

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jul, 9:00:04 AM

#79818 ahalya

Email: ahalya@haranwatson.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: DORATIYAWA

State: Basnahira Palata

Country: SRI LANKA

Chat Transcript

Chat Duration : 7 Mins 11 Secs

ahalya	Hello, I am your Acebuddy	26 Jul, 9:00:05 AM
Acebuddy	Hello Ahalya, I'm your Ace Buddy. I'll be happy to assist you!	9:00:06 AM
	Whom Would You Like to Connect With?	9:00:06 AM
ahalya	Technical Support (QB & App Hosting)	9:00:17 AM
Acebuddy	Welcome to Ace Support.	9:00:17 AM
	Please chose an option :	9:00:17 AM
ahalya	I'd like to report an Issue	9:00:24 AM
Acebuddy	Please select an option!	9:00:24 AM
ahalya	Other Issue	9:00:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:00:33 AM
ahalya	i cpold not log in	9:00:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:00:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:00:50 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:01:06 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:01:10 AM

	Hello Ahalya	9:01:16 AM
ahalya	Hello	9:01:20 AM
	i could not log in	9:01:29 AM
Shashwat Verma	I will surely help you with this issue.	9:01:51 AM
	May I know the username through you want to login the server?	9:02:08 AM
ahalya	hwco5	9:02:26 AM
	ahalya@haranwatson.com	9:02:50 AM
Shashwat Verma	We have checked and found that your server is recently transferred to VDI infra, kindly confirm?	9:03:37 AM
ahalya	ok	9:04:01 AM
Shashwat Verma	In this case, we have a dedicated team that manages the VDI infrastructure. However, we will inform them on priority, and they will reach out to you directly to resolve the issue.	9:05:12 AM
	Our apologies for the inconvenience.	9:05:32 AM
ahalya	ok thanks	9:06:12 AM
Shashwat Verma	Is there anything else I may help you with ?	9:06:19 AM
ahalya	no thanks	9:06:27 AM
Shashwat Verma	Our team will connect you shortly.	9:06:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:06:42 AM
	<i>Shashwat Verma has ended this chat session</i>	9:07:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jul, 6:56:46 PM

#78853 David L Ennis

Email: david@fsc-consulting.com ☎ 0

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 20 Secs

David L Ennis	Hello, I am your Acebuddy	1 Jul, 6:56:47 PM
Acebuddy	Hello David L Ennis, I'm your Ace Buddy. I'll be happy to assist you!	6:56:48 PM
	Whom Would You Like to Connect With?	6:56:48 PM
David L Ennis	Technical Support (QB & App Hosting)	6:56:55 PM
Acebuddy	Welcome to Ace Support.	6:56:57 PM
	Please chose an option :	6:56:57 PM
David L Ennis	I'd like to report an Issue	6:57:02 PM
Acebuddy	Please select an option!	6:57:02 PM
David L Ennis	Other Issue	6:57:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:57:08 PM
David L Ennis	ticket from yesterdat still unresolved	6:57:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:57:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:57:30 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	6:58:05 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	6:58:18 PM
	Hello David, I will surely help you with this issue.	6:58:40 PM
David L Ennis	Good Morning, have an open ticket from yesterday ticket ID 723087, and still having same issue	6:58:44 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	6:58:53 PM
David L Ennis	we reset my password yesterday and i was able to get in to the ace servicer yesterday all day after that, but came to work today and not able to log in again	6:59:43 PM
Ashutosh Mishra	We regret the inconvenience caused to you, I am checking from backend to resolve the issue.	7:00:53 PM
David L Ennis	Sorry it just worked, i was able to log in...	7:02:18 PM
Ashutosh Mishra	Thanks for the confirmation !	7:02:56 PM
	Is this issue occurring recently or you have faced it earlier?	7:03:23 PM
David L Ennis	just started yesterday and we reset the password and its been working now	7:03:53 PM
Ashutosh Mishra	Great to see it is working now. We will keep the ticket open for few days to verify if issue doesn't occur	7:04:29 PM

	again.	
David L Ennis	can you leave ticket open until tommorrow am want to make sure it logs in fine when i get to work tomorrow	7:04:30 PM
Ashutosh Mishra	Sure	7:04:41 PM
	Is there anything else I may help you with ?	7:04:43 PM
David L Ennis	thats it for now thanks	7:04:56 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:05:03 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:05:06 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	7:05:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 1:30:42 AM

#79414 greg

Email: greg@jhasslacher.com ☎ 16239744778

Department: Support(QB & App Hosting)

Operator: Dharmendra Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 53 Secs

greg	Hello, I am your Acebuddy	15 Jul, 1:30:42 AM
Acebuddy	Hello Greg, I'm your Ace Buddy. I'll be happy to assist you!	1:30:43 AM
	Whom Would You Like to Connect With?	1:30:43 AM
greg	Technical Support (QB & App Hosting)	1:30:49 AM
Acebuddy	Welcome to Ace Support.	1:30:50 AM
	Please chose an option :	1:30:50 AM
greg	I'd like to report an Issue	1:30:56 AM
Acebuddy	Please select an option!	1:30:56 AM
greg	Other Issue	1:30:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:30:59 AM
greg	Unable to connect to RDC--seems server is unavailable	1:31:17 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:31:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:31:18 AM
	<i>Dharmendra Kumar accepted the chat transfer request.</i>	1:32:33 AM
Dharmendra Kumar	Thank you for contacting Ace Cloud Hosting. My name is Dharmendra Kumar. I will be assisting you today.	1:32:46 AM
greg	Servername Hasslachertax we are unable to connect to the server	1:33:27 AM
Dharmendra Kumar	Let me access your account here.	1:34:48 AM
	Greg, we are experiencing some issue in our infrastructure. It's requested to please allow 30 minutes.	1:37:00 AM
greg	ok	1:37:11 AM
Dharmendra Kumar	Thank you for your patience & understanding on this.	1:40:45 AM
	Greg, let me know if you want us to give you a call back once it's resolved.	1:43:50 AM
	Hello Greg,	1:46:40 AM
	This is to inform you that the issue has been fixed, Please ask users to login back.	1:46:57 AM
	Greg,	1:47:02 AM
greg	We are in thank you	1:48:46 AM
Dharmendra Kumar	You welcome,	1:49:22 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:49:28 AM

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

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

1:49:34 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/>)

greg has ended this chat session

1:49:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jul, 7:39:08 PM

#79757 Ken Dixon

Email: kdixon@cgmgolf.com 17708420047

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: ACWORTH

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 43 Secs

Ken Dixon	Hello, I am your Acebuddy	24 Jul, 7:39:08 PM
Acebuddy	Hello Ken Dixon, I'm your Ace Buddy. I'll be happy to assist you!	7:39:09 PM
	Whom Would You Like to Connect With?	7:39:09 PM
Ken Dixon	Technical Support (QB & App Hosting)	7:39:14 PM
Acebuddy		

	Welcome to Ace Support.	7:39:14 PM
	Please chose an option :	7:39:14 PM
Ken Dixon	I'd like to report an Issue	7:39:24 PM
Acebuddy	Please select an option!	7:39:24 PM
Ken Dixon	Other Issue	7:39:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:39:29 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.	8:10:52 PM
	<i>Ended due to chat idle timeout</i>	8:10:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 11:31:15 PM

#79393 Tiffany Seiler

Email: tiffany2_1997@yahoo.com 16184667096

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 45 Secs

Tiffany Seiler	Hello, I am your Acebuddy	14 Jul, 11:31:16 PM
Acebuddy	Hello Tiffany2_1997, I'm your Ace Buddy. I'll be happy to assist you!	11:31:16 PM
	Whom Would You Like to Connect With?	11:31:16 PM

Tiffany Seiler	Sales & Solutions	11:31:30 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	11:31:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:31:30 PM
	<i>Aayush declined the transfer request.</i>	11:31:33 PM
	<i>Riten accepted the chat transfer request.</i>	11:31:40 PM
Tiffany Seiler	I am trying to add a user to my ace cloud portal and it says something went wrong. Contact support	11:32:02 PM
Riten	Let me connect you to support for this.	11:32:06 PM
	<i>Riten is transferring the chat to Support(QB & App Hosting).</i>	11:32:12 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	11:32:32 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	11:32:38 PM
	Hello Tiffany	11:32:47 PM
Tiffany Seiler	Hello	11:33:00 PM
	I keep contacting you guys to add a user and everyone sends me the instructions.	11:33:29 PM
	I have tried and it sales oops something went wrong. Please contact support	11:33:50 PM
	I've also tried to do chat in the portal and nobody answers	11:34:19 PM
Sujeet Kumar Suman	No worry we will assist you.	11:34:39 PM
Tiffany Seiler	Thank you	11:34:52 PM
	CID72343	11:35:06 PM
Sujeet Kumar Suman	Thank you for the information.	11:35:20 PM
Tiffany Seiler	Julie Miller is first and last name	11:35:20 PM
	Hlmillerconstruction@gmail.com	11:36:01 PM
Sujeet Kumar Suman	May I take remote access of your local computer so I can help you create a user? This will allow you to manage user additions, removals, or password resets on your own in the future.	11:36:26 PM
Tiffany Seiler	absolutely.	11:37:00 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	11:37:10 PM
Tiffany Seiler	I am not on the ace cloud desktop is that ok	11:37:27 PM
Sujeet Kumar Suman	Yeah, it is ok.	11:37:47 PM
Tiffany Seiler	perfect	11:38:04 PM
Sujeet Kumar Suman	Then let me connect with you server.	11:38:13 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/7422254210	11:40:00 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till	11:43:58 PM

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.

Tiffany Seiler Thank you. It wouldn't let me do that. 11:47:38 PM

Sujeet Kumar Suman You will also be able to see how to reset user passwords, reset your own password, and remove users from MyPortal. 11:48:36 PM

Is there anything else I may help you with ? 11:48:40 PM

Tiffany Seiler That is all 11:48:47 PM

you have the magic touch 11:48:53 PM

Have a great day 11:48:56 PM

Sujeet Kumar Suman Most welcome Tiffany. 11:49:07 PM

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

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

Thanks! 11:49:44 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/>)

Sujeet Kumar Suman has ended this chat session 11:51:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 11 Jul, 2:41:28 AM

#79284 joaniehail

Email: joaniehail@yahoo.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: OLATHE

State: Missouri

Country: UNITED STATES

Chat Duration : 16 Mins 28 Secs

Chat Transcript

joaniehail	Hello, I am your Acebuddy	11 Jul, 2:41:29 AM
Acebuddy	Hello Joan, I'm your Ace Buddy. I'll be happy to assist you!	2:41:29 AM
	Whom Would You Like to Connect With?	2:41:29 AM
joaniehail	Technical Support (QB & App Hosting)	2:41:33 AM
Acebuddy	Welcome to Ace Support.	2:41:33 AM
	Please chose an option :	2:41:33 AM
joaniehail	I'd like to report an Issue	2:41:38 AM
Acebuddy	Please select an option!	2:41:38 AM
joaniehail	QuickBooks Issue	2:41:42 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:41:42 AM
joaniehail	QuickBooks Login Issue	2:41:49 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	2:41:49 AM
	Was that helpful?	2:41:49 AM
joaniehail	No	2:41:57 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:41:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:41:57 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:42:43 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:42:45 AM
	Hello Joan	2:42:49 AM
joaniehail	Hello	2:42:58 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:43:59 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:44:02 AM
joaniehail	QbnxtPro1 that is the server name	2:45:01 AM
Anurag Sharma	Thanks for the confirmation	2:45:08 AM
	I have scheduled a server reboot to resolve this issue.	2:46:16 AM
joaniehail	Looks like you guys had to reboot	2:46:28 AM

Anurag Sharma	The reboot will occur in 5 minutes.	2:46:47 AM
	Yes, correct.	2:47:07 AM
joaniehail	I think you already did because it is working now do I still need to log off?	2:47:16 AM 2:47:33 AM
Anurag Sharma	I am glad to know that the issue is now resolved.	2:48:05 AM
	I would still recommend you to wait for 2-3 more minutes before proceeding with the working.	2:48:23 AM
	As the server will reboot in 2-3 minutes.	2:48:46 AM
joaniehail	It may not be solved. Can you tell me when the reboot is complete.	2:48:52 AM
Anurag Sharma	You can login into the server in 3 minutes.	2:49:25 AM
joaniehail	ok	2:49:35 AM
Anurag Sharma	Is there anything else I may help you with ?	2:49:55 AM
joaniehail	not right now. I do wonder why you keep having issues. this is the second time this week that I have had quickbooks issues	2:50:28 AM
Anurag Sharma	As I can check the reboot is done. You can now login into the server.	2:50:32 AM
	I deeply apologize for the inconvenience caused to you.	2:50:47 AM
joaniehail	I'm not able to connect to the server still now it opened	2:51:38 AM 2:51:54 AM
Anurag Sharma	Actually, in these shared servers there are multiple users who work day and night as per their requirement. Which requires a server to reboot to refresh all its services. (Edited)	2:52:30 AM
	Please check if you are now able to access the QB application as well.	2:52:47 AM
joaniehail	it has opened but appears to be frozen	2:53:29 AM
	it just closed on me	2:54:27 AM
Anurag Sharma	Please try to open it again.	2:54:41 AM
joaniehail	I am	2:54:51 AM
	I think we are good now	2:55:32 AM
Anurag Sharma	Thanks for the confirmation !	2:55:45 AM
	<i>2:56:03 AM Anurag Sharma is sharing a file with you image.png - (Size:2.34 KB)</i>	2:56:03 AM
	<i>Joan I have added a new shortcut in your desktop.</i>	
	You can use this icon whenever you face this QB freezing again in future.	2:56:20 AM
	This will end the QB session from the backend then you can retry opening the application.	2:56:41 AM
joaniehail	I have it on the toolbar. I tried that first but I think it was a bigger issue	2:56:44 AM
Anurag Sharma	Great, you can use that whenever you feel like QB freezing.	2:57:24 AM

	Is there anything else I may help you with ?	2:57:27 AM
joaniehail	I think we are good for now. Thank you	2:57:39 AM
Anurag Sharma	Thanks for the confirmation !	2:57:43 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:57:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:57:52 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!	2:57:55 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

2:57:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 5:29:31 PM

#79355 mary

Email: mary@infiniteaccountants.com 2125440001

Department: Support(QB & App Hosting)

Operator: Vignesh Arul

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: ZAPOTE

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 48 Mins 28 Secs

mary	Hello, I am your Acebuddy	14 Jul, 5:29:32 PM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	5:29:33 PM
	Whom Would You Like to Connect With?	5:29:33 PM
mary	Technical Support (QB & App Hosting)	5:29:57 PM
Acebuddy	Welcome to Ace Support.	5:29:57 PM
	Please chose an option :	5:29:57 PM
mary	I'd like to report an Issue	5:30:07 PM
Acebuddy	Please select an option!	5:30:07 PM
mary	QuickBooks Issue	5:30:20 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:30:20 PM
mary	Other QB related issue	5:30:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:30:41 PM
mary	Can you help me to fix our Quickbooks Dekstop, It's always aborting. It say's Connection Has been lost	5:33:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:33:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:33:28 PM
	<i>Vignesh Arul accepted the chat transfer request.</i>	5:33:43 PM
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you today.	5:33:50 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:34:52 PM
mary	myrealdatalIASAdmin.NPRE	5:35:23 PM
Vignesh Arul	Thanks for the confirmation !	5:35:33 PM
	Kindly allow me two minutes to check the same.	5:35:36 PM
mary	Go ahead	5:36:10 PM
Vignesh Arul	May I take the remote access of your server?	5:37:03 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:38:26 PM
mary	Okay	5:39:11 PM
Vignesh Arul	Please accept the prompt on your screen.	5:40:20 PM
	Can you please try to perform the same action again that is causing this issue?	5:40:50 PM
mary	I can't close window from Quickbooks.	5:41:23 PM
Vignesh Arul	Please try now.	5:42:37 PM
	are we connected?	5:43:49 PM

mary	That always shows up. It keeps lagging, and every time I log in to the QuickBooks file, it keeps aborting from time to time	5:43:50 PM
Vignesh Arul	Please open QB.	5:44:01 PM
	I will surely look into this.	5:44:19 PM
mary	Can you please wait for a moment? It's about to abort in a few minutes.	5:46:22 PM
Vignesh Arul	Yes I am observing the screen.	5:46:39 PM
mary	It's aborting now	5:50:44 PM
Vignesh Arul	So that's the issue?	5:51:38 PM
	It gets aborted after using for a while? (Edited)	5:51:48 PM
	Does it happen with any other user? (Edited)	5:52:25 PM
mary	I don't think it happens with any other user, but in our remote it does.	5:53:57 PM
Vignesh Arul	Do you use any other company file apart from this?	5:54:59 PM
mary	Yes but I don't think also if it happens when I open other company file	5:56:28 PM
Vignesh Arul	Okay, let me try a few troubleshooting steps. One last question — when was the last time the file was working without this issue for you?	5:57:24 PM
mary	Yesterday. It only happened in the morning	5:59:15 PM
Vignesh Arul	Okay	6:01:06 PM
	Can you please open QB once again.	6:01:14 PM
mary	I'm on now.	6:01:37 PM
Vignesh Arul	Is this user admin of the file?	6:02:20 PM
	Please try to login now	6:05:53 PM
mary	I'll leave it as is and won't do anything for now, just to see if it will abort again	6:08:14 PM
Vignesh Arul	Okay let me do the same as well.	6:08:30 PM
	It should have aborted by now?	6:13:05 PM
	Do you want to continue working on the file?	6:13:22 PM
mary	It seems like it's not aborting anymore.	6:14:29 PM
Vignesh Arul	Yes I assume reset of your QB profile has fixed the issue.	6:15:03 PM
	Is there anything else I may help you with right now?	6:15:50 PM
mary	Nothing now	6:16:27 PM
Vignesh Arul	I have closed the remote session. I no longer see your screen.	6:16:55 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	6:17:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:17:16 PM
mary	Okay. Thank You!	6:17:45 PM

Vignesh Arul	I will follow up with you before closing this case.	6:17:45 PM
	<i>Vignesh Arul has ended this chat session</i>	6:18:00 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details 15 Jul, 2:44:27 AM

#79436 Charles Xavier

Email: helpdesk@coretechs.it

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: GUANABOA VALE

State: Saint James

Country: JAMAICA

Chat Transcript Chat Duration : 18 Mins 44 Secs

Charles Xavier	Hello, I am your Acebuddy	15 Jul, 2:44:28 AM
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!	2:44:29 AM
	Whom Would You Like to Connect With?	2:44:29 AM
Charles Xavier	Technical Support (QB & App Hosting)	2:44:32 AM
Acebuddy	Welcome to Ace Support.	2:44:32 AM
	Please chose an option :	2:44:32 AM
Charles Xavier	I'd like to report an Issue	2:44:35 AM
Acebuddy	Please select an option!	2:44:35 AM
Charles Xavier	QuickBooks Issue	2:44:40 AM
Acebuddy		

	What type of QuickBooks Issue are you facing?	2:44:40 AM
Charles Xavier	Other QB related issue	2:44:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:44:45 AM
Charles Xavier	Remote session just says please wait	2:45:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:45:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:45:00 AM
	<i>Gurwinder Singh accepted the chat transfer request.</i>	2:46:22 AM
Charles Xavier	Hi There	2:46:39 AM
	Are you able to end session for Heather Randolph?	2:47:04 AM
	Business: CD Services	2:47:20 AM
Gurwinder Singh	Sure Charles, give me 1-2 mints please	2:47:40 AM
Charles Xavier	Thanks.	2:48:36 AM
Gurwinder Singh	This has been done.	2:48:48 AM
	Is there anything else I may help you with ?	2:48:55 AM
Charles Xavier	Okay . One sec. Try it again to see if it works as intended	2:49:04 AM
Gurwinder Singh	Sure	2:49:18 AM
Charles Xavier	All good thanks	2:49:21 AM
Gurwinder Singh	Its done	2:49:37 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:50:02 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:50:05 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/)	
	<i>Gurwinder Singh has ended this chat session</i>	3:03:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jul, 2:03:59 AM

#79523 josh.kiefer

Email: josh.kiefer@kevinbarry.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: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 52 Secs

josh.kiefer	Hello, I am your Acebuddy	17 Jul, 2:03:59 AM
Acebuddy	Hello Josh.kiefer, I'm your Ace Buddy. I'll be happy to assist you!	2:04:00 AM
	Whom Would You Like to Connect With?	2:04:00 AM
josh.kiefer	Technical Support (QB & App Hosting)	2:04:06 AM
Acebuddy	Welcome to Ace Support.	2:04:06 AM
	Please chose an option :	2:04:06 AM
josh.kiefer	I'd like to raise a Request	2:04:11 AM
Acebuddy	Please select your request type.	2:04:11 AM
josh.kiefer	Other Request	2:04:19 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.	2:04:19 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:04:19 AM
josh.kiefer	No, That'll be all!	2:04:52 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	2:04:52 AM
	<i>Acebuddy has ended this chat session</i>	2:04:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 8:32:23 PM

#79090 Jireh Mae Mendoza

Email: jireh@fintaxcpas.com

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: 1 Min 4 Secs

City: UGONG

State: Pampanga

Country: PHILIPPINES

Chat Transcript

Chat Duration : 11 Mins 17 Secs

Jireh Mae Mendoza	Hello, I am your Acebuddy	8 Jul, 8:32:23 PM
Acebuddy	Hello Jireh Mae Mendoza, I'm your Ace Buddy. I'll be happy to assist you!	8:32:24 PM
	Whom Would You Like to Connect With?	8:32:24 PM
Jireh Mae Mendoza	Managed IT	8:32:45 PM
Acebuddy	Please wait while we connect you to an available Representative.	8:32:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:32:45 PM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	8:32:56 PM
Jireh Mae Mendoza	Hello, I am trying to log in using in my RDP but it's not successful. Is there any possible outage?	8:33:37 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	8:34:04 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:35:06 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:35:14 PM
	<i>8:35:25 PM Jireh Mae Mendoza is sharing a file with you</i>	
	<i>image.png - (Size:34.27 KB)</i>	8:35:25 PM

I saw that your major outage is only for QB. Are we

*8:36:00 PM Jireh Mae Mendoza is sharing a file with you
[image.png](#) - (Size:32.2 KB)*

8:36:00 PM

this is my error message

We would like to inform you that there is currently a technical outage. We will respond to you within 30 minutes to 1 hour.

8:36:49 PM

Our team is actively working to resolve the issue.

8:36:58 PM

We sincerely apologize for any inconvenience this may have caused and greatly appreciate your patience and understanding during this time.

8:37:18 PM

Jireh Mae Mendoza Okay, is there any turnaround time? or Can it be fixed within an hour?

8:38:18 PM

Shubham Kataria Yes, our team is actively working on the issue, and it is expected to be resolved within 30 minutes to one hour.

8:39:01 PM

You may try in the meantime; however, we will update you as soon as the server is back up and running.

8:42:04 PM

Jireh Mae Mendoza Okay sure, thank you

8:42:21 PM

Shubham Kataria You're welcome, and thank you for your patience and understanding.

8:43:12 PM

Jireh Mae Mendoza thanks

8:43:21 PM

Shubham Kataria Is there anything else I may help you with ?

8:43:24 PM

Jireh Mae Mendoza no everything else is good

8:43:39 PM

Jireh Mae Mendoza has ended this chat session

8:43:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jul, 8:57:32 PM

#79593 Cesar Diaz

Email: cesardiaz98776@gmail.com **Phone:** 150499420028

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: CHOLOMA

State: Cortes

Country: HONDURAS

Chat Transcript

Chat Duration : 17 Mins 6 Secs

Cesar Diaz	Hello, I am your Acebuddy	18 Jul, 8:57:33 PM
Acebuddy	Hello Cesar Diaz, I'm your Ace Buddy. I'll be happy to assist you!	8:57:34 PM
	Whom Would You Like to Connect With?	8:57:34 PM
Cesar Diaz	Technical Support (QB & App Hosting)	8:57:37 PM
Acebuddy	Welcome to Ace Support.	8:57:37 PM
	Please chose an option :	8:57:37 PM
Cesar Diaz	I'd like to raise a Request	8:57:47 PM
Acebuddy	Please select your request type.	8:57:47 PM
Cesar Diaz	Other Request	8:57:54 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:57:54 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:57:54 PM
Cesar Diaz	Yes, I'm facing issues with my server	8:58:01 PM
Acebuddy	Please select an option!	8:58:01 PM
Cesar Diaz	Other Issue	8:58:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:58:08 PM
Cesar Diaz	please helpme to activate intercentnew\inter31	8:58:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:58:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:58:37 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	8:59:15 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	8:59:18 PM
	Hello Cesar	8:59:22 PM
Cesar Diaz	hello, please helpme to activate intercentnew\inter31	9:00:38 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name? (Edited)	9:01:39 PM
Cesar Diaz	intercentnew	9:02:04 PM
Anurag Sharma	Thanks for the confirmation !	9:03:29 PM

	Cesar, I have successfully activated the mentioned user.	9:03:41 PM
Cesar Diaz	letme a moment to check	9:04:05 PM
Anurag Sharma	Is it working now?	9:06:13 PM
	Are we still connected here?	9:06:49 PM
Cesar Diaz	yes	9:07:06 PM
	let me check	9:07:10 PM
Anurag Sharma	Okay, please check and let us know.	9:07:47 PM
	Are we still connected here?	9:10:01 PM
	Are we still connected here?	9:11:09 PM
Cesar Diaz	can u reset the password	9:11:11 PM
	<i>9:12:37 PM Anurag Sharma is sharing a file with you How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)</i>	9:12:37 PM
	<i>I would request you to please use Myportal to reset your password.</i>	
Anurag Sharma	You can refer to this SOP for the same.	9:13:01 PM
	Is there anything else I may help you with ?	9:13:06 PM
Cesar Diaz	thanks for your help	9:13:43 PM
Anurag Sharma	Thanks for the confirmation !	9:14:28 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:14:32 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:14:36 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!	9:14:38 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>Cesar Diaz has ended this chat session</i>	9:14:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 5:04:40 AM

#79185 Santa Isabel Perez

Email: sperez@synthcube.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: KINABRANAN ZONE II

State: Negros Occidental

Country: PHILIPPINES

Chat Transcript

Chat Duration : 2 Mins 47 Secs

Santa Isabel Perez	Hello, I am your Acebuddy	9 Jul, 5:04:40 AM
	her at mjpark@synthcube.com	5:06:16 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:06:17 AM
Santa Isabel Perez	wait i think the registered account owner is supposed to be Monika	5:07:06 AM
	try to contact her above email	5:07:33 AM
Abhay Kumar Saraswat	Hello Santa	5:08:14 AM
	I will be surely assisting you with this. Kindly help me with your server name or account name?	5:08:24 AM
Santa Isabel Perez	nvm thank you	5:08:40 AM
	<i>Santa Isabel Perez has ended this chat session</i>	5:08:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jul, 8:32:59 PM

#78952 kamals

Email: kamals@isifol.com 16462288500

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: 3 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 12 Secs

kamals	Hello, I am your Acebuddy	3 Jul, 8:33:01 PM
Acebuddy	Hello Kamal, I'm your Ace Buddy. I'll be happy to assist you!	8:33:02 PM
	Whom Would You Like to Connect With?	8:33:02 PM
kamals	Technical Support (QB & App Hosting)	8:33:10 PM
Acebuddy	Welcome to Ace Support.	8:33:10 PM
	Please chose an option :	8:33:10 PM
kamals	I'd like to report an Issue	8:33:17 PM
Acebuddy	Please select an option!	8:33:17 PM
kamals	Other Issue	8:33:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:33:21 PM
kamals	Ticket # 721376	8:33:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:33:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:33:38 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	8:34:49 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	8:34:53 PM

Hello Kamal	8:35:00 PM
Are we still connected here?	8:38:47 PM
Are we still connected here?	8:39:28 PM
Are we still connected here?	8:40:06 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.	8:40:08 PM
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:40:10 PM
<i>Anurag Sharma has ended this chat session</i>	8:40:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	15 Jul, 12:55:28 AM
#79396 rlangford	
Email: rlangford@roistrategies.net ☎ 14046102218	
Department: Support(QB & App Hosting)	
Operator: Abhay Kumar Saraswat	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Google Chrome	
Device: Desktop	
Average Response Time: 29 Secs	
City: ALPHARETTA	
State: Georgia	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 42 Mins 36 Secs
rlangford	Hello, I am your Acebuddy
Acebuddy	Hello Rip Langford, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rlangford	Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.	12:55:37 AM
	Please chose an option :	12:55:37 AM
rlangford	I'd like to report an Issue	12:55:43 AM
Acebuddy	Please select an option!	12:55:43 AM
rlangford	Other Issue	12:55:47 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:55:47 AM
rlangford	When i try to connect to server, the connection is never made...it just spins	12:56:13 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:56:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:56:14 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:56:38 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. (Edited)	12:56:44 AM
	Is this for account: ROI Strategies LLC ?	12:57:27 AM
rlangford	yes	12:57:36 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	12:57:44 AM
	Thanks for the confirmation !	12:57:53 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	12:58:19 AM
rlangford	not sure	12:58:33 AM
Abhay Kumar Saraswat	Okay.	12:58:41 AM
	When was the last time you attempted to log in to the server?	12:59:27 AM
rlangford	i was on earlier... just tried getting on in the last 3-5 minutes	12:59:45 AM
	It has been doing this for a month or so now...but usually after 2-3 time it will connect	1:00:10 AM
Abhay Kumar Saraswat	Okay.	1:00:23 AM
	Kindly allow me two minutes to check the same.	1:00:37 AM
	Thank you for your patience.	1:04:02 AM
	As I checked, there is some ongoing issue with the server.	1:04:45 AM
rlangford	and?	1:05:17 AM
Abhay Kumar Saraswat	We are looking into it.	1:06:00 AM
	Please be online with us.	1:06:14 AM
	We are looking on backend.	1:06:33 AM
	I apologize for the trouble you've experiencing.	1:06:48 AM

	Could you please try to login again on server? (Edited)	1:08:09 AM
rlangford	still no	1:08:38 AM
Abhay Kumar Saraswat	Okay.	1:08:54 AM
rlangford	it just spins	1:08:54 AM
Abhay Kumar Saraswat	Allow me few more minutes and let me check into it.	1:09:23 AM
	Thank you for your patience.	1:12:23 AM
	Could you please try to login again?	1:12:37 AM
rlangford	ok	1:12:42 AM
	still not working	1:13:07 AM
Abhay Kumar Saraswat	Okay.	1:13:23 AM
	Keep trying and let me know.	1:13:34 AM
	As we are making changes on backend to fix this issue.	1:14:19 AM
rlangford	still not able to	1:16:08 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes.	1:16:34 AM
	Let me jump on server.	1:16:41 AM
	Could you please try to login again?	1:19:41 AM
rlangford	still no	1:20:25 AM
Abhay Kumar Saraswat	May I take the remote access of your local computer?	1:22:06 AM
rlangford	yes, but i only have 10 mins orso	1:22:32 AM
Abhay Kumar Saraswat	No worries. I'll look into it and update you accordingly.	1:23:01 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:23:07 AM
rlangford	ok	1:23:17 AM
Abhay Kumar Saraswat	Thank you.	1:23:24 AM
	https://assist.acecloudhosting.com/join/4472778403	1:23:36 AM
	Kindly paste this link in the browser of local computer and join the session.	1:23:41 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:24:35 AM
	Thank you for your patience.	1:34:20 AM
	As we discussed over the remote session.	1:34:37 AM

We'll update you once the issue is resolved.	1:34:51 AM
Are we still connected here?	1:35:14 AM
Are we still connected here?	1:36:03 AM
This message has been deleted	1:36:50 AM
Are we still connected here?	1:37:03 AM
As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:38:03 AM
<i>Abhay Kumar Saraswat has ended this chat session</i>	1:38:06 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	15 Jul, 1:35:03 AM
#79420 Erika Senese	
Email: erika@sararayinteriordesign.com ☎ 16152546329	
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: NASHVILLE	
State: Tennessee	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 30 Mins 52 Secs
Erika Senese	Hello, I am your Acebuddy
Acebuddy	Hello Erika Senese, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Erika Senese	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :	1:35:11 AM
Erika Senese	I'd like to report an Issue	1:35:19 AM
Acebuddy	Please select an option!	1:35:19 AM
Erika Senese	QuickBooks Issue	1:35:23 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:35:23 AM
Erika Senese	QuickBooks Login Issue	1:35:28 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	1:35:28 AM
	Was that helpful?	1:35:28 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:05:56 AM
	<i>Ended due to chat idle timeout</i>	2:05:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 6:54:59 PM

#79364 Ludmila Lopez

Email: ludmila@promeniq.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: MARIETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 12 Secs

Ludmila Lopez

Hello, I am your Acebuddy

14 Jul, 6:55:00 PM

Acebuddy	Hello Ludmila Lopez, I'm your Ace Buddy. I'll be happy to assist you!	6:55:01 PM
	Whom Would You Like to Connect With?	6:55:01 PM
Ludmila Lopez	Technical Support (QB & App Hosting)	6:55:10 PM
Acebuddy	Welcome to Ace Support.	6:55:10 PM
	Please chose an option :	6:55:10 PM
Ludmila Lopez	I'd like to report an Issue	6:55:18 PM
Acebuddy	Please select an option!	6:55:18 PM
Ludmila Lopez	Password Reset	6:55:23 PM
Acebuddy	Please select an option below	6:55:23 PM
Ludmila Lopez	Already Enrolled to Selfcare Portal	6:55:31 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	6:55:31 PM
	Do you need any further assistance on the topic?	6:55:31 PM
Ludmila Lopez	Yes	6:55:36 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:55:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:55:36 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	6:55:52 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	6:55:58 PM
Ludmila Lopez	I rest my PW and it is not working.	6:56:12 PM
	Can you assist?	6:56:22 PM
Ashutosh Mishra	Hello Ludmila, I will be surely assisting you with this. Kindly help me with your server name and user name?	6:56:49 PM
Ludmila Lopez	not sure what that is?	6:58:27 PM
Ashutosh Mishra	Is the business name Promeniq?	6:58:47 PM
Ludmila Lopez	myrealdatal.net	6:58:53 PM
	RD Gateway Server	6:59:26 PM
	yes	6:59:38 PM
	my user name is Ludmila.L	6:59:52 PM
Ashutosh Mishra	Thanks for the confirmation !	7:00:33 PM
	Kindly allow me two minutes to check the same.	7:00:39 PM
Ludmila Lopez	ok	7:01:00 PM
Ashutosh Mishra	Thank you for your patience.	7:05:56 PM
	I have checked from backend and the account is active and shouldn't have any issues.	7:08:15 PM

	May I take the remote access of your local computer?	7:08:19 PM
Ludmila Lopez	yes	7:08:47 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	7:09:42 PM
Ludmila Lopez	ok	7:10:00 PM
	Are you accessing?	7:11:58 PM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	7:12:08 PM
	https://assist.acecloudhosting.com/join/3082208802	7:12:12 PM
	Yes please accept all the prompts that you get on the screen.	7:12:27 PM
Ludmila Lopez	is it working?	7:13:33 PM
Ashutosh Mishra	Yes we are connected on remote session now.	7:15:45 PM
	As per discussion over the remote session, The issue is resolved by resetting the password from Self Care Portal.	7:24:32 PM
Ludmila Lopez	Passwaord has been updated	7:25:46 PM
Ashutosh Mishra	Is there anything else I may help you with ?	7:25:50 PM
Ludmila Lopez	no thanks for your help	7:26:02 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:26:07 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:26:10 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>Ashutosh Mishra has ended this chat session</i>	7:26:12 PM



Chat Transcript

Hello, I am your Acebuddy

11 Jul, 6:05:20 AM

Visitor Details

#79291 johnathon

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

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: PENSACOLA

State: Florida

Country: UNITED STATES

Chat Duration : 40 Mins 26 Secs

Chat Transcript

johnathon	Hello, I am your Acebuddy	11 Jul, 6:05:21 AM
Acebuddy	Hello Johnathan Patty, I'm your Ace Buddy. I'll be happy to assist you!	6:05:22 AM
	Whom Would You Like to Connect With?	6:05:22 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.	6:45:48 AM
	<i>Ended due to chat idle timeout</i>	6:45:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 9:03:05 PM

#79101 ROSE DE LA LLANA

Email: rosedelallana@gmail.com 7879994901

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: CAROLINA

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 38 Mins 39 Secs

ROSE DE LA LLANA	Hello, I am your Acebuddy	8 Jul, 9:03:06 PM
Acebuddy	Hello Rose De La Llana, I'm your Ace Buddy. I'll be happy to assist you!	9:03:06 PM
	Whom Would You Like to Connect With?	9:03:06 PM
ROSE DE LA LLANA	Technical Support (QB & App Hosting)	9:03:10 PM
Acebuddy	Welcome to Ace Support.	9:03:10 PM
	[]	9:03:10 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	9:03:10 PM
	Are you also experiencing issues related to server connectivity?	9:03:10 PM
ROSE DE LA LLANA	No, I'd like to report another Issue	9:03:21 PM
Acebuddy	Please chose an option :	9:03:21 PM
ROSE DE LA LLANA	I'd like to report an Issue	9:03:25 PM
Acebuddy	Please select an option!	9:03:26 PM
ROSE DE LA LLANA	Password Reset	9:03:30 PM
Acebuddy	Please select an option below	9:03:30 PM
ROSE DE LA LLANA	Already Enrolled to Selfcare Portal	9:03:34 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:03:34 PM
	Do you need any further assistance on the topic?	9:03:34 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:41:45 PM
	<i>Ended due to chat idle timeout</i>	9:41:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 1:36:55 PM

#79497 sjain

Email: sjain@tippsfloor.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: NERUL NODE-II

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 18 Mins 9 Secs

sjain	Hello, I am your Acebuddy	16 Jul, 1:36:56 PM
Acebuddy	Hello Sonal Jain, I'm your Ace Buddy. I'll be happy to assist you!	1:36:57 PM
	Whom Would You Like to Connect With?	1:36:57 PM
sjain	Technical Support (QB & App Hosting)	1:37:05 PM
Acebuddy	Welcome to Ace Support.	1:37:05 PM
	Please chose an option :	1:37:05 PM
sjain	I'd like to report an Issue	1:37:13 PM
Acebuddy	Please select an option!	1:37:13 PM
sjain	QuickBooks Issue	1:37:19 PM
Acebuddy	What type of QuickBooks Issue are you facing?	1:37:19 PM
sjain	Other QB related issue	1:37:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:37:27 PM
	<i>1:38:34 PM sjain is sharing a file with you QB_error.docx - (Size:88.53 KB)</i>	1:38:34 PM
	<i>While I open QB, I continuously get this error</i>	
	Please wait while we connect you to a Support Representative	1:38:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:38:34 PM
	<i>Tushar accepted the chat transfer request.</i>	1:39:32 PM

	<i>Tushar is transferring the chat to Shivam Singh.</i>	1:39:44 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	1:39:48 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	1:40:00 PM
	Could you please share the screenshot as I am unable to see the document file.	1:40:55 PM
	Are we connected here?	1:43:09 PM
sjain	Yes, please wait i will share you pdf	1:43:46 PM
Shivam Singh	Sure, take your time	1:44:46 PM
	<i>1:45:12 PM sjain is sharing a file with you QB error.pdf - (Size:184.35 KB)</i>	1:45:12 PM
	<i>FYI</i>	
	Actually, it is the license detail page often triggers with F2 key.	1:46:39 PM
sjain	How to get out of it?	1:47:03 PM
Shivam Singh	You could simply click on "ok"	1:47:06 PM
sjain	even after clicking ok, it triggers again and again	1:47:34 PM
Shivam Singh	Could you please open it again?	1:48:08 PM
	If it still persists, I will take remote and see what is triggering the prompt. Also, Is it only affecting you or other users as well ?	1:49:07 PM
	Are we connected here?	1:50:56 PM
	Are we still connected here?	1:52:15 PM
sjain	yes	1:52:34 PM
Shivam Singh	Could you please confirm after checking whether you are still getting it.	1:53:38 PM
sjain	its not triggering currently	1:53:47 PM
Shivam Singh	Great.	1:54:00 PM
	Sonal, Is there anything else I may help you with?	1:54:10 PM
sjain	let me get back to you again if i face any further issue	1:54:22 PM
Shivam Singh	That's okay, we are here for help	1:54:41 PM
sjain	Thank you, Shivam.	1:54:45 PM
Shivam 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.	1:54:52 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:55:01 PM

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

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

Shivam Singh has ended this chat session

1:55:06 PM



Chat Transcript

i can't log in this morning

14 Jul, 6:49:23 PM

Visitor Details

#79362 Chelcie Strode

Email: chelcie@leavenwortheande.com ☎ 15098811372

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 42 Secs

City: WHITEHALL

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 20 Secs

Chelcie Strode	i can't log in this morning	14 Jul, 6:49:24 PM
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	6:49:26 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>	6:49:50 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	6:50:13 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	6:50:20 PM
	Hello Chelcie, I will be surely assisting you with this. Kindly help me with your server name and user name?	6:50:37 PM
Chelcie Strode	chelciestrode@myrealdata.net	6:51:19 PM

Ashutosh Mishra	I understand the business name is Leavenworth Electric & Excavation.	6:53:20 PM
Chelcie Strode	yes	6:54:32 PM
Ashutosh Mishra	The server is accessible from backend, please share any screenshot to identify the issue.	6:54:33 PM
Chelcie Strode	ok\	6:55:07 PM
	<i>6:56:09 PM Chelcie Strode is sharing a file with you image.png - (Size:45.61 KB)</i>	6:56:09 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	6:56:27 PM
	May I take the remote access of your local computer?	6:58:55 PM
Chelcie Strode	yes	6:59:01 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	6:59:40 PM
Chelcie Strode	ok	6:59:51 PM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	7:00:22 PM
	https://assist.acecloudhosting.com/join/8452559867	7:00:23 PM
Chelcie Strode	thanks	7:07:16 PM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by reconfiguring the gateway settings.	7:07:24 PM
	Is there anything else I may help you with ?	7:07:27 PM
Chelcie Strode	no	7:07:34 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:07:39 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:07:42 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/)	
Chelcie Strode	thanks	7:07:44 PM
	<i>Ashutosh Mishra has ended this chat session</i>	7:07:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 10:23:30 PM

#78909 hfraser

Email: hfraser@gcstechs.com  117802396815

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: 16 Secs

City: DARTMOUTH

State: Nova Scotia

Country: CANADA

Chat Transcript

Chat Duration : 13 Mins 27 Secs

hfraser	Hello, I am your Acebuddy	2 Jul, 10:23:30 PM
Acebuddy	Hello Hfraser, I'm your Ace Buddy. I'll be happy to assist you!	10:23:31 PM
	Whom Would You Like to Connect With?	10:23:31 PM
hfraser	Technical Support (QB & App Hosting)	10:23:35 PM
Acebuddy	Welcome to Ace Support.	10:23:35 PM
	Please chose an option :	10:23:35 PM
hfraser	I'd like to raise a Request	10:23:41 PM
Acebuddy	Please select your request type.	10:23:41 PM
hfraser	Application Update	10:23:48 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	10:23:48 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	10:23:48 PM
hfraser	Yes	10:23:53 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:23:53 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:23:53 PM
	<i>Gaurav Kumar declined the transfer request.</i>	10:24:44 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:25:21 PM
	<i>Manish Singh is transferring the chat to Anurag Sharma.</i>	10:25:32 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:25:56 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:25:59 PM
	Hello	10:26:08 PM
hfraser	Hi Anurag, I need my quickbooks updated. Every time there is a payroll update, it does not allow me to update it myself	10:27:16 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:27:21 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:27:27 PM
hfraser	Genesis.myreldata HannahFra	10:28:40 PM
Anurag Sharma	Thanks for the confirmation !	10:29:25 PM
	Hannah as I can check there are active users on the server right now. And to update the QB pro 2024 application on the server. We would need to ask all the users to log off from the server for around 30 minutes.	10:30:35 PM
hfraser	ok, logged off	10:30:54 PM
Anurag Sharma	We can also schedule this QB update during the night hours when users are less active on the server.	10:31:07 PM
hfraser	No, I need this to run payroll today	10:31:18 PM
Anurag Sharma	Okay no problem	10:31:24 PM
	Please confirm if I can log all the users off from the server?	10:31:36 PM
hfraser	Yes, you can	10:31:46 PM
Anurag Sharma	Thanks for the confirmation !	10:31:53 PM
	I will update you via email once this update is completed.	10:32:04 PM
	Is there anything else I may help you with ?	10:32:06 PM
hfraser	Yes, can you see why I am unable to update this myself? When i try, I receive an error code in the maintenance updates section, I believe it is because of the shared location where the updates are. If that could be fixed, that would be lovely	10:33:15 PM
Anurag Sharma	Actually, you do not have the admin rights on the server which is prohibiting you to update the application on the server.	10:33:23 PM
hfraser	I should have the admin rights, I am the main user. I believe I spoke to someone about this last time this happened & it was supposed to be changed.	10:34:38 PM
Anurag Sharma	We can surely provide you the admin rights on the server. But for that we would require an approval from the primary contact on email.	10:34:56 PM
	If you wish to have the admin right, we can do one thing. After completing this QB update on the	

server, I will send you an email. You can just revert back to that email with the request of admin rights on the server.

10:35:43 PM

hfraser That would be lovely, thank you

10:36:14 PM

Anurag Sharma Is there anything else I may help you with ?

10:36:34 PM

hfraser No, that will be everything

10:36:43 PM

Anurag Sharma Thanks for the confirmation !

10:36:50 PM

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

10:36:52 PM

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

10:36:54 PM

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

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

Thanks!

10:36:56 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/>)

Anurag Sharma has ended this chat session

10:36:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jul, 9:51:05 PM

#79552 amciver

Email: amciver@nfppartners.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: 38 Secs

City: BROCKTON

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 9 Secs

amciver	Hello, I am your Acebuddy	17 Jul, 9:51:06 PM
Acebuddy	Hello Alyse Mciver, I'm your Ace Buddy. I'll be happy to assist you!	9:51:07 PM
	Whom Would You Like to Connect With?	9:51:07 PM
amciver	Technical Support (QB & App Hosting)	9:51:11 PM
Acebuddy	Welcome to Ace Support.	9:51:11 PM
	Please chose an option :	9:51:11 PM
amciver	I'd like to raise a Request	9:51:19 PM
Acebuddy	Please select your request type.	9:51:19 PM
amciver	Setup Ace Server	9:51:23 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	9:51:23 PM
amciver	Microsoft Windows	9:51:30 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	9:51:30 PM
	Do you need any further assistance on the topic?	9:51:30 PM
amciver	Yes	9:51:47 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:51:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:51:47 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	9:52:13 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	9:52:15 PM
	Hello Alyse	9:52:20 PM
amciver	Hi! I previously had ACE access and when I got a new work laptop, I have not been able to access ACE since	9:52:51 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	9:53:44 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:53:52 PM
amciver	I work for NFP Partners, my username should be my company email amciver@nfppartners.com. I am not sure how to find server name	9:54:37 PM
Anurag Sharma	Please confirm if your username is Alyse.M@myreldata.net	9:55:22 PM
amciver		

	how would I find that info?	9:55:37 PM
	yes I can confirm that	9:56:40 PM
	I just found the email from November	9:56:44 PM
Anurag Sharma	Thanks for the confirmation !	9:56:46 PM
	So you need to setup the RDP in your laptop right?	9:57:09 PM
amciver	yes please	9:57:59 PM
Anurag Sharma	Thanks for the confirmation !	9:58:15 PM
	May I take the remote access of your local computer?	9:58:20 PM
amciver	yes	9:58:43 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	9:58:52 PM
	https://assist.acecloudhosting.com/join/8512904320	9:59:06 PM
	Kindly paste this link in the browser of local computer and join the session.	9:59:12 PM
amciver	ok all set	10:01:14 PM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:02:29 PM
	Please enter the password in the remote session	10:05:43 PM
	I would request you to please ask Laura to reset your password via Myportal and then try to login into the server.	10:10:37 PM
	If you or Laura face any issues with resetting the password. Then you can email us and we will be happy to assist you futher.	10:11:40 PM
	Is there anything else I may help you with ?	10:11:42 PM
	Are we still connected here?	10:12:05 PM
	Are we still connected here?	10:13:06 PM
	Are we still connected here?	10:13:09 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:13:10 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:13:12 PM
	<i>Anurag Sharma has ended this chat session</i>	10:13:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jul, 7:26:41 PM

#79585 Roberto

Email: roberto@lopezramoscpa.com ☎ 17873096343

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: SAN JUAN

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 42 Mins 40 Secs

Roberto	Hello, I am your Acebuddy	18 Jul, 7:26:42 PM
Acebuddy	Hello Roberto, I'm your Ace Buddy. I'll be happy to assist you!	7:26:42 PM
	Whom Would You Like to Connect With?	7:26:42 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:09:22 PM
	<i>Ended due to chat idle timeout</i>	8:09:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jul, 3:52:23 AM

#78844 Tami Linton

Email: accounting@starchase.com ☎ 757-802-4434

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: 45 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Duration : 22 Mins 49 Secs

Chat Transcript

Tami Linton	Hello, I am your Acebuddy	1 Jul, 3:52:24 AM
Acebuddy	Hello Tami Linton, I'm your Ace Buddy. I'll be happy to assist you!	3:52:25 AM
	Whom Would You Like to Connect With?	3:52:25 AM
Tami Linton	Technical Support (QB & App Hosting)	3:52:32 AM
Acebuddy	Welcome to Ace Support.	3:52:32 AM
	Please chose an option :	3:52:32 AM
Tami Linton	I'd like to report an Issue	3:52:38 AM
Acebuddy	Please select an option!	3:52:38 AM
Tami Linton	QuickBooks Issue	3:52:42 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:52:42 AM
Tami Linton	Other QB related issue	3:52:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:52:49 AM
Tami Linton	All reports and QB download documents are saved on the virtual server using a folder called Ace Shared - which can also be accessed via the C: Drive. On my local laptop desktop, I have the same folder I can then open on my local computer. This link no lon	3:54:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:54:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:54:52 AM
Tami Linton	This link no longer works	3:55:00 AM
	<i>Yash Ahi accepted the chat transfer request.</i>	3:55:25 AM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	3:55:30 AM
	Hi Tami. How are you doing today?	3:55:36 AM
Tami Linton	ok	3:55:39 AM
Yash Ahi	I will surely help you with this issue.	3:56:03 AM

	Could you please help me with your server name or business name?	3:56:09 AM
Tami Linton	Computer: StarChaseLLC.myrealdata.net	3:56:22 AM
	User name: MYREALDATA\TamiLi	3:56:28 AM
Yash Ahi	Thankyou for the information.	3:57:12 AM
	Kindly allow me two minutes to check the same.	3:57:15 AM
	Alright.	3:58:08 AM
	May I take the remote access of your local computer?	3:58:13 AM
	Can you show me the issue?	3:58:21 AM
Tami Linton	yes	3:59:13 AM
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.	3:59:31 AM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2502685650	4:00:09 AM
Tami Linton	ok	4:00:09 AM
	Ace Share is fine on my local, but on the remote desktop, it is saving I don't have access	4:01:26 AM
Yash Ahi	Can you share a screenshot?	4:02:26 AM
	As I need to see that to understand and troubleshoot.	4:02:43 AM
	<i>4:03:19 AM Tami Linton is sharing a file with you <u>1_image.png</u> - (Size:122.37 KB)</i>	4:03:19 AM
Tami Linton	this is from my local computer	4:03:26 AM
	those are files from QB I have downloaded and saved from the remote server	4:03:38 AM
Yash Ahi	Please approve the session as well.	4:03:57 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.	4:04:30 AM
	As discussed over the remote session, the issue has been resolved	4:14:58 AM
	We are now closing this chat.	4:15:04 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:15:07 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	4:15:09 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

Yash Ahi has ended this chat session

4:15:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 10:39:13 PM

#79389 katie hyatt

Email: khyatt@ecsiny.com 5854652132

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: WEST HENRIETTA

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 47 Secs

katie hyatt	Hello, I am your Acebuddy	14 Jul, 10:39:14 PM
Acebuddy	Hello Katie Hyatt, I'm your Ace Buddy. I'll be happy to assist you!	10:39:15 PM
	Whom Would You Like to Connect With?	10:39:15 PM
katie hyatt	Technical Support (QB & App Hosting)	10:39:21 PM
Acebuddy	Welcome to Ace Support.	10:39:21 PM
	Please chose an option :	10:39:21 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:17:01 PM
	<i>Ended due to chat idle timeout</i>	11:17:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 7:49:41 PM

#79994 Feiyan He

Email: feiyan@fridgewize.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SHAWNEE

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 16 Secs

Feiyan He	Hello, I am your Acebuddy	31 Jul, 7:49:42 PM
Acebuddy	Hello Feiyan He, I'm your Ace Buddy. I'll be happy to assist you!	7:49:43 PM
	Whom Would You Like to Connect With?	7:49:43 PM
Feiyan He	Technical Support (QB & App Hosting)	7:50:07 PM
Acebuddy	Welcome to Ace Support.	7:50:07 PM
	Please chose an option :	7:50:07 PM
Feiyan He	I'd like to raise a Request	7:50:42 PM
Acebuddy	Please select your request type.	7:50:42 PM
Feiyan He	Other Request	7:51:08 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:51:08 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:51:08 PM
<i>Feiyan He has ended this chat session</i>		7:51:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jul, 9:41:32 AM

#78932 Yves Marasigan

Email: ymarasigan@owens.com ☎ 8134227786

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: TAIPEI

State: Taipei City

Country: TAIWAN PROVINCE OF CHINA

Chat Transcript

Chat Duration : 29 Mins 50 Secs

Yves Marasigan	Hello, I am your Acebuddy	3 Jul, 9:41:34 AM
Acebuddy	Hello Yves Marasigan, I'm your Ace Buddy. I'll be happy to assist you!	9:41:35 AM
	Whom Would You Like to Connect With?	9:41:35 AM
Yves Marasigan	Technical Support (QB & App Hosting)	9:41:43 AM
Acebuddy	Welcome to Ace Support.	9:41:43 AM
	Please chose an option :	9:41:43 AM
Yves Marasigan	I'd like to report an Issue	9:45:21 AM
Acebuddy	Please select an option!	9:45:21 AM
Yves Marasigan	QuickBooks Issue	9:45:24 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:45:24 AM
Yves Marasigan	QuickBooks Update	9:45:33 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	9:45:33 AM

	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if needed and share a confirmation via email.	9:45:33 AM
	Do you need any further assistance on the topic?	9:45:33 AM
Yves Marasigan	Yes	9:45:45 AM
Acebuddy	Please wait while we connect you to our Support Representative	9:45:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:45:45 AM
	<i>Ayush kumar accepted the chat transfer request.</i>	9:47:41 AM
	<i>Ayush kumar is transferring the chat to Ankit.</i>	9:48:11 AM
	<i>Ankit accepted the chat transfer request.</i>	9:48:14 AM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	9:48:26 AM
	Hello Yves, How are you doing today?	9:49:01 AM
Yves Marasigan	Fine, thank you!	9:49:33 AM
	<i>9:50:01 AM Yves Marasigan is sharing a file with you <u>1_image.png</u> - (Size:45.33 KB)</i>	9:50:01 AM
	we got this notification upon opening quickbooks.	9:50:02 AM
Ankit	I deeply apologize for the inconvenience caused to you.	9:50:15 AM
	I will be surely assisting you with this. Kindly help me with your server name and username?	9:50:25 AM
Yves Marasigan	Could you please confirm if this is a major update or just a patch for the 2024 version of quickbooks	9:50:44 AM
	MYREALDATA\IT_OOL	9:51:04 AM
Ankit	Thank you for the information and allow 2 minutes to check the same.	9:51:53 AM
Yves Marasigan	ok'\	9:51:59 AM
Ankit	Thank you for your patience. It appears that a pending update is available for QuickBooks 2024. Installing this update will ensure you have the latest release.	9:54:01 AM
	This might take 5-6 min for me to update the application.	9:54:42 AM
Yves Marasigan	please hold on	9:55:04 AM
	before you proceed with the update, we would like to have a complete backup of our server	9:55:21 AM
	similar to this request: Ticket ID: 682436	9:55:35 AM
Ankit	We have a complete backup of your server for the past 45 days. Additionally, these updates are for the QuickBooks application and will not impact your QuickBooks company files.	9:56:36 AM
	Let me check the ticket, allow me 2-3 min.	9:57:04 AM
	Thank you for waiting.	
	Okay, we will take a snapshot before proceeding with the update to ensure a recovery point is	9:59:52 AM

	available if needed. Do you have a preferred time to schedule the update?	
Yves Marasigan	How many minutes for the backup?	10:02:07 AM
	We would like to start it now, then proceed with the update right after it.	10:02:26 AM
Ankit	The complete process may take approximately 20-30 minutes.	10:03:24 AM
Yves Marasigan	lastly, just to confirm, we can revert from the backup in case any issue arise after the quickbooks update?	10:04:27 AM
Ankit	Yes, we can restore the backup to its original state as it was at the time it was created. I can create the backup and then proceed with updating the application. Once the task is completed, we will notify you via email.	10:05:42 AM
Yves Marasigan	could you please give me an estimated time of the completion? I need it to relay to my lead as we need to make sure that quickbooks is already up and running by 4:00AM EST it's 12:38AM EST now	10:08:00 AM 10:08:15 AM
Ankit	The complete process may take approximately 20-30 minutes. We also request that all users log out from the server during this time, as any changes made after the snapshot is taken will not be retained if a restore is required.	10:09:15 AM
Yves Marasigan	Great, logged out already You can proceed now	10:09:43 AM 10:09:50 AM
Ankit	Thank you . Is there anything else I may help you with ?	10:10:02 AM 10:10:06 AM
Yves Marasigan	that's all for now, thank you Ankit. Please keep us posted.	10:10:30 AM
Ankit	Sure, I will. Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:10:55 AM 10:11:00 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!	10:11:12 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>Ankit has ended this chat session</i>	10:11:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 9:56:01 PM

#79263 David Jimenez

Email: david@rcstructures.com  3477939306

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: ROSLYN

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 13 Secs

David Jimenez	Hello, I am your Acebuddy	10 Jul, 9:56:02 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	9:56:02 PM
	Whom Would You Like to Connect With?	9:56:02 PM
David Jimenez	Technical Support (QB & App Hosting)	9:56:05 PM
Acebuddy	Welcome to Ace Support.	9:56:05 PM
	Please chose an option :	9:56:05 PM
David Jimenez	I'd like to report an Issue	9:56:10 PM
Acebuddy	Please select an option!	9:56:10 PM
David Jimenez	QuickBooks Issue	9:56:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:56:14 PM
David Jimenez	QuickBooks Login Issue	9:56:18 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:56:18 PM
	Was that helpful?	9:56:18 PM
David Jimenez	No	9:56:23 PM

Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:56:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:56:28 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:56:57 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:57:03 PM
David Jimenez	We just upgraded our QB Software to Enterprise and i am having a problem opening one of our company files. i'm getting Error: -6123,0	9:57:36 PM
	Quickbooks can't open your company file	9:57:51 PM
Manish Singh	I will surely help you with this issue.	9:57:51 PM
	May I take the remote access of your server?	9:58:05 PM
David Jimenez	Yes	9:58:10 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:58:14 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:58:44 PM
David Jimenez	ok	9:58:59 PM
	The company file i'm trying to open is RC Leasing	9:59:48 PM
Manish Singh	Checking please wait.	10:01:54 PM
	Is there anything else I may help you with ?	10:09:39 PM
David Jimenez	That's it. Thank You!!	10:09:55 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.	10:09:58 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:10:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:10:12 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>	10:10:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 6:06:04 PM

#78897 help

Email: help@triadcyersolutions.com 3362999989

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min

City: ORANGEBURG

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 6 Mins

help	Hello, I am your Acebuddy	2 Jul, 6:06:05 PM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	6:06:06 PM
	Whom Would You Like to Connect With?	6:06:06 PM
help	Managed IT	6:06:09 PM
Acebuddy	Please wait while we connect you to an available Representative.	6:06:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:06:09 PM
	<i>Deepak Taneja declined the transfer request.</i>	6:06:13 PM
	<i>Suneetha Barre accepted the chat transfer request.</i>	6:06:18 PM
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?	6:06:33 PM
help	Re:[## 724701 ##]	6:06:59 PM
	no email as they said upgradation need only three hours its more than 12 hrs and no email from them	6:07:46 PM
Suneetha Barre	Sorry for the inconvenience caused to you. Thank you for sharing the reference ticket ID with us	6:09:04 PM
	Kindly allow me to transfer this chat to concerned team	6:09:29 PM
help	be fast no extra msgs\	6:09:30 PM

	give me the result	6:09:36 PM
	asap	6:09:38 PM
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>	6:09:54 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:10:27 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:10:48 PM
	Please allow me two minutes so that I can look into it.	6:11:51 PM
help	what do you mean to look	6:14:05 PM
	its 12 hours past and the server is still at 2016 version	6:14:28 PM
	what you guys arree doint	6:14:47 PM
Anjainay Singh	Our escalation team is working on it .	6:15:07 PM
help	like for 12 hours??	6:15:40 PM
Anjainay Singh	I totally understand your frustration.	6:15:42 PM
help	you guys think this is somethingreally normal?	6:16:00 PM
	your sever have a bundle of issues	6:16:27 PM
Anjainay Singh	I am taking responsibility on your behalf that it will be resolved urgently.	6:16:28 PM
help	why its noting done when you guys asked for only three hours	6:16:50 PM
	why its not been upgraded to 2022	6:17:12 PM
	I need a proper answer	6:17:20 PM
Anjainay Singh	Sure.	6:17:29 PM
help	ask them to answer	6:18:10 PM
	im waiting here	6:18:18 PM
Anjainay Singh	I am working on it with the escalation team so I can provide you right information.	6:19:43 PM
help	yes please im waiting	6:20:00 PM
	user is exhausted	6:20:08 PM
	he is like on firs	6:20:18 PM
	fire	6:20:27 PM
Anjainay Singh	Yes I can understand your situation.	6:20:40 PM
help	and the most terrible thing is you guys didnot send any email that whats going on	6:21:05 PM
	so I can handle the user accordingly	6:21:30 PM
Anjainay Singh	I completely understand your frustration, and I assure you that I will provide a solution that will get your production work back on track. I will also share a detailed summary of the backend tasks performed. For now, I just need your confirmation on whether the issue was caused by the Adobe-related work.	6:24:21 PM

help	i dont get you please can you state it clear	6:25:07 PM
Anjainay Singh	Just to assure you that I am installing the adobe acrobat version for you on the server so that the users can start their work. (Edited)	6:26:15 PM
help	yes the free one	6:26:46 PM
	also yerstaday they were saying that it has compatibility issues	6:27:14 PM
	also its give weird popups related to macfee	6:27:34 PM
Anjainay Singh	I understand.	6:27:59 PM
	Please give me 5-8 minutes to get this done for you.	6:28:19 PM
help	i dont need any popups	6:28:50 PM
Anjainay Singh	I have downloaded the free version on server which is compatible with Windows 2016 version.	6:33:16 PM
	Please access and let me know the outcome.	6:33:31 PM
	Please do not login adobe with any credentials.	6:35:02 PM
help	ok	6:35:18 PM
Anjainay Singh	Thankyou.	6:35:42 PM
	Could you please confirm the status?	6:38:23 PM
	Are we still connected here?	6:40:53 PM
	Are we still connected here?	6:42:34 PM
	Are we still connected here?	6:44:24 PM
help	yes	6:45:42 PM
	wait	6:45:50 PM
Anjainay Singh	Sure.	6:45:55 PM
help	make this as default app	6:46:32 PM
	to open pdf	6:46:37 PM
Anjainay Singh	Sure.	6:47:14 PM
help	let me know once done	6:48:07 PM
Anjainay Singh	It is already set to default .	6:48:37 PM
	<i>6:48:52 PM Anjainay Singh is sharing a file with you image.png - (Size:3.95 KB)</i>	6:48:52 PM
	<i>6:49:13 PM help is sharing a file with you image.png - (Size:30.81 KB)</i>	6:49:13 PM
help	then why its set to chrome	6:49:34 PM
Anjainay Singh	May I take the remote access of your server?	6:50:17 PM
help	yes	6:51:39 PM

Anjainay Singh	Could you please confirm your username?	6:52:15 PM
help	no need its ok now	6:53:31 PM
Anjainay Singh	I am happy it is resolved.	6:53:50 PM
help	the server is showing low disk space	6:54:14 PM
Anjainay Singh	Yes , I will clear unwanted space increase the space and will let you over a email.	6:54:54 PM
help	can you do now	6:56:03 PM
	i can wait	6:56:09 PM
Anjainay Singh	Sure.	6:56:16 PM
help	as I want to give the user a issue free session	6:56:28 PM
Anjainay Singh	Please allow me 4-5 minutes so that I can do it for you.	6:57:03 PM
	I am clearing space.	7:01:24 PM
help	ok	7:01:30 PM
Anjainay Singh	As I have found that user folder is consuming almost 194.3 GB space.	7:04:16 PM
help	clear temp files	7:04:45 PM
	cache	7:04:49 PM
	all that	7:04:52 PM
Anjainay Singh	I cleared 2 GB space.	7:06:00 PM
	I have increased 5 GB space from my side.	7:06:51 PM
	Now the available space is 33.07 GB.	7:07:15 PM
	I have cleared another 1 GB .	7:08:45 PM
	Are we still connected here?	7:09:07 PM
	I have increased the free space from 24 GB to 40 GB.	7:10:11 PM
	It is sufficient for server working.	7:10:30 PM
	Are we still connected here?	7:11:30 PM
help	ok thanks	7:11:44 PM
Anjainay Singh	Is there anything else I may help you with ?	7:11:52 PM
help	appreciate your help today	7:11:59 PM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	7:12:05 PM
help	nope all good	7:12:08 PM
	sure I will	7:12:16 PM
Anjainay Singh	Its my pleasure assisting you.	7:12:29 PM

I will also share the ticket id with you over the mail once this chat is disconnected.

7:12:35 PM

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

7:12:47 PM

help has ended this chat session

7:12:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jul, 1:15:16 AM

#79904 Lee K

Email: management@midwaycm.com 18479713301

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: DARIEN

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 13 Secs

Lee K	Hello, I am your Acebuddy	30 Jul, 1:15:17 AM
Acebuddy	Hello Management, I'm your Ace Buddy. I'll be happy to assist you!	1:15:17 AM
	Whom Would You Like to Connect With?	1:15:17 AM
Lee K	Technical Support (QB & App Hosting)	1:15:20 AM
Acebuddy	Welcome to Ace Support.	1:15:20 AM
	Please chose an option :	1:15:20 AM
Lee K	I'd like to report an Issue	1:15:28 AM
Acebuddy	Please select an option!	1:15:28 AM
Lee K	Password Reset	1:16:32 AM

Acebuddy	Please select an option below	1:16:32 AM
Lee K	Already Enrolled to Selfcare Portal	1:16:37 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:16:37 AM
	Do you need any further assistance on the topic?	1:16:37 AM
Lee K	Yes	1:16:42 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:16:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:16:42 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:17:02 AM
	<i>Yash Kalra is transferring the chat to Sanyam Madan.</i>	1:17:13 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:17:17 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:17:30 AM
	Hello , how are you doing	1:18:10 AM
Lee K	Hi	1:18:45 AM
	My password for my remote servier is not working	1:19:11 AM
	I think I need to get it reset	1:19:25 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:19:29 AM
Lee K	LeeK.q14	1:19:53 AM
Sanyam Madan	Please send us an email from the registered email address at support@acecloudhosting.com so that we can proceed with the password reset request right away	1:20:19 AM
	may I confirm if it has been sent?	1:21:59 AM
	Are we connected here?	1:23:18 AM
Lee K	Hi yes	1:24:57 AM
	I am sending email now	1:25:01 AM
Sanyam Madan	Okay cool, please let me know once you will send it	1:25:30 AM
Lee K	Just sent	1:26:12 AM
Sanyam Madan	Kindly allow me two minutes to reset your password .	1:26:47 AM
	Please stay on the chat	1:26:57 AM
	I've just sent you the password reset link via email.	1:29:41 AM
Lee K	I got an email that it got reset	1:29:44 AM
Sanyam Madan	Is there anything else I may help you with ?	1:29:48 AM
Lee K	Let me confirm I can reset it	1:30:19 AM
Sanyam Madan	yes sure	1:30:27 AM

Lee K	Hi yes it works	1:31:40 AM
	thank you	1:31:40 AM
Sanyam Madan	Is there anything else I may help you with?	1:32:12 AM
	Are we still connected here?	1:33:52 AM
Lee K	yes	1:34:16 AM
	eveyrthing is good	1:34:18 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:34:23 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:34:28 AM
	<i>Sanyam Madan has ended this chat session</i>	1:34:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Jul, 1:27:56 AM

#79317 support

Email: support@haamail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 1 Sec

support	Hello, I am your Acebuddy	12 Jul, 1:27:57 AM
Acebuddy	Hello Chandra Berry, I'm your Ace Buddy. I'll be happy to assist you!	1:27:58 AM
	Whom Would You Like to Connect With?	1:27:58 AM

support	Technical Support (QB & App Hosting)	1:28:04 AM
Acebuddy	Welcome to Ace Support.	1:28:04 AM
	Please chose an option :	1:28:04 AM
support	I'd like to raise a Request	1:28:11 AM
Acebuddy	Please select your request type.	1:28:11 AM
support	Change in Applications	1:28:41 AM
Acebuddy	Please select your desired option!	1:28:41 AM
support	Application Addition	1:28:47 AM
Acebuddy	Please select your Application	1:28:47 AM
support	Other Application	1:28:56 AM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email.	1:28:56 AM
	<ul style="list-style-type: none"> • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application. 	1:28:56 AM
	We will update you via email once the installation is complete.	1:28:56 AM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	1:28:56 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:10:59 AM
	<i>Ended due to chat idle timeout</i>	2:10:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jul, 9:14:47 PM

#79689 gbantatua

Email: gbantatua@clearwaterlandscaping.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 36 Secs

City: SANTO TOMAS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 13 Mins 14 Secs

gbantatua	Hello, I am your Acebuddy	22 Jul, 9:14:47 PM
Acebuddy	Hello Gbantatua, I'm your Ace Buddy. I'll be happy to assist you!	9:14:48 PM
	Whom Would You Like to Connect With?	9:14:48 PM
gbantatua	Technical Support (QB & App Hosting)	9:14:51 PM
Acebuddy	Welcome to Ace Support.	9:14:51 PM
	Please chose an option :	9:14:51 PM
gbantatua	I'd like to report an Issue	9:14:57 PM
Acebuddy	Please select an option!	9:14:57 PM
gbantatua	QuickBooks Issue	9:15:29 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:15:29 PM
gbantatua	Other QB related issue	9:15:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:15:35 PM
gbantatua	Can you provide an access to Quickbooks Data in this folder D:\Client data\D\Data? Please replicate level of access to Vincent Emmanuel Rosales.	9:16:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:16:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:16:37 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:17:15 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:17:31 PM
	Kindly confirm if you require the access to this entire folder (Edited)	9:18:27 PM
gbantatua	Yes, I need access to the entire folder.	9:18:59 PM
Shubham Kataria	I will surely help you with this issue. however In order to provide you the access we require a approval email from the account owner to proceed with this request	9:20:33 PM
	Kindly ask the account owner to send us an email to support@acecloudhosting.com	9:21:09 PM

gbantatua	Can you replicate the access level of Vincent Emmanuel Rosales? What he can access should be the same as mine.	9:21:34 PM
Shubham Kataria	This is noted. We will provide the same permissions.	9:22:02 PM
	Please send us an email on support@acecloudhosting.com so that we can proceed with the request.	9:22:43 PM
gbantatua	Alright, thanks!	9:23:22 PM
Shubham Kataria	You're welcome	9:23:28 PM
	Is there anything else I may help you with ?	9:23:45 PM
	Are we still connected here?	9:25:13 PM
	Are we still connected here?	9:26:13 PM
	Are we still connected here?	9:27:07 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.	9:27:58 PM
	<i>Shubham Kataria has ended this chat session</i>	9:28:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 8:01:44 PM

#79069 Test Account

Email: test@test.com +917878787878

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 52 Secs

Test Account	Hello, I am your Acebuddy	8 Jul, 8:01:45 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	8:01:46 PM
	Whom Would You Like to Connect With?	8:01:46 PM
Test Account	Technical Support (QB & App Hosting)	8:01:48 PM
Acebuddy	Welcome to Ace Support.	8:01:48 PM
	[]	8:01:48 PM
	We are currently seeing higher than normal contact volume related to a "certificate revoked" error when utilizing the QuickBooks web connector service.	8:01:48 PM
	Are you also experiencing issues related to server connectivity?	8:01:48 PM
Test Account	Yes	8:02:38 PM
Acebuddy	Please refer to our status page for further updates on the issue status.	8:02:38 PM
	Thank you contact Ace Support. Have a wonderful day!	8:02:38 PM
	<i>Acebuddy has ended this chat session</i>	8:02:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jul, 3:43:39 AM

#79525 johnathon

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

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 35 Secs

City: LILLIAN

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 56 Secs

johnathon	Hello, I am your Acebuddy	17 Jul, 3:43:40 AM
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!	3:43:41 AM
	Whom Would You Like to Connect With?	3:43:41 AM
johnathon	Technical Support (QB & App Hosting)	3:43:45 AM
Acebuddy	Welcome to Ace Support.	3:43:45 AM
	Please chose an option :	3:43:45 AM
johnathon	I'd like to raise a Request	3:43:53 AM
Acebuddy	Please select your request type.	3:43:53 AM
johnathon	Password Reset	3:43:58 AM
Acebuddy	Please select an option below	3:43:58 AM
johnathon	Not Enrolled to Selfcare Portal	3:44:03 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.	3:44:03 AM
	Do you need any further assistance on the topic?	3:44:03 AM
johnathon	Yes	3:44:08 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:44:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:44:08 AM
johnathon	I am not near a computer and I have an employee that just quit. I need to reset the password for an account.	3:44:53 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	3:45:15 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	3:45:23 AM
johnathon	Thank tou	3:45:47 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	3:46:30 AM
	Is this for account: McInnis Industries ?	3:46:40 AM
johnathon	Yes	3:46:48 AM
Abhay Kumar Saraswat	Thanks for the confirmation.	3:47:32 AM
	Could you please confirm the username?	3:49:08 AM
johnathon	FBAccountant	3:49:17 AM
Abhay Kumar Saraswat	Okay.	3:49:24 AM
	Kindly allow me two minutes to check the same.	3:49:28 AM

johnathon	Thank you	3:49:35 AM
Abhay Kumar Saraswat	Thank you for your patience.	3:50:51 AM
	I would like to confirm whether the correct username is FBAccountant or AccountantFB .	3:51:58 AM
johnathon	Maybe it's accountantFB	3:52:31 AM
Abhay Kumar Saraswat	Okay.	3:52:53 AM
	To reset the password for any active or disabled user, please send an email to support@acecloudhosting.com with the request.	3:54:13 AM
johnathon	Can you do it and send me an email for me to just approve it?	3:54:48 AM
Abhay Kumar Saraswat	Or the MyPortal admin, R*od Peevy* has this right to reset it from his end.	3:55:35 AM
	Sure.	3:56:46 AM
	Kindly allow me 5 minutes to send an email to you.	3:57:11 AM
	Please confirm me your registered email address.	3:57:27 AM
	Are we still connected here?	3:59:16 AM
	Are we still connected here?	4:00:43 AM
	Are we still connected here?	4:02:28 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:03:34 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	4:03:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 12:01:21 AM

#79155 Jasper Breslin

Email: jbreslin@bys-hfc.com ☎ 14435428602

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: STEWARTSTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 33 Secs

Jasper Breslin	Hello, I am your Acebuddy	9 Jul, 12:01:21 AM
Acebuddy	Hello Jasper Breslin, I'm your Ace Buddy. I'll be happy to assist you!	12:01:22 AM
	Whom Would You Like to Connect With?	12:01:22 AM
Jasper Breslin	Technical Support (QB & App Hosting)	12:01:27 AM
Acebuddy	Welcome to Ace Support.	12:01:27 AM
	Please chose an option :	12:01:27 AM
Jasper Breslin	I'd like to report an Issue	12:01:34 AM
Acebuddy	Please select an option!	12:01:34 AM
Jasper Breslin	Other Issue	12:02:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:02:50 AM
Jasper Breslin	It keeps saying reconnecting. I'm able to get in but not actually do anything	12:03:13 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:03:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:03:14 AM
	<i>Gaurav Kumar declined the transfer request.</i>	12:03:32 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	12:05:10 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:05:22 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:05:28 AM
Jasper Breslin	BYSL.myreldata.net	12:05:51 AM
	JasperBreslin	12:05:55 AM
Shubham Kataria	Thank you for the information. Please allow me two minutes to check the same.	12:06:20 AM
Jasper Breslin	Thank you	12:06:27 AM
Shubham Kataria	You're welcome. Kindly confirm if you're the only user who is facing this issue.	12:07:43 AM
Jasper Breslin	I believe so. My coworker is not having the same issue	12:08:12 AM
Shubham Kataria	Alright, Could you please try to access the server now and confirm if its working	12:08:38 AM
Jasper Breslin	Just tried again and it still gives me the reconnecting error message	12:09:23 AM

Shubham Kataria	May I take the remote access of your local computer?	12:09:28 AM
Jasper Breslin	Sure	12:09:45 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	12:10:03 AM
	https://assist.acecloudhosting.com/join/4092940189	12:10:17 AM
	Kindly join this link	12:10:24 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:11:32 AM
	Thank you for your patience.	12:23:37 AM
	As per our remote conversation your issue has been resolved.	12:23:54 AM
	Is this the first time you are facing this issue?	12:23:57 AM
Jasper Breslin	Yes	12:24:05 AM
	How do I end the remote session?	12:24:10 AM
Shubham Kataria	Is there anything else I may help you with ?	12:24:13 AM
Jasper Breslin	Nope, that was it	12:24:18 AM
Shubham Kataria	Let me end it from my side	12:24:24 AM
Jasper Breslin	Okay	12:24:30 AM
Shubham Kataria	Its closed now	12:24:41 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:24:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:24:50 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!	12:24:53 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>Shubham Kataria has ended this chat session</i>	12:24:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jul, 1:18:41 PM

#79789 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 5 Mins 37 Secs

krisika	Hello, I am your Acebuddy	25 Jul, 1:18:42 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	1:18:43 PM
	Whom Would You Like to Connect With?	1:18:43 PM
krisika	Technical Support (QB & App Hosting)	1:19:21 PM
Acebuddy	Welcome to Ace Support.	1:19:21 PM
	Please chose an option :	1:19:21 PM
krisika	I'd like to report an Issue	1:19:28 PM
Acebuddy	Please select an option!	1:19:28 PM
krisika	Other Issue	1:19:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:19:39 PM
krisika	Hi	1:20:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:20:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:20:10 PM
krisika	Hi	1:21:07 PM
	Hi	1:22:22 PM
	Hi	1:23:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jul, 8:54:09 PM

#78955 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 54 Secs

shari	Hello, I am your Acebuddy	3 Jul, 8:54:10 PM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	8:54:10 PM
	Whom Would You Like to Connect With?	8:54:10 PM
shari	Technical Support (QB & App Hosting)	8:54:14 PM
Acebuddy	Welcome to Ace Support.	8:54:14 PM
	Please chose an option :	8:54:14 PM
shari	I'd like to report an Issue	8:54:22 PM
Acebuddy	Please select an option!	8:54:22 PM
shari	QuickBooks Issue	8:54:29 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:54:29 PM
shari	QuickBooks Login Issue	8:54:40 PM

Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:54:40 PM
	Was that helpful?	8:54:40 PM
shari	No	8:54:58 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:54:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:54:58 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:55:22 PM
shari	We are unable to access the Beacon file	8:55:29 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:55:32 PM
shari	again	8:55:32 PM
	also it gives multiple critical update errors	8:56:04 PM
Shivam Singh	I deeply apologize for the inconvenience caused to you. I will surely help you with this issue.	8:56:44 PM
shari	also keeps giving a popup that there is another instance of qb open	8:57:31 PM
Shivam Singh	Allow me 2 minutes to have a look at the server end and I will update you about the issue.	8:57:36 PM
	Noted, Allow me 2 minutes, I will back with an update.	8:58:07 PM
	Could you please confirm the server's name once.	9:01:45 PM
	This message has been deleted	9:01:55 PM
shari	blueisledrake	9:02:04 PM
Shivam Singh	Thanks for the confirmation	9:02:19 PM
	Could you please check now ?	9:05:16 PM
shari	still getting critical updat errir	9:05:50 PM
	error	9:05:52 PM
Shivam Singh	Yes, it is because of the pending updates.	9:06:14 PM
shari	no still can't log in	9:06:28 PM
Shivam Singh	We will have it updated tonight.	9:06:36 PM
shari	it acts like in single user mode but nobody is logged in	9:06:41 PM
Shivam Singh	Okay, let me check.	9:06:49 PM
	May I take the remote access of your local computer?	9:09:38 PM
shari	yes	9:09:42 PM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:09:53 PM
shari	ok	9:11:01 PM
Shivam Singh	After closing all the important documents at your end. Kindly paste this link in the browser of local computer and join the session.	9:11:18 PM

<https://assist.acecloudhosting.com/join/4432489663>

9:11:25 PM

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

9:13:09 PM

shari ok

9:13:26 PM

Shivam Singh Thanks for your response

9:13:55 PM

We will give call as requested to resolve the issue.

9:38:36 PM

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

9:38:45 PM

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

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

Thanks!

9:38:51 PM

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

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

Shivam Singh has ended this chat session

9:39:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jul, 12:16:28 AM

#78827 Melodee

Email: mjs@bdj.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 38 Secs

Melodee	Hello, I am your Acebuddy	1 Jul, 12:16:29 AM
Acebuddy	Hello Melodee, I'm your Ace Buddy. I'll be happy to assist you!	12:16:30 AM
	Whom Would You Like to Connect With?	12:16:30 AM
Melodee	Technical Support (QB & App Hosting)	12:16:37 AM
Acebuddy	Welcome to Ace Support.	12:16:37 AM
	Please chose an option :	12:16:37 AM
Melodee	I'd like to report an Issue	12:16:48 AM
Acebuddy	Please select an option!	12:16:48 AM
Melodee	QuickBooks Issue	12:16:54 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:16:54 AM
Melodee	QuickBooks is Frozen	12:17:01 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:17:01 AM
	Was that helpful?	12:17:01 AM
Melodee	Yes	12:19:08 AM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	12:19:08 AM
	<i>Acebuddy has ended this chat session</i>	12:19:08 AM



Chat Transcript

Hello Ace, I would like some help setting up an vacation notice on a few of my email addresses. Thanks, Christie

Visitor Details

17 Jul, 10:38:17 PM

#79555 Morrison

Email: orders@plastair.com 4503759129

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 38 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 52 Mins 57 Secs

Morrison	Hello Ace, I would like some help setting up an vacation notice on a few of my email addresses. Thanks, Christie	17 Jul, 10:38:18 PM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	10:38:20 PM
Morrison	Hello Siddhantà Our company name is Plastair	10:38:34 PM
	My seat is Mylene	10:38:40 PM
Siddhant	Hi Mylene, how may I help you?	10:39:15 PM
Morrison	Hello Ace, I would like some help setting up an vacation notice on a few of my email addresses. Thanks, Christie	10:39:33 PM
	I am Christie	10:40:05 PM
Siddhant	Let me transfer this chat to the support team and they will assist you further.	10:40:28 PM
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>	10:40:35 PM
Morrison	yes, thanks.	10:40:35 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:41:13 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	10:41:22 PM
	Hello Morrison	10:41:29 PM
Morrison	Hello Sujeeet, My first name is Christie. Our company name is Plastair	10:42:19 PM
	I would like some help setting up an vacation notice on a few of my email addresses.	10:42:30 PM
Sujeet Kumar Suman	Thank you for the information.	10:42:34 PM
Morrison	My seat is called Mylene	10:42:45 PM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	10:44:06 PM
	Thank you for your patience.	10:44:45 PM
	Which email addresses would you like the vacation notice to be sent to?	10:44:46 PM

Morrison	What I would like please is to have an automatic reply sent out when someone writes in to me? to notify them that our company is closed and on holidays.	10:46:06 PM
Sujeet Kumar Suman	Typically, this is handled by the local IT team and falls outside our scope. However, I can assist you this time with setting up the auto-reply	10:48:02 PM
Morrison	Ace Cloud is my IT team	10:48:21 PM
	There is no other.	10:48:24 PM
	I would appreciate your help, thank you.	10:48:56 PM
Sujeet Kumar Suman	Sure.	10:49:05 PM
	May I take the remote access of your server?	10:49:19 PM
Morrison	My server or my workstation?	10:49:35 PM
Sujeet Kumar Suman	Which email ID is currently logged in?	10:50:04 PM
Morrison	Mylenerp i think.	10:50:36 PM
Sujeet Kumar Suman	Then we will need to take remote access of the server. (Edited)	10:51:06 PM
	Requesting your approval to initiate remote access on the server from our end.	10:51:51 PM
Morrison	okay, will that interfere with anyone working currently on the server?	10:51:55 PM
Sujeet Kumar Suman	No.	10:52:09 PM
Morrison	Then go ahead pls.	10:52:16 PM
Sujeet Kumar Suman	Kindly approve.	10:52:29 PM
Morrison	You are taking over my screen	10:52:30 PM
	approved	10:52:34 PM
Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:52:43 PM
	Thanks for the confirmation !	10:52:57 PM
Morrison	oh boy okay	10:52:57 PM
	so formal	10:53:00 PM
	i am taking you to my outllok	10:53:11 PM
Sujeet Kumar Suman	Please.	10:53:18 PM
Morrison	As you can see, I have many email addresses. I want vacation notices put on 3 of them pls.	10:54:05 PM
Sujeet Kumar Suman	Sure.	10:54:39 PM
Morrison	can you pls. pull up a text pad so we can write to each other?	10:57:12 PM
Sujeet Kumar Suman	Sure.	10:57:28 PM
	Thank you for your patience.	11:22:42 PM

I tried my best to set up the Out of Office reply on your Outlook email ID, but unfortunately, the option to configure auto-reply is not available in the application."

11:23:55 PM

Are we still connected here?

11:25:48 PM

Are we still connected here?

11:29:51 PM

Are we still connected here?

11:31:06 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.

11:31:14 PM

Sujeet Kumar Suman has ended this chat session

11:31:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 7:15:38 PM

#79199 fabell

Email: fabell@abellturf.com ☎ 16782960822

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: 9 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 3 Secs

fabell Hello, I am your Acebuddy 9 Jul, 7:15:39 PM

Acebuddy Hello Franklin Abell, I'm your Ace Buddy. I'll be happy to assist you! 7:15:40 PM

Whom Would You Like to Connect With? 7:15:40 PM

fabell Technical Support (QB & App Hosting) 7:15:44 PM

Acebuddy Welcome to Ace Support. 7:15:44 PM

	Please chose an option :	7:15:44 PM
fabell	I'd like to report an Issue	7:15:49 PM
Acebuddy	Please select an option!	7:15:49 PM
fabell	Other Issue	7:15:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:15:53 PM
fabell	Quickbooks is saying the Administrator is editing user info, and will not let me log in	7:16:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:16:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:16:14 PM
fabell	I am the Administrator!!	7:16:20 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:16:44 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:16:47 PM
	I will surely help you with this issue.	7:16:55 PM
fabell	Server Name: QBlive03.myrealdata.net	7:16:58 PM
Manish Singh	Kindly allow me two minutes to check the same.	7:17:21 PM
	May I take the remote access of your server?	7:18:03 PM
fabell	Yes	7:18:09 PM
Manish Singh	Is this the first time you are facing this issue?	7:18:14 PM
fabell	It just let me in... I will disconnect now	7:18:20 PM
	Will let you know if it happens again	7:18:26 PM
Manish Singh	Sure	7:18:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:18:34 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:18:39 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>	7:18:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 3:20:06 AM

#79286 emelia van dyke

Email: emelia@studionomo.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: ASPEN

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Months 1 Week

emelia van dyke	Hello, I am your Acebuddy	11 Jul, 3:20:07 AM
Acebuddy	Hello Emelia Van Dyke, I'm your Ace Buddy. I'll be happy to assist you!	3:20:07 AM
	Whom Would You Like to Connect With?	3:20:07 AM
emelia van dyke	Technical Support (QB & App Hosting)	3:20:16 AM
Acebuddy	Welcome to Ace Support.	3:20:16 AM
	Please chose an option :	3:20:16 AM
emelia van dyke	I'd like to raise a Request	3:20:25 AM
Acebuddy	Please select your request type.	3:20:25 AM
emelia van dyke	Change in Users	3:20:36 AM
Acebuddy	Please select your desired option!	3:20:37 AM
emelia van dyke	User Replacement	3:20:41 AM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	3:20:41 AM
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	3:20:41 AM
	Do you need any further assistance on the topic?	3:20:41 AM

emelia van dyke	Yes	3:20:56 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:20:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:20:56 AM
emelia van dyke	Ticket ID: 731113 Issue: Studio Como : User Replace	3:21:06 AM
	I downloaded the app to my new laptop but it doesn't let me do anything after that... just pulls up the windows app	3:21:41 AM
	says no devices	3:21:53 AM
	<i>Deepak Taneja has not responded for the transfer request.</i>	3:22:57 AM
	<i>Chat request was not picked up by the operators</i>	3:28:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 2:09:14 AM

#79173 Trent.mccutchen

Email: trent.mccutchen@onfloor.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: TULSA

State: Oklahoma

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 41 Secs

Trent.mccutchen	Hello, I am your Acebuddy	9 Jul, 2:09:15 AM
Acebuddy	Hello Trent.mccutchen, I'm your Ace Buddy. I'll be happy to assist you!	2:09:16 AM
	Whom Would You Like to Connect With?	2:09:16 AM

Trent.mccutchen	Technical Support (QB & App Hosting)	2:09:24 AM
Acebuddy	Welcome to Ace Support.	2:09:24 AM
	Please chose an option :	2:09:24 AM
Trent.mccutchen	I'd like to report an Issue	2:09:34 AM
Acebuddy	Please select an option!	2:09:34 AM
Trent.mccutchen	QuickBooks Issue	2:09:40 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:09:40 AM
Trent.mccutchen	Other QB related issue	2:09:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:09:49 AM
Trent.mccutchen	QB won't print.	2:10:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:10:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:10:23 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:11:51 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	2:11:59 AM
	Hello Trent	2:12:20 AM
Trent.mccutchen	Hello Sujeet	2:12:31 AM
Sujeet Kumar Suman	What issue are you experiencing with the QuickBooks application?	2:13:25 AM
Trent.mccutchen	It won't allow me to print.	2:14:54 AM
Sujeet Kumar Suman	May I take the remote access of your local computer?	2:15:13 AM
Trent.mccutchen	Yes	2:15:22 AM
Sujeet Kumar Suman	Prior providing the access, I would suggest you to close any important documents at your end.	2:15:28 AM
Trent.mccutchen	Close QB as well?	2:15:44 AM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8882409231	2:15:47 AM
	No need.	2:15:55 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.	2:17:46 AM
	Thank you for your patience.	2:38:23 AM
Trent.mccutchen	f couree	2:38:31 AM
	of course	2:38:35 AM
Sujeet Kumar Suman	Is there anything else I may help you with ?	2:38:47 AM
Trent.mccutchen		2:39:15 AM

No, thank you Sujeet

Sujeet Kumar Suman

Most welcome Trent

2:39:16 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!

2:39:22 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/>)

Sujeet Kumar Suman has ended this chat session

2:39:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jul, 9:01:04 PM

#79887 Michelle Karns

Email: mkarns@tsfa.org 15125280806

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: LEANDER

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 4 Secs

Michelle Karns

Hello, I am your Acebuddy

29 Jul, 9:01:05 PM

Acebuddy

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

9:01:06 PM

	Whom Would You Like to Connect With?	9:01:06 PM
Michelle Karns	Technical Support (QB & App Hosting)	9:01:13 PM
Acebuddy	Welcome to Ace Support.	9:01:13 PM
	Please chose an option :	9:01:13 PM
Michelle Karns	I'd like to raise a Request	9:01:21 PM
Acebuddy	Please select your request type.	9:01:21 PM
Michelle Karns	Setup Ace Server	9:01:27 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	9:01:27 PM
Michelle Karns	Microsoft Windows	9:01:30 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	9:01:30 PM
	Do you need any further assistance on the topic?	9:01:30 PM
Michelle Karns	Yes	9:02:22 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:02:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:02:22 PM
Michelle Karns	Please provide a mac link	9:02:30 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	9:03:12 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	9:03:22 PM
Michelle Karns	Hi Vikas. We are adding new users. Can you please share a link for them to download the portal on a mac	9:03:46 PM
Vikas Singh Chauhan	I will surely help you with this issue.	9:04:46 PM
	Is this for the account Texas State Florists Association ?	9:04:59 PM
Michelle Karns	Yes	9:05:04 PM
Vikas Singh Chauhan	Thanks for the confirmation !	9:05:33 PM
	In order to setup the RDP on a MAC either we can connect to those users via a call back or I can share you a PDF now, which users need to follow to setup by themselves.	9:07:51 PM
Michelle Karns	please provide a pdf and they can call if needed	9:08:29 PM
Vikas Singh Chauhan	Sure, allow me 2-3 minutes to share the same.	9:09:04 PM
	<i>9:09:42 PM Vikas Singh Chauhan is sharing a file with you New ACE Cloud Hosting Setup Guide (Mac) 1 4 5.pdf - (Size:1.27 MB)</i>	9:09:42 PM
	I have attached the required file to setup the RDP on MAC, kindly check and download.	9:10:14 PM
	Users may contact us on our 24/7 helpline on 888-415-5240 (toll-free) or you may reach us on our	
		9:12:17 PM

[instant chat](#) support through Ace Cloud Hosting, if need any assistance.

Is there anything else I may help you with ?

9:12:25 PM

Are we still connected here?

9:15:01 PM

Are we still connected here?

9:17:01 PM

Are we still connected here?

9:18:03 PM

Michelle Karns Thank you so much for your help

9:18:19 PM

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

9:18:40 PM

I will also share the ticket id with you over the mail once this chat is disconnected.

9:18:53 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!

9:19:05 PM

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

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

Vikas Singh Chauhan has ended this chat session

9:19:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 3:59:34 AM

#79977 michael Gardner

Email: michael@rayswine.com +14142589821

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: MILWAUKEE

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 27 Secs

michael Gardner	Hello, I am your Acebuddy	31 Jul, 3:59:35 AM
Acebuddy	Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you!	3:59:36 AM
	Whom Would You Like to Connect With?	3:59:36 AM
michael Gardner	Technical Support (QB & App Hosting)	3:59:59 AM
Acebuddy	Welcome to Ace Support.	3:59:59 AM
	Please chose an option :	3:59:59 AM
michael Gardner	I'd like to report an Issue	4:00:05 AM
Acebuddy	Please select an option!	4:00:05 AM
michael Gardner	QuickBooks Issue	4:00:11 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:00:11 AM
michael Gardner	Other QB related issue	4:00:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:00:19 AM
michael Gardner	Case 725846	4:00:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:00:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:00:56 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:01:00 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	4:01:04 AM
	I will be surely assisting you with this. Kindly allow me 2 minutes to check the ticket which you have mentioned above.	4:01:44 AM
michael Gardner	ok	4:01:58 AM
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.	4:04:10 AM
	So, I checked that ticket and it was regarding the QB file related issue and session timeout.	4:04:50 AM
michael Gardner	Microsoft wants me to be an Administrator before i am able to open a QB Company file.	4:05:00 AM
Abhay Kumar Saraswat	Okay.	4:05:32 AM
	Are you on server now?	4:05:37 AM
michael Gardner	yes	4:05:44 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	4:05:51 AM

	Kindly allow me a minute so I can take remote of server and check.	4:06:19 AM
	Okay, I'm sending you remote session request on server, please accept.	4:08:09 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:08:35 AM
	Thank you for your patience.	4:28:36 AM
	I deeply apologize for the inconvenience caused to you.	4:28:46 AM
	As we discussed over the remote session, let me send an email to you for the admin rights.	4:29:20 AM
michael Gardner	ok	4:29:38 AM
Abhay Kumar Saraswat	I would like to request you to please read the disclaimer email and provide your approval so we could give you admin rights.	4:30:12 AM
	And then you can access the files easily.	4:30:38 AM
	Is there anything else I may help you with ?	4:30:43 AM
michael Gardner	Only this issue.	4:31:01 AM
Abhay Kumar Saraswat	Could you please confirm me few more things regarding to resolve this issue permanently?	4:33:11 AM
michael Gardner	yes	4:33:32 AM
Abhay Kumar Saraswat	Is this issue occurring only for you, or are other users on the server also experiencing it?	4:33:40 AM
michael Gardner	I am the only one using the server at this time. the second person has not been trained yet.	4:34:33 AM
Abhay Kumar Saraswat	Okay.	4:35:06 AM
	And since when you are facing this issue?	4:35:27 AM
	And when you opened these files last time?	4:35:41 AM
michael Gardner	I have been getting this issue a week after using your service. Last time i opened the files were 2-10 hours ago, depending on the file.	4:37:20 AM
Abhay Kumar Saraswat	Okay.	4:37:49 AM
	Thank you for the information.	4:38:00 AM
michael Gardner	have not seen the email yet,	4:38:42 AM
Abhay Kumar Saraswat	Could you please try to login again on server and check?	4:38:45 AM
	I didn't send yet. I'm trying to escalate this further.	4:39:59 AM
	Please check and open the file and confirm.	4:40:16 AM
	Thank you for checking.	4:40:50 AM
	As I check you previous tickets, this is a repetitive issue and we need to fix it permanently.	4:41:38 AM
	And as discussed with supervisor, I need to escalate this issue to the escalation team and they'll	4:42:26 AM

	resolve it from their end.	
michael Gardner	It seems like it is working, a little sluggish but working.	4:43:04 AM
Abhay Kumar Saraswat	Yes, it is. But we need it to be fixed this permanently for you.	4:43:40 AM
	We'll keep this ticket open for you. (Edited)	4:43:57 AM
	And will update you accordingly.	4:44:22 AM
michael Gardner	Thank you.	4:44:29 AM
Abhay Kumar Saraswat	My pleasure to assist you.	4:45:02 AM
michael Gardner	have a good night.	4:45:19 AM
Abhay Kumar Saraswat	And I apologize for the trouble you've experienced.	4:45:19 AM
	You too.	4:45:26 AM
	Is there anything else I may help you with ?	4:45:33 AM
michael Gardner	We are good now.	4:45:45 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:45:52 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:45:55 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.	4:46:00 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	4:46:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78887 Nilay Patel

Email: nilay@priorware.com ☎ 12294570732

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: 1 Min 13 Secs

City: PATERSON

State: New Jersey

Country: UNITED STATES

Chat Duration : 1 Hour 17 Mins

Chat Transcript

Nilay Patel	Hello, I am your Acebuddy	2 Jul, 6:35:10 AM
Acebuddy	Hello Nilay Patel, I'm your Ace Buddy. I'll be happy to assist you!	6:35:11 AM
	Whom Would You Like to Connect With?	6:35:11 AM
Nilay Patel	Technical Support (QB & App Hosting)	6:35:47 AM
Acebuddy	Welcome to Ace Support.	6:35:47 AM
	Please chose an option :	6:35:47 AM
Nilay Patel	I'd like to report an Issue	6:35:54 AM
Acebuddy	Please select an option!	6:35:54 AM
Nilay Patel	Other Issue	6:35:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:35:58 AM
Nilay Patel	RDP not connecting	6:36:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:36:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:36:09 AM
	<i>Yash Ahi accepted the chat transfer request.</i>	6:37:19 AM
	<i>Yash Ahi is transferring the chat to Shashwat Verma.</i>	6:37:31 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:38:12 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:38:16 AM
	Hello Nilay	6:38:22 AM
	I will surely help you with this issue.	6:38:42 AM
	Is this the first time you are facing this issue and is the issue faced by other users too?	6:38:57 AM

Nilay Patel	yes	6:39:41 AM
	all india users	6:39:45 AM
	us users are good	6:39:48 AM
Shashwat Verma	Okay	6:39:56 AM
	Kindly allow me two minutes to check the same.	6:39:59 AM
	Nilay, looks like we have to reboot the server from our end	6:41:45 AM
	Shall we proceed with the reboot?	6:41:57 AM
Nilay Patel	ok	6:42:44 AM
	sure	6:42:45 AM
Shashwat Verma	We have rebooted the server, kindly try to login the server in 1 min.	6:43:21 AM
Nilay Patel	ok	6:43:29 AM
Shashwat Verma	Kindly try now and let us know if you are able to login?	6:45:59 AM
	<i>6:46:36 AM Nilay Patel is sharing a file with you 1_image.png - (Size:381.97 KB)</i>	6:46:36 AM
Nilay Patel	same issue	6:46:37 AM
Shashwat Verma	May I take the remote access of your local computer?	6:47:29 AM
Nilay Patel	its on almost all rdp from india	6:47:50 AM
	there has to be something	6:47:55 AM
	it was working fine	6:47:59 AM
Shashwat Verma	Is all users are at same location in india?	6:48:22 AM
	Or using same internet connection?	6:48:39 AM
Nilay Patel	yes in india	6:49:09 AM
	and I remote into that pc	6:49:15 AM
	and send you screenshot	6:49:21 AM
Shashwat Verma	In case you are not able to share the remote session, kindly open command prompt and enter ping www.google.com	6:50:51 AM
	Check whether its getting the IP of the same	6:51:07 AM
	<i>6:51:48 AM Nilay Patel is sharing a file with you image.png - (Size:139.24 KB)</i>	6:51:48 AM
Nilay Patel	you want me to use tracert	6:52:03 AM
	?	6:52:03 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	6:53:27 AM
	Is it possible so that I can get remote of local pc of one of the affected user?	6:54:41 AM

Nilay Patel	its same issue for all	6:57:31 AM
	not sure what else you want to check	6:57:41 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	7:00:53 AM
	Nilay, we are currently working on same, thanks for your patience.	7:06:00 AM
Nilay Patel	ok	7:07:31 AM
Shashwat Verma	Nilay, can you just try to connect with another internet connection for testing purpose.	7:09:19 AM
	We have just tried to login the server with test user and it's working fine from our end.	7:10:08 AM
Nilay Patel	you can remote in to in it	7:10:13 AM
	adn do it	7:10:15 AM
	I can not connect other internet	7:10:26 AM
Shashwat Verma	Nilay, can you just try with another hotspot internet for testing purpose?	7:11:02 AM
Nilay Patel	no I can no t	7:11:19 AM
	I am in remote location	7:11:26 AM
	I ca nonly get remote to their local computer	7:11:35 AM
Shashwat Verma	Okay	7:11:46 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:11:59 AM
	https://assist.acecloudhosting.com/join/7102191487	7:12:15 AM
	Kindly Click on the link and open the downloaded file.	7:12:20 AM
Nilay Patel	done	7:18:20 AM
	you able to see it	7:18:22 AM
	?	7:18:22 AM
Shashwat Verma	Yes	7:18:39 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:18:42 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.	7:52:12 AM
	<i>Ended due to chat idle timeout</i>	7:52:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jul, 10:31:14 PM

#79805 Stephanie Zachary

Email: szachary@zacharyfinancial.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: PALM BEACH GARDENS

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 14 Secs

Stephanie Zachary	Hello, I am your Acebuddy	25 Jul, 10:31:15 PM
Acebuddy	Hello Stephanie Zachary, I'm your Ace Buddy. I'll be happy to assist you!	10:31:16 PM
	Whom Would You Like to Connect With?	10:31:16 PM
Stephanie Zachary	Technical Support (QB & App Hosting)	10:31:20 PM
Acebuddy	Welcome to Ace Support.	10:31:20 PM
	Please chose an option :	10:31:20 PM
Stephanie Zachary	I'd like to raise a Request	10:31:27 PM
Acebuddy	Please select your request type.	10:31:27 PM
Stephanie Zachary	Password Reset	10:31:31 PM
Acebuddy	Please select an option below	10:31:31 PM
Stephanie Zachary	Not Enrolled to Selfcare Portal	10:31:36 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	10:31:36 PM
	Do you need any further assistance on the topic?	10:31:36 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.	11:11:29 PM
	<i>Ended due to chat idle timeout</i>	11:11:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 6:04:45 AM

#79290 johnathon

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

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 29 Secs

City: EUNICE

State: Mississippi

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 17 Secs

johnathon	Hello, I am your Acebuddy	11 Jul, 6:04:46 AM
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!	6:04:47 AM
	Whom Would You Like to Connect With?	6:04:47 AM
johnathon	Technical Support (QB & App Hosting)	6:05:05 AM
Acebuddy	Welcome to Ace Support.	6:05:05 AM
	Please chose an option :	6:05:05 AM
johnathon	I'd like to report an Issue	6:05:10 AM
Acebuddy	Please select an option!	6:05:10 AM
johnathon	QuickBooks Issue	6:05:29 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:05:29 AM
johnathon	Other QB related issue	6:05:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:05:39 AM

johnathon	Live agent	6:06:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:06:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:06:07 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	6:07:36 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	6:07:48 AM
	Is this for account : McInnis Industries ?	6:08:34 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Shashwat Verma.</i>	6:08:53 AM
johnathon	Yes	6:08:55 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:09:37 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:09:42 AM
	Hello Johnathan	6:09:56 AM
johnathon	Hello	6:10:07 AM
Shashwat Verma	May I know the specific issue you are facing with QuickBooks or could you please share the screenshot of the error you are facing? (Edited)	6:11:01 AM
johnathon	I guess an update happened. Multiple people were kicked out and we are now missing the older version of quickbooks.	6:11:48 AM
Shashwat Verma	I will surely help you with this issue.	6:12:22 AM
	Kindly allow me two minutes to check the same.	6:12:24 AM
	As per my check, both QuickBooks Enterprise 2023 and 2024 are currently active on the server. I also observed that users are active on the server. Could you please share the username(s) of those facing login issues?	6:18:17 AM
johnathon	Hello	6:18:18 AM
	Let me check with the users	6:18:33 AM
Shashwat Verma	Sure, please take your time	6:18:45 AM
johnathon	Okay. We seem okay now.	6:22:53 AM
Shashwat Verma	Perfect	6:22:58 AM
	Is there anything else I may help you with ?	6:23:00 AM
	Are we still connected here?	6:23:45 AM
johnathon	All good. Thanks	6:25:29 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:25:58 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

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

6:26:00 AM

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

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

Shashwat Verma has ended this chat session

6:26:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 8:32:46 PM

#79377 Julie McGowan

Email: julie@nracpa.com ☎ 8478521410

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 9 Secs

Julie McGowan	Hello, I am your Acebuddy	14 Jul, 8:32:47 PM
Acebuddy	Hello Julie McGowan, I'm your Ace Buddy. I'll be happy to assist you!	8:32:48 PM
	Whom Would You Like to Connect With?	8:32:48 PM
Julie McGowan	Technical Support (QB & App Hosting)	8:32:55 PM
Acebuddy	Welcome to Ace Support.	8:32:55 PM
	Please choose an option :	8:32:55 PM
Julie McGowan	I'd like to raise a Request	8:33:03 PM

Acebuddy	Please select your request type.	8:33:03 PM
Julie McGowan	Office 365 Addition	8:33:20 PM
Acebuddy	Please specify if you already have an Office365 subscription	8:33:20 PM
Julie McGowan	Setback	8:33:34 PM
Acebuddy	Please select your request type.	8:33:34 PM
Julie McGowan	Application Update	8:33:47 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	8:33:47 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	8:33:47 PM
Julie McGowan	No	8:33:56 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:33:57 PM
	<i>Acebuddy has ended this chat session</i>	8:33:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jul, 7:09:53 PM

#79877 Zulma Argueta

Email: zulma@gemultiservicesnc.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 15 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 38 Secs

Zulma Argueta	Hello, I am your Acebuddy	29 Jul, 7:09:54 PM
Acebuddy	Hello Zulma Argueta, I'm your Ace Buddy. I'll be happy to assist you!	7:09:55 PM
	Whom Would You Like to Connect With?	7:09:55 PM
Zulma Argueta	Technical Support (QB & App Hosting)	7:10:16 PM
Acebuddy	Welcome to Ace Support.	7:10:16 PM
	Please chose an option :	7:10:16 PM
Zulma Argueta	I'd like to report an Issue	7:10:24 PM
Acebuddy	Please select an option!	7:10:24 PM
Zulma Argueta	Other Issue	7:10:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:10:33 PM
Zulma Argueta	Remote Desktop Connection Issue	7:10:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:10:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:10:58 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:11:29 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:11:33 PM
	I will surely help you with this issue.	7:11:39 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:11:57 PM
Zulma Argueta	first time and no its just my desktop	7:12:26 PM
	<i>7:12:44 PM Zulma Argueta is sharing a file with you</i> <u>1_image.png</u> - (Size:31.34 KB)	7:12:44 PM
Manish Singh	Kindly allow me two minutes to check the same.	7:12:53 PM
	May I take the remote access of your local computer?	7:13:35 PM
Zulma Argueta	yes	7:14:01 PM
Manish Singh	https://assist.acecloudhosting.com/join/6052401525	7:14:27 PM
	Kindly paste this link in the browser of local computer and join the session.	7:14:33 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:14:36 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:16:04 PM
	Is there anything else I may help you with ?	7:19:08 PM
Zulma Argueta	no	7:19:18 PM
Manish Singh		

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

7:19:24 PM

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

7:19:28 PM

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

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

Thanks!

7:19:31 PM

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

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

Manish Singh has ended this chat session

7:19:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 7:37:09 PM

#79064 Kent Kolstad

Email: kent.kolstad@livewirenow.com 3208151288

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: FARGO

State: North Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 36 Secs

Kent Kolstad Hello, I am your Acebuddy

8 Jul, 7:37:11 PM

Acebuddy	Hello Kent Kolstad, I'm your Ace Buddy. I'll be happy to assist you!	7:37:11 PM
	Whom Would You Like to Connect With?	7:37:11 PM
Kent Kolstad	Technical Support (QB & App Hosting)	7:37:23 PM
Acebuddy	Welcome to Ace Support.	7:37:23 PM
	Please chose an option :	7:37:23 PM
Kent Kolstad	I'd like to report an Issue	7:37:34 PM
Acebuddy	Please select an option!	7:37:34 PM
Kent Kolstad	Other Issue	7:37:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:37:37 PM
Kent Kolstad	Server is unable to connect today due to some sort of issue with gateway	7:37:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:37:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:37:50 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	7:38:09 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	7:38:28 PM
Kent Kolstad	JK - was able to get in - looks like issue resolved.	7:38:44 PM
	Have a nice day!	7:38:45 PM
	<i>Kent Kolstad has ended this chat session</i>	7:38:47 PM



