NOW	11:37:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:37:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:37:47 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:38:16 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:38:19 PM
Nathan Urry	I need a video call right now	11:38:29 PM
	I am on with Quickbooks customer service and they need to speak to my IT provider	11:38:43 PM
	?	11:39:57 PM
Anurag Sharma	Okay	11:41:03 PM
	Kindly allow me 2 minutes to check the same.	11:41:15 PM
	Kindly help me with your server name and user name?	11:42:31 PM
Nathan Urry	Clearwater	11:42:48 PM
	nathan.urry@wholdllc.com	11:42:53 PM
Anurag Sharma	Thankyou for the information. Please stay connected.	11:43:21 PM
	If you wish we can help you on chat as well.	11:46:25 PM
	Could you please elaborate your issue ?	11:46:54 PM
Nathan Urry	need access to services	11:47:14 PM
	Quickbooks > Employees > Payroll Tax Forms > Process Payroll Forms > 940 or 941 --> unrecoverable error	11:48:04 PM
	Quickbooks wants to see "Services" and "Server Management" but won't open for me	11:48:22 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:48:30 PM
	May I take the remote access of your server?	11:48:33 PM
Nathan Urry	yes	11:48:38 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	11:48:43 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:49:13 PM
	Please stay connected	9 Jan, 12:06:00 AM
	Please stay connected.	12:16:52 AM

	Please stay connected.	12:31:44 AM
	Please stay connected.	12:56:07 AM
	We think re-installing the application might resolve this issue. For re-installing the application we need all the user's to log off from the server for 1-2 hours. You said on the remote session that you want to schedule this re-installation later. So could you please confirm if we can schedule this re-installation during the night hours?	1:08:35 AM
	We will call you on the number shared by you which is 8015544504. Once we are done with the installation process.	1:09:08 AM
Nathan Urry	Please do the reinstall tonight	1:09:23 AM
	Please confirm that will not affect payroll that is completed today during the day that will be paid out over the next few days	1:09:49 AM
Anurag Sharma	Thanks for the confirmation.	1:09:57 AM
Nathan Urry	?	1:10:04 AM
Anurag Sharma	Nothing will effect. (Edited)	1:10:59 AM
Nathan Urry	ok thank you	1:11:06 AM
Anurag Sharma	Is there anything else I may help you with ?	1:11:29 AM
Nathan Urry	you can close the autologon server	1:11:52 AM
Anurag Sharma	Server or user?	1:12:40 AM
	Nathan, I would like to inform you that the issue is not due to the autologon user. It is not required to remove the user for this.	1:14:44 AM
	Are we still connected here?	1:15:51 AM
	Are we still connected here?	1:16:39 AM
	Are we still connected here?	1:18:05 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:18:07 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:18:09 AM
	<i>Anurag Sharma has ended this chat session</i>	1:18:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#71230 maria lubecki****Email:** mlubecki@plastair.com 14503759129**Department:** Support(QB & App Hosting)**Operator:** Aarush Aneja**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 49 Secs**City:** WILMINGTON**State:** Delaware**Country:** UNITED STATES

Chat Duration : 16 Mins 49 Secs

Chat Transcript

maria lubecki	Hello, I am your Acebuddy	23 Jan, 8:31:44 PM
Acebuddy	Hello Maria Lubecki, I'm your Ace Buddy. I'll be happy to assist you!	8:31:46 PM
	Whom Would You Like to Connect With?	8:31:46 PM
maria lubecki	Technical Support (QB & App Hosting)	8:32:01 PM
Acebuddy	Welcome to Ace Support.	8:32:01 PM
	Please chose an option :	8:32:01 PM
maria lubecki	I'd like to report an Issue	8:32:10 PM
Acebuddy	Please select an option!	8:32:10 PM
maria lubecki	Other Issue	8:32:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:32:16 PM
maria lubecki	Printer issue- in discussion with Tushar	8:34:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:34:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:34:05 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:35:45 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:35:48 PM
maria lubecki	I have had this issue before. When printing , a message appears across the printed page as the following "incorrect license key or demo evaluation perios expired. Contact your IT support desk...."	8:37:43 PM
Aarush Aneja	We will surely assist you	8:37:52 PM
maria lubecki	I am using the Sarahp server	8:38:30 PM
Aarush Aneja	May I reboot the server once	8:40:29 PM

	The license needs to be re-configured	8:40:41 PM
maria lubecki	yes, do I need to close the server?	8:41:20 PM
Aarush Aneja	Please login back after 3-5 minutes.	8:42:25 PM
	We checked and found the chat got disconnected in between	8:47:04 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.	8:47:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:47:31 PM
	Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:47:37 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>Aarush Aneja has ended this chat session</i>	8:48:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jan, 4:52:29 AM

#71379 jend

Email: jend@taxproak.com 19077431040

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: 20 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 22 Secs

jend	Hello, I am your Acebuddy	26 Jan, 4:52:30 AM
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!	4:52:31 AM
	Whom Would You Like to Connect With?	4:52:31 AM
jend	Technical Support (QB & App Hosting)	4:52:38 AM
Acebuddy	Welcome to Ace Support.	4:52:38 AM
	Please chose an option :	4:52:38 AM
jend	I'd like to report an Issue	4:52:43 AM
Acebuddy	Please select an option!	4:52:43 AM
jend	Other Issue	4:52:48 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:52:48 AM
jend	Cant connect to server to open atx program	4:53:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:53:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:53:11 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:53:27 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:53:34 AM
	Hello Jend	4:53:40 AM
jend	hi Anurag same issue cannot connect to server to open atx how do we resolve this so it doesnt happen every day???????	4:55:24 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	4:55:40 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:55:44 AM
jend	Jennifer Desroches	4:57:15 AM
	Tax Professionals of alaska	4:57:21 AM
	it says start the server and try again	4:57:46 AM
Anurag Sharma	Thanks for the confirmation.	4:58:33 AM
	I have resolved the issue from the backend.	4:58:59 AM
	Kindly check again.	4:59:08 AM
	If it is working now.	4:59:16 AM
jend	ok standby	4:59:33 AM
Anurag Sharma	Sure, please take your time	4:59:41 AM

	Is it working now?	5:01:01 AM
jend	2023 logged in now i am trying 2024 software before you leave	5:01:29 AM
Anurag Sharma	Okay	5:01:42 AM
	Please check and confirm	5:01:47 AM
jend	ok the program is up but im haveing password issues, so i should be fine thanks	5:03:37 AM 5:03:39 AM
Anurag Sharma	Thanks for the confirmation.	5:03:51 AM
	Is there anything else I may help you with ?	5:03:54 AM
jend	not at the moment, so i will chat you later if i need anything	5:04:24 AM
Anurag Sharma	Okay	5:04:34 AM
	Thanks for the confirmation !	5:04:38 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:04:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:04:47 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	5:04:49 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>	5:04:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 9:20:51 PM

#71320 Jennifer Rogers

Email: jconnell@creeksideinvestors.com  12486010202

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: 34 Secs

City: TROY

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 45 Secs

Jennifer Rogers	Hello, I am your Acebuddy	24 Jan, 9:20:53 PM
Acebuddy	Hello Jennifer Connell Rogers, I'm your Ace Buddy. I'll be happy to assist you!	9:20:54 PM
	Whom Would You Like to Connect With?	9:20:54 PM
Jennifer Rogers	Technical Support (QB & App Hosting)	9:21:11 PM
Acebuddy	Welcome to Ace Support.	9:21:11 PM
	Please chose an option :	9:21:11 PM
Jennifer Rogers	I'd like to report an Issue	9:21:19 PM
Acebuddy	Please select an option!	9:21:19 PM
Jennifer Rogers	QuickBooks Issue	9:21:24 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:21:24 PM
Jennifer Rogers	QuickBooks is Frozen	9:21:35 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:21:35 PM
	Was that helpful?	9:21:35 PM
Jennifer Rogers	No	9:22:32 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:22:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:32 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:23:00 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:23:03 PM
Jennifer Rogers	hello	9:23:09 PM
Tushar Pharswan	Hello Jennifer.	9:23:22 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:23:28 PM
Jennifer Rogers	NicoleCo	9:24:03 PM

Tushar Pharswan	It seems your session was in disconnected state which was causing the QuickBooks frozen issue.	9:25:52 PM
	Kindly relog in and check if the issue is resolved or not.	9:26:30 PM
	Also is this issue first time for you?	9:27:02 PM
	What is the specific task you were doing which caused this issue.	9:27:30 PM
Jennifer Rogers	I was just trying to login to a company	9:28:13 PM
	it is working now	9:28:16 PM
	this is the first time this happened.	9:28:22 PM
	Thank you	9:28:24 PM
Tushar Pharswan	Okay.	9:28:27 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:28:28 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:28:33 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:28:37 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>Tushar Pharswan has ended this chat session</i>	9:28:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 12:05:53 AM

#70699 Nancy

Email: nancy@hcfoodinc.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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 29 Secs

Nancy	Hello, I am your Acebuddy	15 Jan, 12:05:54 AM
Acebuddy	Hello Nancy, I'm your Ace Buddy. I'll be happy to assist you!	12:05:56 AM
	Whom Would You Like to Connect With?	12:05:56 AM
Nancy	Technical Support (QB & App Hosting)	12:06:02 AM
Acebuddy	Welcome to Ace Support.	12:06:02 AM
	Please chose an option :	12:06:02 AM
Nancy	I'd like to raise a Request	12:06:07 AM
Acebuddy	Please select your request type.	12:06:07 AM
Nancy	Other Request	12:06:52 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.	12:06:52 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:06:52 AM
Nancy	Yes, I'm facing issues with my server	12:07:00 AM
Acebuddy	Please select an option!	12:07:00 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.	12:37:24 AM
	<i>Ended due to chat idle timeout</i>	12:37:24 AM



Chat Transcript

Hello, I am your Acebuddy

#70215 josh

Email: josh@discoverrealtygroup.com  7203656584

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: LITTLETON

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 6 Secs

josh	Hello, I am your Acebuddy	6 Jan, 11:43:12 PM
Acebuddy	Hello Josh, I'm your Ace Buddy. I'll be happy to assist you!	11:43:13 PM
	Whom Would You Like to Connect With?	11:43:13 PM
josh	Technical Support (QB & App Hosting)	11:43:34 PM
Acebuddy	Welcome to Ace Support.	11:43:34 PM
	Please chose an option :	11:43:34 PM
josh	I'd like to raise a Request	11:43:44 PM
Acebuddy	Please select your request type.	11:43:44 PM
josh	Other Request	11:43:58 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:43:58 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:43:58 PM
josh	No, That'll be all!	11:44:19 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	11:44:19 PM
	<i>Acebuddy has ended this chat session</i>	11:44:19 PM



Chat Transcript

Hello, I'm trying to log into one of our accounts and I'm getting logon attempt failed. I reset the password and still not able to connect with RDP.

Visitor Details

13 Jan, 9:00:32 PM

#70556 Dave Hiriak

Email: dave.hiriak@ywcaofasheville.org  8288207680

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: ASHEVILLE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 22 Secs

Dave Hiriak Hello, I'm trying to log into one of our accounts and I'm getting logon attempt failed. I reset the password and still not able to connect with RDP. 13 Jan, 9:00:34 PM

Vatsal Thank you for contacting ACE. My name is Vatsal. I will be assisting you further. 9:00:35 PM

Hi Dave, I'll be forwarding the request to the support team for better assistance, 9:01:05 PM

Dave Hiriak Ok. thank you 9:01:15 PM

Vatsal is transferring the chat to Support(QB & App Hosting). 9:01:23 PM

Shubham Yadav accepted the chat transfer request. 9:01:52 PM

Shubham Yadav Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today. 9:02:06 PM

I will be surely assisting you with this. Kindly help me with your server name and user name? 9:02:20 PM

Dave Hiriak ywcaofasheville.myrealdatal.net Suzy! 9:02:45 PM

Shubham Yadav Thank you for the information and allow 2 minutes to check the same. 9:03:04 PM

Dave Hiriak ok thank you 9:03:18 PM

Shubham Yadav Can you please share me a screen shot ? 9:03:39 PM

*9:04:04 PM Dave Hiriak is sharing a file with you
[1_image.png](#) - (Size:87.5 KB)* 9:04:04 PM

Thank you for the information and allow 2 minutes to check the same. 9:04:16 PM

Dave can you please try again to login ? 9:05:33 PM

Dave Hiriak	ok	9:05:39 PM
	It's initiating remote connection	9:07:00 PM
Shubham Yadav	Alright let me know when it connects	9:07:14 PM
Dave Hiriak	it's still trying to initiate, should I cancel and try again	9:08:26 PM
Shubham Yadav	Yes please try again	9:08:47 PM
Dave Hiriak	I tried again and logon attempt failed	9:10:50 PM
Shubham Yadav	May I take the remote access of your local computer?	9:10:54 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:10:58 PM
Dave Hiriak	Yes	9:11:54 PM
Shubham Yadav	https://assist.acecloudhosting.com/join/5172092511	9:12:02 PM
	Kindly Click on the link and open the downloaded file.	9:12:17 PM
Dave Hiriak	Ok	9:12:51 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.	9:13:23 PM
	Please connect after reboot	9:29:17 PM
	Are we still connected here?	9:31:44 PM
	Are we still connected here?	9:34:17 PM
	Are we still connected here?	9:36:39 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.	9:36:56 PM
	<i>Shubham Yadav has ended this chat session</i>	9:36:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jan, 4:42:54 AM

#70148 Carlos Espinoza

Email: carlos@qcotax.com ☎ 323 -597-1152

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Duration : 36 Mins 25 Secs

Chat Transcript

Carlos Espinoza	Hello, I am your Acebuddy	4 Jan, 4:42:56 AM
Acebuddy	Hello Carlos Espinoza, I'm your Ace Buddy. I'll be happy to assist you!	4:42:57 AM
	Whom Would You Like to Connect With?	4:42:57 AM
Carlos Espinoza	Technical Support (QB & App Hosting)	4:43:15 AM
Acebuddy	Welcome to Ace Support.	4:43:15 AM
	Please chose an option :	4:43:15 AM
Carlos Espinoza	I'd like to raise a Request	4:43:33 AM
Acebuddy	Please select your request type.	4:43:33 AM
Carlos Espinoza	Password Reset	4:43:38 AM
Acebuddy	Please select an option below	4:43:38 AM
Carlos Espinoza	Not Enrolled to Selfcare Portal	4:43:49 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.	4:43:49 AM
	Do you need any further assistance on the topic?	4:43:49 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:19:22 AM
	<i>Ended due to chat idle timeout</i>	5:19:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 5:26:58 PM

#70759 bennysmith21757

Email: bennysmith21757@gmail.com ☎ 9906368341

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: RATTANGARH

State: Punjab

Country: INDIA

Chat Transcript

Chat Duration : 35 Mins 10 Secs

bennysmith21757	Hello, I am your Acebuddy	15 Jan, 5:27:00 PM
Acebuddy	Hello Bennysmith21757, I'm your Ace Buddy. I'll be happy to assist you!	5:27:01 PM
	Whom Would You Like to Connect With?	5:27:01 PM
bennysmith21757	Technical Support (QB & App Hosting)	5:27:04 PM
Acebuddy	Welcome to Ace Support.	5:27:04 PM
	Please chose an option :	5:27:04 PM
bennysmith21757	I'd like to report an Issue	5:27:15 PM
Acebuddy	Please select an option!	5:27:15 PM
bennysmith21757	Other Issue	5:27:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:27:19 PM
bennysmith21757	Mic is not working	5:27:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:27:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:27:32 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	5:27:52 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	5:27:54 PM
bennysmith21757	Hi Aarush	5:28:03 PM
Aarush Aneja	Hello Benny	5:28:14 PM
bennysmith21757	As I had setup new remote desktop connection but my mic is not working there	5:28:35 PM
Aarush Aneja	We will surely assist you	5:28:42 PM

bennysmith21757	Thank uoi you*	5:28:49 PM 5:28:52 PM
Aarush Aneja	Kindly right click on the RDP icon and go to edit option	5:29:14 PM
bennysmith21757	Then	5:29:40 PM
	<i>5:29:50 PMAarush Aneja is sharing a file with you <u>image.png</u> - (Size:43.08 KB)</i>	5:29:50 PM
	<i>and open the settings in the local resources and updated the settings as shown in the image (Edited)</i>	
	I don't have this remote desktop	5:30:16 PM
Aarush Aneja	We will surely assist you	5:30:29 PM
	May I take the remote access of your local computer? (Edited)	5:30:32 PM
bennysmith21757	Sure	5:30:38 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	5:30:43 PM
bennysmith21757	okay	5:30:50 PM
Aarush Aneja	https://assist.acecloudhosting.com/join/9002162032	5:31:03 PM
	Kindly paste this link in the browser of local computer and join the session.	5:31:12 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.	5:31:59 PM
	We are connected back	5:36:12 PM
	We updated the RDP setttings	5:36:27 PM
	You were able to access the Mic on the server	5:36:39 PM
	We believe your issue is now resolved	5:36:47 PM
	Benny, Is there anything else I may help you with ?	5:36:53 PM
	We checked and found you disconnected the chat session. We are also disconnecting it now.	6:02:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:02:08 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:02:10 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>Aarush Aneja has ended this chat session</i>	6:02:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 10:50:37 PM

#70573 Brandon Delfino

Email: bdelfino@cahillheating.com 18472344494

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: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 44 Secs

Brandon Delfino	Hello, I am your Acebuddy	13 Jan, 10:50:38 PM
Acebuddy	Hello Bdelfino, I'm your Ace Buddy. I'll be happy to assist you!	10:50:39 PM
	Whom Would You Like to Connect With?	10:50:39 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:30:23 PM
	<i>Ended due to chat idle timeout</i>	11:30:23 PM



Chat Transcript

Hello, I am your Acebuddy

#70189 Charles Watson**Email:** charles@smartaccountingsolutions.com  17062279191**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:** ATHENS**State:** Georgia**Country:** UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 50 Secs

Charles Watson	Hello, I am your Acebuddy	6 Jan, 6:51:28 PM
Acebuddy	Hello Charles Watson, I'm your Ace Buddy. I'll be happy to assist you!	6:51:30 PM
	Whom Would You Like to Connect With?	6:51:30 PM
Charles Watson	Technical Support (QB & App Hosting)	6:51:38 PM
Acebuddy	Welcome to Ace Support.	6:51:38 PM
	Please chose an option :	6:51:38 PM
Charles Watson	I'd like to raise a Request	6:51:43 PM
Acebuddy	Please select your request type.	6:51:43 PM
Charles Watson	Other Request	6:52:00 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.	6:52:00 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:52:00 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:31:19 PM
	<i>Ended due to chat idle timeout</i>	7:31:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 10:34:37 PM

#70568 Mark Pellicio

Email: mark@ponnmachine.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: WOBURN

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 24 Secs

Mark Pellicio	Hello, I am your Acebuddy	13 Jan, 10:34:39 PM
Acebuddy	Hello Mark J Pellicio, I'm your Ace Buddy. I'll be happy to assist you!	10:34:39 PM
	Whom Would You Like to Connect With?	10:34:39 PM
Mark Pellicio	Technical Support (QB & App Hosting)	10:34:52 PM
Acebuddy	Welcome to Ace Support.	10:34:52 PM
	Please chose an option :	10:34:52 PM
Mark Pellicio	I'd like to raise a Request	10:35:00 PM
Acebuddy	Please select your request type.	10:35:00 PM
Mark Pellicio	Password Reset	10:35:30 PM
Acebuddy	Please select an option below	10:35:30 PM
Mark Pellicio	Already Enrolled to Selfcare Portal	10:35:36 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:35:36 PM
	Do you need any further assistance on the topic?	10:35:36 PM
Mark Pellicio	Yes	10:35:52 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:35:52 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:35:52 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:36:19 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:36:25 PM
	Hello Mark	10:36:44 PM
	Good Day	10:36:48 PM
Mark Pellicio	Hello	10:36:55 PM
Shubham Kataria	Kindly elaborate how may I assist you today	10:37:14 PM
Mark Pellicio	I cannot login to the main ACE Cloud website. i am getting a message that either my password or username is not correct.	10:38:30 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	10:38:37 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:38:40 PM
Mark Pellicio	My CID #73941	10:40:29 PM
Shubham Kataria	thank you for the information.	10:40:50 PM
	Upon checking, you are already logged into the server.	10:41:28 PM
	Kindly confirm if you are unable to access my portal or selfcare?	10:41:47 PM
Mark Pellicio	I can log into the self-care portal but when I try to use the same credentials to login to the main portal the username or password is not recognized. Log in username is mark_pe and the password is 7Poundbass\$\$.	10:44:49 PM
Shubham Kataria	I would like to inform you if you are trying to access my portal then your username would be your CID number (CID73941)	10:46:15 PM
	Is it working now?	10:49:47 PM
	Are we still connected here?	10:52:43 PM
	Are we still connected here?	10:54:24 PM
	Are we still connected here?	10:55:40 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.	10:56:56 PM
	<i>Shubham Kataria has ended this chat session</i>	10:57:04 PM



