

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr, 1:15:05 PM

#75088 Fenil
Email: info@sktaxaddison.com
Department: Support(QB & App Hosting)
Operator: Varun Bisht
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 58 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 7 Mins

Fenil	Hello, I am your Acebuddy	3 Apr, 1:15:06 PM
Acebuddy	Hello Fenil, I'm your Ace Buddy. I'll be happy to assist you!	1:15:07 PM
	Whom Would You Like to Connect With?	1:15:07 PM
Fenil	Technical Support (QB & App Hosting)	1:16:15 PM
Acebuddy	Welcome to Ace Support.	1:16:15 PM
	Please chose an option :	1:16:15 PM
Fenil	I'd like to raise a Request	1:16:20 PM
Acebuddy	Please select your request type.	1:16:20 PM
Fenil	Restart	1:16:36 PM
Acebuddy	Hello Fenil, I'm your Ace Buddy. I'll be happy to assist you!	1:16:36 PM
	Whom Would You Like to Connect With?	1:16:36 PM
Fenil	Technical Support (QB & App Hosting)	1:16:40 PM
Acebuddy	Welcome to Ace Support.	1:16:40 PM
	Please chose an option :	1:16:40 PM
Fenil	I'd like to report an Issue	1:16:46 PM

Acebuddy	Please select an option!	1:16:46 PM
Fenil	Other Issue	1:16:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:16:50 PM
Fenil	Grant excel access to Hardik Server	1:17:11 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:17:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:17:11 PM
	<i>Varun Bisht accepted the chat transfer request.</i>	1:17:22 PM
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you today.	1:17:29 PM
Fenil	HI	1:17:54 PM
	I want to grant excel access to Hardik Server	1:18:23 PM
Varun Bisht	I will surely help you with this issue.	1:18:32 PM
Fenil	Server - SKTaxAddison5	1:19:10 PM
Varun Bisht	Before providing the access we would like to inform you that charges for MS Excel is \$5.99 per month/per user	1:19:21 PM
	Please let us know if you want us to proceed ahead and provide the access?	1:19:42 PM
Fenil	We have already subscription for Excel	1:19:48 PM
Varun Bisht	Let me check quickly	1:20:19 PM
Fenil	sure	1:20:25 PM
	Can you please let me know how many server have access of Excel right now>	1:20:57 PM
Varun Bisht	Sure, let me check that however I like to inform you that we usually provide access of MS excel over user ID	1:21:44 PM
	Let me check the access	1:21:51 PM
Fenil	sure	1:21:58 PM
Varun Bisht	Kindly give me 2-4 mins for the same	1:22:00 PM
	Thank you for your patience.	1:24:37 PM
	<i>1:25:00 PMVarun Bisht is sharing a file with you</i> <i>image.png - (Size:10.03 KB)</i>	1:25:00 PM
	<i>Kindly refer to the below list of users having MS Excel access -</i>	
Fenil	Okay, please let me check	1:25:46 PM
	<i>1:26:29 PMFenil is sharing a file with you</i> <i>image.png - (Size:2.51 KB)</i>	1:26:29 PM
	<i>Excel not working in Hardik Panchal</i>	
Varun Bisht	Kindly share the error message to check	1:27:26 PM
Fenil		1:27:44 PM

	Please see the above snip	
Varun Bisht	Please ask user to right click on file and Excel in open with section	1:28:30 PM
Fenil	Curentely I have access of Excel only in 3 server Darshak, Fenil, and Monika	1:28:35 PM
Varun Bisht	Yes, along with all the users, Hardik Panchal is also having MS Excel access	1:29:49 PM
	Are we still connected here?	1:32:28 PM
Fenil	Yes	1:32:50 PM
Varun Bisht	Is it working?	1:33:02 PM
	<i>1:33:09 PMFenil is sharing a file with you</i> Print Screen.rtf - (Size:16.9 MB)	1:33:09 PM
Fenil	Can you please connect the server	1:33:09 PM
	No	1:33:22 PM
Varun Bisht	Sure	1:33:48 PM
	Let me send request for Remote session to user	1:34:01 PM
Fenil	Sure	1:34:15 PM
Varun Bisht	Please share user Email address to send link for remote session	1:35:14 PM
Fenil	tax@sktaxaddison.com	1:35:36 PM
Varun Bisht	Alright, I just sent an invite for remote session	1:36:35 PM
	Kindly check once	1:36:39 PM
Fenil	Okay	1:36:43 PM
Varun Bisht	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.	1:38:08 PM
	Hi Fenil, as checked Server 5 is not having MS excel application do you want us to install the same on the server	1:44:09 PM
Fenil	Actually I have four subscription for Excel	1:44:42 PM
	But now I can you use only server in excel	1:45:15 PM
	Darshak, Fenil and Monika	1:45:28 PM
	I want add Hardik sevrer for Excel	1:46:03 PM
Varun Bisht	Sure, I would like to clarify here that user Hardik is already having the access, he is not able to user Excel because MS Excel application is not available on Server 5 request you to kindly let me know if you want us to install the app, also I would like to mention that server 5 is having 0% of space available	1:48:49 PM
	So before proceeding with the installation we have to add some additional space	1:49:26 PM
	<i>1:49:41 PMVarun Bisht is sharing a file with you</i> image.png - (Size:7.35 KB)	1:49:41 PM

	<i>1:51:24 PM</i> Fenil is sharing a file with you 1_image.png - (Size:10.28 KB)	1:51:24 PM
	this is Z drive	1:51:33 PM
	Here is the status of C Drive	1:52:16 PM
Fenil	Can you please remove unnecessary data from C drive?	1:54:24 PM
Varun Bisht	We have already cleared the unnecessary space	1:55:18 PM
Fenil	Ok	1:55:51 PM
	Than We have the space in SK TA3 server	1:56:08 PM
Varun Bisht	Let me check	1:56:18 PM
Fenil	sure	1:58:39 PM
Varun Bisht	Please stay connected, I'm checking it	1:58:54 PM
Fenil	okay	1:59:04 PM
Varun Bisht	Kindly allow me two minutes to check the same.	2:02:36 PM
Fenil	sure	2:02:48 PM
Varun Bisht	Thank you for your patience.	2:03:47 PM
	Server 3 is having 5GB of space	2:03:58 PM
	<i>2:04:09 PM</i> Varun Bisht is sharing a file with you image.png - (Size:164.29 KB)	2:04:09 PM
Fenil	ok	2:04:43 PM
	so can you please grant the access of excel in SK TA3?	2:05:10 PM
Varun Bisht	For user Hardik?	2:05:19 PM
Fenil	no	2:05:31 PM
	SK TA3	2:05:38 PM
Varun Bisht	Application is already installed on SKTAXAddition3 server and user SK TA3 is also having the access you may try to login	2:06:15 PM
Fenil	I'm talking about SKTaxAddison6	2:07:47 PM
Varun Bisht	Previously, we were asked to check the space on Server 3. Let me also check Server 6. Please allow us 2-4 minutes.	2:09:22 PM
	Thank you for your patience.	2:10:31 PM
	Server 6 is having 12% of space available	2:10:47 PM
Fenil	Okay	2:10:55 PM
Varun Bisht	Sorry 20%	2:11:00 PM
	<i>2:11:03 PM</i> Varun Bisht is sharing a file with you image.png - (Size:145.25 KB)	2:11:03 PM

Fenil	So please grant the access of Excel to SKTaxAddison6?	2:11:26 PM
Varun Bisht	Sure	2:11:30 PM
	Let me install the application on SKTaxAddition6 before that may I send you an email for an authorization	2:12:27 PM
Fenil	Okay	2:12:40 PM
Varun Bisht	I just sent you an email kindly share your approval	2:15:52 PM
Fenil	sure	2:16:00 PM
Varun Bisht	Post getting the approval we will install the application in 30-40 mins.	2:16:21 PM
	Once done we will inform you over the same email	2:16:33 PM
Fenil	I send the approval on email	2:18:25 PM
Varun Bisht	Thanks for the approval	2:20:00 PM
	I just received it	2:20:05 PM
	Kindly allow me 30-40 mins for the installation	2:20:14 PM
Fenil	Sure	2:20:26 PM
Varun Bisht	Once done, I will inform you via email.	2:21:12 PM
	Is there anything else I may help you with ?	2:21:18 PM
Fenil	No, Thank you!	2:21:34 PM
Varun Bisht	Thanks for the confirmation !	2:21:39 PM
	you have a wonderful day.	2:21:48 PM
	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!	2:21:55 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>Fenil has ended this chat session</i>	2:22:09 PM



Hello, I am your Acebuddy

Visitor Details 30 Apr, 6:23:50 PM

30 Apr, 6:23:50 PM

#76368 info

Email: info@brkimcpa.com ☎ 9729724930

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 : 33 Secs

Chat Duration : 33 Secs

info	Hello, I am your Acebuddy	30 Apr, 6:23:50 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	6:23:51 PM
	Whom Would You Like to Connect With?	6:23:51 PM
info	Technical Support (QB & App Hosting)	6:23:55 PM
Acebuddy	Welcome to Ace Support.	6:23:55 PM
	Please chose an option :	6:23:55 PM
info	I'd like to raise a Request	6:24:03 PM
Acebuddy	Please select your request type.	6:24:03 PM
info	Application Version Upgrade	6:24:12 PM
Acebuddy	Please select the application you would like to upgrade :	6:24:12 PM
info	QuickBooks	6:24:15 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	6:24:15 PM
	<ul style="list-style-type: none"> • QuickBooks Year • Variant : Pro / Premier / Enterprise / Accountant • License Number • Product Code 	6:24:15 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	6:24:15 PM
	Do you need any further assistance on the topic?	6:24:15 PM
info	No	6:24:24 PM

Acebuddy	Thank you for contacting Ace Support. Have a nice day!	6:24:24 PM
	<i>Acebuddy has ended this chat session</i>	6:24:24 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	8 Apr, 12:43:36 AM
<p>#75271 leontina.tda</p> <p>Email: leontina.tda@gmail.com</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Shivam Singh</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 25 Secs</p> <p>City: CHULA VISTA</p> <p>State: California</p> <p>Country: UNITED STATES</p>	

Chat Transcript

Chat Duration : 17 Mins 52 Secs

leontina.tda	Hello, I am your Acebuddy	8 Apr, 12:43:37 AM
Acebuddy	Hello Leontina.tda, I'm your Ace Buddy. I'll be happy to assist you!	12:43:38 AM
	Whom Would You Like to Connect With?	12:43:38 AM
leontina.tda	Technical Support (QB & App Hosting)	12:43:59 AM
Acebuddy	Welcome to Ace Support.	12:43:59 AM
	Please chose an option :	12:43:59 AM
leontina.tda	I'd like to report an Issue	12:44:06 AM
Acebuddy	Please select an option!	12:44:06 AM
leontina.tda	QuickBooks Issue	12:44:10 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:44:10 AM

leontina.tda	QuickBooks is Frozen	12:44:17 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:44:17 AM
	Was that helpful?	12:44:17 AM
leontina.tda	No	12:45:39 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:45:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:45:39 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	12:45:44 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	12:46:04 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:46:14 AM
leontina.tda	Hi Shivam I need your help I can't connect with Quick Book	12:46:20 AM
Shivam Singh	Sure, I will be assisting you.	12:46:39 AM
leontina.tda	Is frozen, Can you restart de hosting?	12:46:47 AM
Shivam Singh	sure	12:46:57 AM
	could you please share the server's name or CID.	12:47:17 AM
leontina.tda	My Client ID – CID74071	12:47:36 AM
Shivam Singh	Thanks	12:47:44 AM
	Let me check.	12:47:53 AM
	I checked and there are 2 users currently logged in.	12:48:53 AM
	<i>12:49:00 AMleontina.tda is sharing a file with you</i> <i>image.png - (Size:15.14 KB)</i> <i>This is the message appear when I tried to open</i>	12:49:00 AM
leontina.tda	Yes	12:49:13 AM
Shivam Singh	Would you want me to restart the server?	12:49:20 AM
leontina.tda	Is the way to Fix off course yes thank you	12:49:49 AM
Shivam Singh	Is it working for Alexis?	12:49:50 AM
leontina.tda	For Alexis is working	12:49:59 AM
	I have the problem	12:50:14 AM
Shivam Singh	Okay I have sign you off from the server.	12:50:56 AM
	Could you please try now and log in back.	12:51:20 AM
leontina.tda	Yes perfect	12:51:32 AM
	thank you so much.	12:51:38 AM
Shivam Singh		

	great to hear that	12:52:45 AM
	Is there anything else I may help you with ?	12:52:54 AM
	Are we still connected here?	12:54:48 AM
	Are we still connected here?	12:56:00 AM
	Are we still connected here?	12:59:18 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.	1:01:24 AM
	<i>Shivam Singh has ended this chat session</i>	1:01:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr, 7:11:46 PM

#76219 accounting
Email: accounting@rrlift.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 47 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 59 Secs

accounting	Hello, I am your Acebuddy	28 Apr, 7:11:47 PM
Acebuddy	Hello Erma Herrera, I'm your Ace Buddy. I'll be happy to assist you!	7:11:48 PM
	Whom Would You Like to Connect With?	7:11:48 PM
accounting	Technical Support (QB & App Hosting)	7:12:03 PM

Acebuddy	Welcome to Ace Support.	7:12:03 PM
	Please chose an option :	7:12:03 PM
accounting	I'd like to report an Issue	7:12:10 PM
Acebuddy	Please select an option!	7:12:10 PM
accounting	QuickBooks Issue	7:12:15 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:12:15 PM
accounting	Other QB related issue	7:12:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:12:25 PM
accounting	Quickbooks is suggesting that I open online back up	7:13:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:13:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:13:13 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:13:41 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:13:57 PM
accounting	Thank you	7:14:09 PM
Sharath Kumar	Hello Erma, could you let me know more about your concern	7:14:15 PM
	a screenshot of the error message will be really helpful	7:14:34 PM
	<i>7:15:03 PMaccounting is sharing a file with you</i> 1_image.png - (Size:12.92 KB)	7:15:03 PM
accounting	I am not able to add a job	7:15:42 PM
Sharath Kumar	are you unable to open your company file for some reason and is that why this prompt appears?	7:16:11 PM
accounting	Maybe I really dont know	7:16:40 PM
Sharath Kumar	please allow me a minute to sign into the server and check a few settings.	7:18:14 PM
accounting	ok	7:21:10 PM
Sharath Kumar	Thank you for your patience	7:22:50 PM
	I did not find any issues on the server related to this, may I take a remote session of your screen to check this	7:23:19 PM
accounting	yes	7:24:41 PM
Sharath Kumar	what is the username that you are signed in with	7:25:06 PM
accounting	accounting	7:25:55 PM
Sharath Kumar	I see the following accounts on the server	7:27:53 PM
	1. Lindley_Lifts 2. Jessica_Smith	7:28:10 PM
accounting	I am under 1.Lindley_Lifts	7:28:47 PM

Sharath Kumar	takin remote now	7:29:43 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:29:48 PM
accounting	go ahead	7:30:13 PM
Sharath Kumar	you should see a prompt on your server screen now	7:31:04 PM
	could you show me how the pop up for online backup appears	7:33:03 PM
accounting	also when I right click on a company I can't add information	7:34:16 PM
Sharath Kumar	can you also show me what options do you get when you right click	7:35:07 PM
accounting	It does not allow me to right click	7:36:01 PM
Sharath Kumar	try reopening QuickBooks	7:38:23 PM
	It seems as if there is key pressed somewhere but that is not the case	7:38:49 PM
accounting	so that is fixed	7:40:20 PM
Sharath Kumar	great!	7:40:30 PM
accounting	I can now right click and add information	7:40:31 PM
Sharath Kumar	regarding the bakup error, I don't this that it should be an issue since we backup all the files on the server	7:41:03 PM
accounting	okay	7:41:17 PM
Sharath Kumar	but I will definitely check with a supervisor to confirm that we can disregard the message	7:41:33 PM
accounting	thank you	7:41:42 PM
Sharath Kumar	can you pull that up once more so that I can take a screenshot of the same	7:41:50 PM
	thank you	7:42:31 PM
	that's done	7:42:47 PM
accounting	great thank you	7:42:58 PM
Sharath Kumar	anything else I may assist you with before I disconnect from the remote session?	7:43:03 PM
accounting	no sir I apprectiate you	7:43:28 PM
Sharath Kumar	my pleasure!	7:43:36 PM
	It'd be a great help if you could provide a positive feedback at the end of this chat	7:44:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:44:12 PM

Sharath Kumar has ended this chat session

7:44:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Apr, 4:49:13 PM

#74971 Fenil Shah

Email: tax@sktaxaddison.com 📞 8473508121

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: WILMINGTON


State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 52 Secs

Fenil Shah	Hello, I am your Acebuddy	1 Apr, 4:49:14 PM
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!	4:49:16 PM
	Whom Would You Like to Connect With?	4:49:16 PM
Fenil Shah	Managed IT	4:50:28 PM
Acebuddy	Please wait while we connect you to an available Representative.	4:50:29 PM
	Acebuddy (bot) forwarded the chat request	4:50:29 PM
	Himanshu accepted the chat transfer request.	4:50:38 PM
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.	4:51:52 PM
Fenil Shah	id - 670638	4:53:30 PM
Himanshu	We are connecting you with the concerned department	4:53:36 PM
	Himanshu is transferring the chat to Support(QB & App Hosting).	4:53:45 PM
Fenil Shah	any update about this ticket ?	4:53:45 PM
	Sharath Kumar accepted the chat transfer request.	4:54:15 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	4:54:33 PM
	Please allow me a moment to look into the ticket and provide you with an update	4:54:53 PM

Fenil Shah	sure	4:55:02 PM
Sharath Kumar	Hi there, my colleague was able to share the wetransfer link to tax@sktaxaddison.com	4:56:39 PM
Fenil Shah	i know that	4:58:12 PM
	but i want only chirag patel folder	4:59:14 PM
	we just want data of chirag patel client - not including quickbooks login data	4:59:51 PM
Sharath Kumar	Understood, I checked with Anjainay who is working on this for you	5:00:53 PM
Fenil Shah	ya please check	5:01:24 PM
	please do it asap as i need work on client	5:02:16 PM
Sharath Kumar	He's doing that and will provide you the link just for the Chirag Patel folder in 15-20 minutes	5:02:46 PM
Fenil Shah	ok thank you	5:03:08 PM
	please do it asap	5:03:19 PM
Sharath Kumar	sure, am personally looking into it now	5:04:06 PM
	Allow me 15 more minutes and I'll have him send that file	5:04:26 PM
	may I close this chat	5:04:48 PM
Fenil Shah	okay but do it asap i need work on client	5:05:41 PM
	<i>tax has ended this chat session</i>	5:06:07 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75650 kathydunn

Email: kathydunn@beckcohen.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: CHARLOTTESVILLE

State: Virginia

16 Apr, 1:46:22 AM

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 45 Secs

kathydunn	Hello, I am your Acebuddy	16 Apr, 1:46:23 AM
Acebuddy	Hello Kathydunn, I'm your Ace Buddy. I'll be happy to assist you!	1:46:23 AM
	Whom Would You Like to Connect With?	1:46:23 AM
kathydunn	Technical Support (QB & App Hosting)	1:46:31 AM
Acebuddy	Welcome to Ace Support.	1:46:31 AM
	Please chose an option :	1:46:31 AM
kathydunn	I'd like to report an Issue	1:46:38 AM
Acebuddy	Please select an option!	1:46:38 AM
kathydunn	QuickBooks Issue	1:46:42 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:46:42 AM
kathydunn	QuickBooks is Frozen	1:47:25 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:47:25 AM
	Was that helpful?	1:47:25 AM
kathydunn	Yes	1:49:08 AM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	1:49:08 AM
	Acebuddy has ended this chat session	1:49:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Apr, 6:18:42 AM

#75996 eduardocantore

Email: eduardocantore@hotmail.com ☎ 17877917090

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 41 Secs

City: ROSARIO

State: Santa Fe

Country: ARGENTINA

Chat Transcript

Chat Duration : 29 Mins 22 Secs

eduardocantore	Hello, I am your Acebuddy	24 Apr, 6:18:42 AM
Acebuddy	Hello Eduardocantore, I'm your Ace Buddy. I'll be happy to assist you!	6:18:43 AM
	Whom Would You Like to Connect With?	6:18:43 AM
eduardocantore	Technical Support (QB & App Hosting)	6:18:48 AM
Acebuddy	Welcome to Ace Support.	6:18:48 AM
	Please chose an option :	6:18:48 AM
eduardocantore	I'd like to report an Issue	6:18:52 AM
Acebuddy	Please select an option!	6:18:52 AM
eduardocantore	Other Issue	6:19:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:19:00 AM
eduardocantore	Greetings, we need to reset the password for user myrealdata\Ops-1_MNA	6:19:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:19:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:19:51 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:20:02 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:20:11 AM
	I will be surely assisting you with this. Kindly help me with your server name and business name? (Edited)	6:20:21 AM
eduardocantore	server: MNaviationInc.myrealdata.net	6:21:03 AM
	Email: eduardocantore@hotmail.com	6:21:18 AM
Shubham Kataria	Thank you for the information. please allow me two minutes to check this.	6:21:49 AM
eduardocantore	ok	6:22:58 AM
Shubham Kataria	In order to reset the password of user we require a email from your registered email address eduardocantore@hotmail.com on support@acecloudhosting.com	6:25:26 AM

eduardocantore	yes, no problem	6:25:52 AM
Shubham Kataria	Once you will send us the email for this, we will send the password over email.	6:26:28 AM
eduardocantore	ok	6:26:37 AM
	I would also need to access MyPortal with the email address eduardocantore@hotmail.com, since when I try to access it, a code is sent to an email address that isn't mine.	6:27:16 AM
Shubham Kataria	Kindly provide us the correct email which you would like to update in My portal	6:27:48 AM
eduardocantore	excuseme not for my portal. for selfcare	6:28:28 AM
Shubham Kataria	I would like to inform you that from selfcare you may reset your password only	6:28:59 AM
	however from the My portal you can reset the password for the users as well	6:29:22 AM
	Upon checking, I found you already send us a email for password reset	6:31:05 AM
	and I've shared the password over email	6:31:17 AM
eduardocantore	I did that from myportal, but when I try to log in via RDP I get a password error.	6:31:23 AM
Shubham Kataria	You may try to access now, I've sent a new password for your login	6:31:48 AM
eduardocantore	Ok, i received the email. Thanks	6:32:22 AM
Shubham Kataria	You're welcome. You may try to login and let me know if everything start working without any issue	6:33:05 AM
eduardocantore	wait a minute please	6:34:13 AM
Shubham Kataria	Sure, please take your time	6:34:31 AM
eduardocantore	the new password form email not found	6:36:18 AM
	<i>6:36:29 AMeduardocantore is sharing a file with you</i> <i>1.png - (Size:79.3 KB)</i>	6:36:29 AM
Shubham Kataria	May I take the remote access of your local computer?	6:36:46 AM
eduardocantore	yes	6:36:57 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	6:37:04 AM
	https://assist.acecloudhosting.com/join/3102706945	6:37:22 AM
	Kindly paste this link in the browser of local computer and join the session.	6:37:27 AM
	As per our remote conversation your issue has been resolved	6:43:25 AM
	Kindly confirm if you would like to update email in My portal or Selfcare	6:43:55 AM
	Are we still connected here?	6:45:40 AM
	Are we still connected here?	6:46:49 AM
	Are we still connected here?	6:47:37 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:48:03 AM
	<i>Shubham Kataria has ended this chat session</i>	6:48:05 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Apr, 12:47:17 PM

#75342 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Varun Bisht
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 52 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript

Chat Duration : 58 Mins 43 Secs

krisika	Hello, I am your Acebuddy	9 Apr, 12:47:19 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	12:47:20 PM
	Whom Would You Like to Connect With?	12:47:20 PM
krisika	Technical Support (QB & App Hosting)	12:47:30 PM
Acebuddy	Welcome to Ace Support.	12:47:30 PM
	Please chose an option :	12:47:30 PM
krisika	I'd like to report an Issue	12:47:47 PM
Acebuddy	Please select an option!	12:47:47 PM
krisika	Other Issue	12:48:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:48:10 PM
krisika	Hi	12:48:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:48:52 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:48:52 PM
	<i>Varun Bisht accepted the chat transfer request.</i>	12:48:57 PM
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you today.	12:49:04 PM
krisika	Quickbook not open in all pc	12:49:15 PM
Varun Bisht	Hi Krisika, we have some pennding updates for QuickBooks	12:49:43 PM
	can we proceed ahead and installed them?	12:49:55 PM
krisika	10 mini ago we reboot, but problem again comes	12:50:01 PM
Varun Bisht	Yes, I was the one who was working on it.	12:50:27 PM
	Can we install all pending updates for QuickBooks?	12:50:36 PM
	Are we still connected here?	12:51:56 PM
krisika	Yes	12:52:27 PM
Varun Bisht	Can we install QuickBooks update?	12:52:37 PM
	Are we still connected here?	12:54:16 PM
krisika	Wait 2 moni	12:54:52 PM
Varun Bisht	Okay sure	12:54:59 PM
krisika	How can u update?	12:56:23 PM
Varun Bisht	I will initiate the update from our end	12:56:36 PM
	this may take 30-40 mins	12:56:45 PM
	once done I can inform you via email	12:56:54 PM
krisika	Is there any changes in data?	12:57:43 PM
Varun Bisht	No	12:57:47 PM
	just application will be updated	12:58:00 PM
krisika	Any additional charges?	12:58:05 PM
	How	12:58:25 PM
	How	12:58:35 PM
Varun Bisht	No, we will update to the same version. We are just updating QuickBooks 2022 to its latest release. It will still be QB 2022, but we will be installing all the necessary patches.	12:59:22 PM
krisika	Ok	12:59:41 PM
	U can proceed	12:59:46 PM
Varun Bisht	Alright	12:59:49 PM
krisika	Updates done for all pc same time?	1:00:04 PM
Varun Bisht	this may take 30 mins, once done I will inform you via email	1:00:11 PM

krisika	For server any issue hapen?	1:00:17 PM
Varun Bisht	and it will be for all the server	1:00:18 PM
krisika	Which email	1:00:24 PM
	Ok fine	1:00:36 PM
Varun Bisht	krisika@hkidata.com	1:01:21 PM
krisika	Also cc to ankit@hkidata.con	1:01:24 PM
	Ok	1:01:27 PM
Varun Bisht	Alright this is noted	1:01:31 PM
	I will do that	1:01:34 PM
krisika	Also cc to nilay sir	1:01:43 PM
Varun Bisht	Okay	1:01:48 PM
	I will loop both of them	1:01:56 PM
	Is there anything else I may help you with ?	1:02:05 PM
krisika	No	1:03:48 PM
	Keep me update in chat	1:04:01 PM
	I m online	1:04:07 PM
Varun Bisht	Okay	1:05:34 PM
	please allow some time	1:05:40 PM
krisika	Ok	1:06:41 PM
Varun Bisht	Update is in progress	1:13:21 PM
krisika	Ok	1:18:42 PM
Varun Bisht	Thank you for your patience.	1:25:01 PM
	All pending updates for QuickBooks is installed please check now	1:25:17 PM
	Are we still connected here?	1:26:10 PM
krisika	Yew	1:26:37 PM
	Yes	1:26:39 PM
Varun Bisht	Okay	1:27:00 PM
	Please check now	1:27:03 PM
krisika	Ok	1:27:06 PM
Varun Bisht	Is it working?	1:29:14 PM
krisika	Waite	1:30:08 PM
Varun Bisht	Okay sure	1:30:56 PM

	Are we still connected here?	1:35:09 PM
	<i>1:35:26 PM</i> krisika is sharing a file with you 17441859045461141187782809757540.jpg - (Size:3.41 MB)	1:35:26 PM
	<i>This error</i>	
krisika	Server not open this error	1:35:39 PM
Varun Bisht	May I send you a request for Remote session	1:35:56 PM
krisika	Yes	1:36:54 PM
	Hkidata01	1:37:06 PM
Varun Bisht	please share your email so that I request for remote session	1:37:13 PM
krisika	Krisika@hkidata.com	1:37:46 PM
Varun Bisht	https://assist.acecloudhosting.com/join/9982154369	1:38:08 PM
	please let me know if you are able to join the remote session	1:39:32 PM
krisika	Ok	1:40:07 PM
Varun Bisht	are you able to join the remote session?	1:40:22 PM
krisika	Yes	1:40:45 PM
Varun Bisht	Please allow all permissions (Edited)	1:41:15 PM
	<i>1:41:29 PM</i> krisika is sharing a file with you 17441862682342906225897550491630.jpg - (Size:3.45 MB)	1:41:29 PM
krisika	Yes	1:41:37 PM
Varun Bisht	Agree and download	1:41:41 PM
krisika	Thank you server open in pc	1:42:39 PM
Varun Bisht	Great!	1:43:03 PM
	QuickBooks is working?	1:43:07 PM
krisika	Quickbook working now in all pc	1:44:04 PM
	Thank you	1:44:09 PM
Varun Bisht	Is there anything else I may help you with ?	1:44:59 PM
krisika	No	1:45:33 PM
Varun Bisht	Thanks for the confirmation !	1:45:39 PM
krisika	Thank you	1:45:39 PM
Varun Bisht	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:45:48 PM
	<p>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.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am</p>	

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


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

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

1:45:52 PM

Varun Bisht has ended this chat session

1:46:03 PM



Chat Transcript

Hello, I am your Acebuddy


Visitor Details

25 Apr, 9:59:02 PM

#76124 Natalie Evans
Email: natalie@anniesloan.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
City: BRISTOL
State: Bath And North East Somerset
Country: UNITED KINGDOM

Chat Transcript

Natalie Evans	Hello, I am your Acebuddy	25 Apr, 9:59:03 PM
	Hello, are you on my computer?	9:59:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Apr, 1:09:36 AM

#75183 Melanie Jenkins
Email: office@wchomeinteriors.com 📞 15034423792
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: 51 Secs
City: PORTLAND
State: Oregon
Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 58 Secs

Melanie Jenkins	Hello, I am your Acebuddy	5 Apr, 1:09:36 AM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	1:09:37 AM
	Whom Would You Like to Connect With?	1:09:37 AM
Melanie Jenkins	Technical Support (QB & App Hosting)	1:09:42 AM
Acebuddy	Welcome to Ace Support.	1:09:42 AM
	Please chose an option :	1:09:42 AM
Melanie Jenkins	I'd like to report an Issue	1:09:51 AM
Acebuddy	Please select an option!	1:09:52 AM
Melanie Jenkins	QuickBooks Issue	1:09:57 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:09:57 AM
Melanie Jenkins	Other QB related issue	1:10:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:10:03 AM
Melanie Jenkins	Can't download report into Excel	1:10:13 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:10:14 AM
	Acebuddy (bot) forwarded the chat request	1:10:14 AM

	<i>Shashwat Verma accepted the chat transfer request.</i>	1:10:51 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:10:56 AM
	Hello	1:10:59 AM
	I will surely help you with this issue.	1:11:05 AM
	Kindly confirm the username facing the issue?	1:11:45 AM
Melanie Jenkins	Admin	1:11:54 AM
	Melanie Jenkins	1:11:58 AM
Shashwat Verma	Let me check.	1:12:20 AM
	We would like to inform you that you don't have excel on the server hence you are not able to use that function.	1:15:15 AM
Melanie Jenkins	Interesting. I'm pretty sure I paid for it. Let me pull up my contract.	1:15:35 AM
Shashwat Verma	kindly check on the invoice.	1:15:54 AM
	If you want we can transfer the chat to Billing team, if you have any concern related to billing?	1:17:34 AM
	<i>1:17:41 AM</i> Melanie Jenkins is sharing a file with you image.png - (Size:15.03 KB) <i>This was on the bid I signed.</i>	1:17:41 AM
	Let me transfer the chat to concerned team, who have the access of this contract, can better assist you, what you have signed for and what you get.	1:19:39 AM
	<i>Shashwat Verma is transferring the chat to Sales & Solutions.</i>	1:19:49 AM
	<i>Aayush accepted the chat transfer request.</i>	1:19:56 AM
Aayush	Hello, may I know from where you have taken this screenshot?	1:21:42 AM
Melanie Jenkins	From the quote provided by Ace for Business Enterprise hosting.	1:22:09 AM
Aayush	Melanie, give me a moment to check this for you.	1:24:20 AM
	Melanie, can you please share the documentation shared with you from your sales rep as this screenshot does not look to be from our website or the quotation we share with our clients.	1:27:07 AM
	Maybe you are confusing this with some other company.	1:27:28 AM
	As Microsoft Excel is a licensed product and involves a cost of \$5.99/user/month, hence it is not included in any of the plans we offer. It is always an add on. (Edited)	1:28:01 AM
Melanie Jenkins	Sorry...you are correct. It was a different hosting company. I do recall requesting to add it when started. I guess I didn't realize it didn't get added. I will need one license for myself.	1:30:36 AM
Aayush	No problem. Sure, the Excel leasing charge will be \$5.99/Month (1 User).	1:31:55 AM
	I am transferring this chat to our support team	1:32:38 AM
	They will assist you in adding that to your account.	1:32:46 AM
	<i>Aayush is transferring the chat to Support(QB & App Hosting).</i>	1:33:04 AM

Melanie Jenkins	thanks	1:33:13 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	1:33:21 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	1:33:41 AM
	Melaine, please let me know how I can assist you?	1:35:55 AM
Melanie Jenkins	Sorry....I didn't realize they didn't relay my issue.	1:38:52 AM
	I need a license for one user for Excell	1:39:02 AM
Shivam Singh	Okay.	1:39:23 AM
	We will add the excel access at \$5.99/user per month after the email approval. Kindly mention who needs the excel access on the email response so that we can initiate the request promptly.	1:41:22 AM
Melanie Jenkins	I would be the user. Melanie Jenkins	1:42:37 AM
	office@wchomeinteriors.com	1:42:44 AM
Shivam Singh	Great	1:43:05 AM
	I will share the email after the chat.	1:43:18 AM
	Is there anything else I may help you with ?	1:43:37 AM
	Are we still connected here?	1:45:43 AM
	Are we still connected here?	1:47:07 AM
	Are we still connected here?	1:50:12 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:50:32 AM
	<i>Shivam Singh has ended this chat session</i>	1:50:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75005 Anais Dilger

Email: ezrad@rortax.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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


2 Apr, 2:28:18 AM

Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 56 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 35 Secs

Anais Dilger	Hello, I am your Acebuddy	2 Apr, 2:28:19 AM
Acebuddy	Hello Ezrad, I'm your Ace Buddy. I'll be happy to assist you!	2:28:20 AM
	Whom Would You Like to Connect With?	2:28:20 AM
Anais Dilger	Technical Support (QB & App Hosting)	2:28:22 AM
Acebuddy	Welcome to Ace Support.	2:28:22 AM
	Please chose an option :	2:28:22 AM
Anais Dilger	I'd like to report an Issue	2:28:26 AM
Acebuddy	Please select an option!	2:28:26 AM
Anais Dilger	Other Issue	2:28:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:28:30 AM
Anais Dilger	Server needs to be reset for Lacerte update to take	2:28:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:28:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:28:46 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	2:29:13 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	2:29:54 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:30:10 AM
Anais Dilger	Username is RT_Anais. Server Name is RORTax	2:30:31 AM
	We just did a Lacerte update, but it won't complete until the server is rebooted	2:31:05 AM
Shivam Singh	Let me do it for you, right away.	2:32:07 AM
	Prior doing the reboot, I would suggest you close any important documents at your end.	2:32:27 AM
Anais Dilger	Ok!	2:32:33 AM
Shivam Singh	we have rebooted the server successfully	2:35:21 AM
	Please check and confirm.	2:35:34 AM
Anais Dilger	Ok, I am doing that now	2:35:52 AM

Shivam Singh	Great, I will be waiting for your confirmation.	2:36:21 AM
Anais Dilger	I believe everything looks good	2:37:16 AM
Shivam Singh	That's great	2:37:20 AM
	Is there anything else I may help you with ?	2:37:31 AM
Anais Dilger	No, thank you!	2:37:45 AM
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.	2:37:48 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	2:37:53 AM
	<i>Shivam Singh has ended this chat session</i>	2:37:55 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75464 krisika

Email: krisika@hkidata.com 📞 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 45 Secs

City: BORSAD

State: Gujarat

Country: INDIA

11 Apr, 12:23:10 PM

krisika	Hello, I am your Acebuddy	11 Apr, 12:23:11 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	12:23:13 PM
	Whom Would You Like to Connect With?	12:23:13 PM
krisika	Technical Support (QB & App Hosting)	12:23:30 PM
Acebuddy	Welcome to Ace Support.	12:23:30 PM
	Please chose an option :	12:23:30 PM
krisika	I'd like to report an Issue	12:23:36 PM
Acebuddy	Please select an option!	12:23:36 PM
krisika	Other Issue	12:23:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:23:39 PM
krisika	Hi	12:23:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:23:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:23:46 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	12:23:50 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:23:57 PM
krisika	Hi	12:24:25 PM
Shubham Kataria	Hello krisika	12:24:43 PM
krisika	Nilay_1 shortcut folder not open	12:25:45 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:26:12 PM
	<i>12:26:21 PMkrisika is sharing a file with you</i> 17443545472741635649049378167597.jpg - (Size:3.57 MB) <i>This error</i>	12:26:21 PM
krisika	Priorware.myrealdata.net	12:26:39 PM
Shubham Kataria	Kindly confirm your username as well so that we can connect over remote session	12:27:02 PM
krisika	Hkidata01	12:27:20 PM
Shubham Kataria	Thank you	12:27:30 PM
	May I take the remote access of your server?	12:27:33 PM
krisika	Yes	12:30:02 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	12:30:09 PM

krisika	Ok	12:30:27 PM
Shubham Kataria	Please accept the request	12:31:38 PM
	I've checked the folder and found you don't have permission to open this folder	12:32:35 PM
	And also this folder is empty	12:32:43 PM
krisika	Folder import in important documents	12:33:48 PM
	<i>12:34:41 PMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:18.41 KB)</i>	12:34:41 PM
	<i>I've checked the folder in D drive and there is no data in it. and also you don't have permission to access it.</i>	
Shubham Kataria	Are we still connected here?	12:36:48 PM
krisika	Yes	12:36:56 PM
Shubham Kataria	Please confirm the next steps you would like us to take regarding this matter.	12:37:42 PM
krisika	Who get denied permission ?	12:38:53 PM
	We taken backup on Monday	12:39:11 PM
Shubham Kataria	Were you able to access the folder earlier?	12:39:44 PM
krisika	Folder in backup data and charts of account data	12:39:54 PM
	Yes	12:40:52 PM
Shubham Kataria	Let me check	12:41:03 PM
krisika	Ok	12:41:41 PM
Shubham Kataria	I have checked and found that the permissions are set to administrator. User who have admin rights on the server can modify the permissions.	12:45:19 PM
	If you would like us to provide the permission of this folder, we require the approval of account owner	12:45:47 PM
	However the folder is currently empty. Kindly confirm if you would us to check the back up for this folder (Edited)	12:46:05 PM
krisika	Who can give permission ?	12:49:08 PM
	Write email for it	12:49:23 PM
Shubham Kataria	We can give the permission but we need the approval of the account owner to perform this task	12:49:28 PM
krisika	we want our backup data	12:50:13 PM
Shubham Kataria	Sure, we will help you on this	12:50:27 PM
	Could you please allow us 1-2 hours to check the backup? The system admin team is not available once they available, we will proceed with checking the backup.	12:51:49 PM
	In the meantime, I will send the approval email to grant you permission for this folder after this chat.	12:52:32 PM
krisika	For the permission	12:53:18 PM
Shubham Kataria	Additionally, Please provide the date when the data was available so that we can check the backup for that specific date?	12:53:19 PM

krisika	U can write to nilay sir	12:53:40 PM
Shubham Kataria	Sure, we will send the email	12:53:56 PM
	please confirm this	12:54:03 PM
	Are we still connected here?	12:56:11 PM
krisika	Yes	12:56:52 PM
Shubham Kataria	Please provide the date when the data was available so that we can check the backup for that specific date?	12:56:59 PM
	Please confirm as this information will help us to raise the task for system admin team to check the back up (Edited)	12:59:06 PM
krisika	Data was from January 2025	12:59:30 PM
Shubham Kataria	Please specify any data for which the folder was accessible and the data was stored.	1:00:41 PM
	Because we keep the back up for last 45 days only	1:01:11 PM
krisika	Backup folder	1:03:10 PM
	CA folder	1:03:23 PM
Shubham Kataria	Were these two folders stored inside the Nilay_1 folder?	1:05:58 PM
krisika	Nilay_1 - shortcut	1:07:44 PM
	Only one folder	1:08:05 PM
Shubham Kataria	Okay, we will check the backup, but could you please provide the date we should check so we can locate your data	1:08:58 PM
krisika	January 2025 to April 2025	1:13:52 PM
Shubham Kataria	I would like to inform you that we only keep a 45-day backup from the current date.	1:15:15 PM
	We can check the backup for up to 45 days back from today. However, Please specify the last date when you accessed the data in this folder.	1:16:49 PM
	For example, if you accessed the folder about a week ago, we can check the backup for last Friday, Saturday, or Sunday whichever date you'd prefer. (Edited)	1:17:47 PM
krisika	Last Monday for backup	1:20:07 PM
Shubham Kataria	Thank you for the information.	1:20:23 PM
	We are raising a task for this and will inform you over email after 1-2 hours (Edited)	1:20:44 PM
krisika	And last Wednesday for CA	1:21:26 PM
Shubham Kataria	Please provide the location of this folder	1:21:53 PM
krisika	Nilay_1- shortcut	1:22:22 PM
Shubham Kataria	So basically CA folder was located inside the Nilay_1 shortcut	1:23:07 PM
	right?	1:23:10 PM
krisika	Yes	1:23:23 PM

Shubham Kataria	Thank you	1:23:28 PM
	I'm raising a task for the concerned team. Once we will get the information from them we will update you over email.	1:24:09 PM
	Is there anything else I may help you with ?	1:24:13 PM
krisika	No	1:24:53 PM
	Thank you	1:25:00 PM
Shubham Kataria	You're welcome	1:25:09 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:25:13 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	1:25:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
Shubham Kataria has ended this chat session		1:25:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75000 Stelck

Email: shalyn@dfctahoe.com 📞 8312929875

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: 41 Secs

City: OLYMPIC VALLEY

2 Apr, 1:45:53 AM

State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 24 Secs

Stelck	Hello, I am your Acebuddy	2 Apr, 1:45:54 AM
Acebuddy	Hello Shalyn Stelck, I'm your Ace Buddy. I'll be happy to assist you!	1:45:55 AM
	Whom Would You Like to Connect With?	1:45:55 AM
Stelck	Technical Support (QB & App Hosting)	1:46:21 AM
Acebuddy	Welcome to Ace Support.	1:46:21 AM
	Please chose an option :	1:46:21 AM
Stelck	I'd like to report an Issue	1:46:29 AM
Acebuddy	Please select an option!	1:46:29 AM
Stelck	Other Issue	1:46:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:46:34 AM
Stelck	Hello, I am having an issue with getting the remote session to only show on one of my monitors. It is automatically going across all monitors and I can't change the display setting in the remote session.	1:47:16 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:47:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:47:17 AM
	<i>Sanyam Madan declined the transfer request.</i>	1:47:20 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	1:47:22 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	1:47:51 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:48:01 AM
Stelck	Username is: Shalyn Stelck shalyn.s@myrealddata.net	1:48:44 AM
	Is the server name the CID?	1:48:50 AM
	CID67660	1:49:04 AM
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.	1:49:52 AM
Stelck	Thank you!	1:50:02 AM
Shivam Singh	As you mentioned you have issues with RDP.	1:51:30 AM
	May I take the remote access of your local computer?	1:51:42 AM
Stelck	Yes that's fine	1:51:51 AM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	1:51:54 AM
Stelck	Go ahead with remote access!	1:52:16 AM

Shivam Singh	Kindly paste this link in the browser of local computer and join the session.	1:53:06 AM
	https://assist.acecloudhosting.com/join/3442710441	1:53:07 AM
	Is there anything else I may help you with ?	1:59:50 AM
Stelck	No, thank you!	2:00:04 AM
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.	2:00:12 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	2:00:16 AM
	<i>Shivam Singh has ended this chat session</i>	2:00:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76036 Sarah Carruthers

Email: sarah@redhenbusiness.com 📞 13144924343

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: SPRINGFIELD

State: Missouri

Country: UNITED STATES

24 Apr, 10:55:27 PM

Chat Transcript

Chat Duration : 7 Mins 52 Secs

Sarah Carruthers	Hello, I am your Acebuddy	24 Apr, 10:55:28 PM
Acebuddy	Hello Sarah, I'm your Ace Buddy. I'll be happy to assist you!	10:55:29 PM
	Whom Would You Like to Connect With?	10:55:29 PM
Sarah Carruthers	Technical Support (QB & App Hosting)	10:55:32 PM
Acebuddy	Welcome to Ace Support.	10:55:32 PM
	Please chose an option :	10:55:32 PM
Sarah Carruthers	I'd like to report an Issue	10:55:39 PM
Acebuddy	Please select an option!	10:55:39 PM
Sarah Carruthers	QuickBooks Issue	10:55:44 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:55:44 PM
Sarah Carruthers	QuickBooks Login Issue	10:55:52 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	10:55:53 PM
	Was that helpful?	10:55:53 PM
Sarah Carruthers	No	10:55:59 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:55:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:55:59 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	10:56:04 PM
	<i>Tushar accepted the chat transfer request.</i>	10:56:42 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	10:56:48 PM
Sarah Carruthers	Hello Tushar, thank you for assisting me. I need to have a user booted from the file. Their computer died and they're logged into a QB file under an admin user log in and I can't access the file	10:57:31 PM
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:57:46 PM
Sarah Carruthers	Sure thing, our server name is Red Hen Business. The user is Red.Cora	10:58:17 PM
Tushar	Kindly allow me two minutes to check the same.	10:59:36 PM
Sarah Carruthers	Thank you	10:59:50 PM
Tushar	Thank you for waiting.	11:01:20 PM
	May I know the username who needs to get booted out?	11:01:25 PM
	Is it Red.Cora? (Edited)	11:01:42 PM
Sarah Carruthers	Here's the information	11:01:43 PM
Tushar	Thank you, I have booted out Red.Cora.	11:02:46 PM

	Is there anything else I may help you with ?	11:02:48 PM
Sarah Carruthers	Not at this time, thank you.	11:02:57 PM
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	11:03:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:03:11 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:03:18 PM

Tushar has ended this chat session

11:03:20 PM



Chat Transcript

Hello, I am your Acebuddy

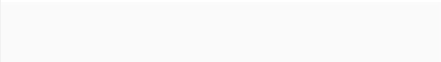
Visitor Details

8 Apr, 4:21:15 AM

#75286 Catherine Croteau
Email: catherine@paudio.com 📞 17814318708
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 44 Secs



Catherine Croteau	Hello, I am your Acebuddy	8 Apr, 4:21:16 AM
Acebuddy	Hello Catherine, I'm your Ace Buddy. I'll be happy to assist you!	4:21:17 AM
	Whom Would You Like to Connect With?	4:21:17 AM
Catherine Croteau	Technical Support (QB & App Hosting)	4:21:22 AM
Acebuddy	Welcome to Ace Support.	4:21:22 AM
	Please chose an option :	4:21:22 AM
Catherine Croteau	I'd like to raise a Request	4:21:30 AM
Acebuddy	Please select your request type.	4:21:30 AM
Catherine Croteau	Other Request	4:21:46 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:21:46 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:21:46 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:54:01 AM
	Ended due to chat idle timeout	4:54:01 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Apr, 8:48:00 PM

#75362 Michelle Kujbus

Email: aes_services1@yahoo.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: BUTLER

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 14 Secs

Michelle Kujbus	Hello, I am your Acebuddy	9 Apr, 8:48:01 PM
Acebuddy	Hello Michelle Kujbus, I'm your Ace Buddy. I'll be happy to assist you!	8:48:02 PM
	Whom Would You Like to Connect With?	8:48:02 PM
Michelle Kujbus	Technical Support (QB & App Hosting)	8:48:09 PM
Acebuddy	Welcome to Ace Support.	8:48:09 PM
	Please chose an option :	8:48:09 PM
Michelle Kujbus	I'd like to report an Issue	8:48:20 PM
Acebuddy	Please select an option!	8:48:20 PM
Michelle Kujbus	Other Issue	8:48:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:48:39 PM
Michelle Kujbus	I am not able to pring	8:48:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:48:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:48:52 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:49:00 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:49:10 PM
Michelle Kujbus	Thank you	8:49:29 PM
Ashutosh Mishra	I understand you are unable to print, is that correct?	8:50:17 PM
Michelle Kujbus	correct	8:50:25 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:51:05 PM
Michelle Kujbus	aesss.myrealdata.net	8:52:57 PM
	myrealdata/MichelleKu	8:53:08 PM
Ashutosh Mishra	Thanks for the confirmation !	8:54:36 PM
	Are you able to print on your local machine?	8:54:54 PM
Michelle Kujbus	From my computer yes, but not from Ace	8:55:23 PM
Ashutosh Mishra	May I take the remote access of your local computer?	8:55:50 PM
Michelle Kujbus	Yes	8:55:56 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	8:56:03 PM
Michelle Kujbus	I have everything closed	8:56:27 PM
Ashutosh Mishra	Please open the link given below	8:58:29 PM
	https://assist.acecloudhosting.com/join/9222296618	8:58:31 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.	9:34:16 PM
	Ended due to chat idle timeout	9:34:16 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Apr, 11:56:21 PM

#75792 tyler.laviale
Email: tyler.laviale@montesanogroup.com 📞 18056981608
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: 14 Secs
City: SANTA BARBARA
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 49 Secs

tyler.laviale	Hello, I am your Acebuddy	18 Apr, 11:56:22 PM
Acebuddy	Hello Tyler, I'm your Ace Buddy. I'll be happy to assist you!	11:56:23 PM
	Whom Would You Like to Connect With?	11:56:23 PM
tyler.laviale	Technical Support (QB & App Hosting)	11:57:25 PM
Acebuddy	Welcome to Ace Support.	11:57:25 PM
	Please chose an option :	11:57:25 PM
tyler.laviale	I'd like to report an Issue	11:57:35 PM
Acebuddy	Please select an option!	11:57:35 PM
tyler.laviale	QuickBooks Issue	11:57:39 PM

Acebuddy	What type of QuickBooks Issue are you facing?	11:57:39 PM
tyler.laviale	Other QB related issue	11:57:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:57:45 PM
tyler.laviale	When I try to "send forms" out a prompt of "incorrect credentials or gmail settings" comes up and I am 100% certain the password/username are correct	11:58:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:58:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:58:31 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:59:16 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:59:19 PM
	Hello Tyler	11:59:24 PM
	I will surely help you with this issue.	11:59:30 PM
tyler.laviale	Thank you!	11:59:35 PM
Shashwat Verma	So you are getting issue in sending email, right?	11:59:52 PM
tyler.laviale	Yes	19 Apr, 12:00:00 AM
Shashwat Verma	May I take the remote access of your server?	12:00:09 AM
tyler.laviale	Of course	12:00:19 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	12:00:26 AM
tyler.laviale	How do I let you do that	12:00:28 AM
	Thanks for the heads up	12:00:38 AM
Shashwat Verma	https://assist.acecloudhosting.com/join/8752993819	12:01:02 AM
	Kindly Click on the link and open the downloaded file.	12:01:05 AM
tyler.laviale	I believe I just did it	12:02:12 AM
Shashwat Verma	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.	12:02:27 AM
	Are we still connected here?	12:27:35 AM
	Are we still connected here?	12:29:12 AM
	Are we still connected here?	12:30:11 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:31:10 AM
	<i>Shashwat Verma has ended this chat session</i>	12:31:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Apr, 5:25:15 AM

#75335 brandy

Email: brandy@bamaccountingtaxservices.com 📞 15713641914

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: 1 Min 46 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 51 Secs

brandy	Hello, I am your Acebuddy	9 Apr, 5:25:17 AM
Acebuddy	Hello Brandy Mims, I'm your Ace Buddy. I'll be happy to assist you!	5:25:18 AM
	Whom Would You Like to Connect With?	5:25:18 AM
brandy	VDI/DaaS Support	5:25:40 AM
Acebuddy	Please wait while we connect you to an available Representative.	5:25:40 AM
	Acebuddy (bot) forwarded the chat request	5:25:40 AM
	Shubham accepted the chat transfer request.	5:25:47 AM
	Shubham is transferring the chat to Support(QB & App Hosting).	5:26:23 AM
	Anurag Sharma accepted the chat transfer request.	5:27:30 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:27:33 AM
	Hello Brandy	5:27:41 AM
	Are we still connected here?	5:29:04 AM
	Are we still connected here?	5:30:04 AM
	Are we still connected here?	5:31:01 AM

	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:31:04 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:31:06 AM
	<i>Anurag Sharma has ended this chat session</i>	5:31:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 10:08:13 PM

#76126 nidia
Email: nidia@cronintax.com
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 37 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 24 Secs

nidia	Hello, I am your Acebuddy	25 Apr, 10:08:13 PM
Acebuddy	Hello Nidia Pena, I'm your Ace Buddy. I'll be happy to assist you!	10:08:14 PM
	Whom Would You Like to Connect With?	10:08:14 PM
nidia	Technical Support (QB & App Hosting)	10:08:21 PM
Acebuddy	Welcome to Ace Support.	10:08:21 PM
	Please chose an option :	10:08:21 PM
nidia	I'd like to report an Issue	10:08:25 PM
Acebuddy	Please select an option!	10:08:25 PM

nidia	Other Issue	10:08:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:08:31 PM
nidia	Lacerte Update	10:08:41 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:08:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:08:42 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	10:08:57 PM
nidia	Please update lacerte 2024 for me. I have this issue every day even though I'm listed as an admin, I can't update it	10:09:49 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	10:10:33 PM
nidia	ok	10:12:22 PM
Shivam Singh	Please allow me 2 minutes	10:13:19 PM
	I am scheduling the updates now	10:19:51 PM
	Please log out of the server	10:20:00 PM
nidia	thank you	10:20:04 PM
Shivam Singh	I will inform you once the updates are all installed.	10:22:22 PM
	Updates are installed and now we have to restart	10:23:59 PM
	I'm going ahead with server reboot	10:24:17 PM
	Nidia Could you please check now	10:26:44 PM
	Are we still connected here?	10:27:26 PM
	Are we still connected here?	10:29:22 PM
	Are we still connected here?	10:31:16 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:32:35 PM
	<i>Shivam Singh has ended this chat session</i>	10:32:38 PM



2 Apr, 8:31:13 PM

Visitor Details

#75045 Ganesh

Email: infocohenassociates@gmail.com 📞 +91 8447018372

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: GAUTAM BUDDHA NAGAR

State: Uttar Pradesh

Country: INDIA

Chat Duration : 13 Mins 12 Secs

Ganesh	technical support	2 Apr, 8:31:14 PM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	8:31:16 PM
Ganesh	tech support	8:31:48 PM
Siddhant	May I confirm you business name associated with ACE?	8:32:08 PM
Ganesh	cohenassociates.myrealddata.net	8:32:12 PM
	Siddhant is transferring the chat to Support(QB & App Hosting).	8:32:28 PM
	Shivam Singh accepted the chat transfer request.	8:32:33 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:32:49 PM
Ganesh	our server is running very slow, so please restart the all users	8:33:24 PM
Shivam Singh	Kindly allow me two minutes to check the same.	8:33:32 PM
Ganesh	no prob	8:33:38 PM
Shivam Singh	Let me do that.	8:34:56 PM
	I will let you know when to login	8:35:18 PM
	please login and confirm.	8:37:37 PM
	I have implemented the changes from the backend.	8:39:00 PM
	I see few users have logged in, could you please confirm the status now.	8:40:11 PM
	Are we still connected here?	8:41:13 PM
Ganesh	ok	8:41:44 PM
Shivam Singh	Could please confirm if you still face the issue ?	8:42:15 PM
Ganesh		

	plz wait	8:42:22 PM
Shivam Singh	Sure. take your time	8:43:03 PM
Ganesh	now its good	8:43:46 PM
	thank you	8:43:52 PM
Shivam Singh	Great to hear that	8:44:07 PM
	Is there anything else I may help you with ?	8:44:11 PM
Ganesh	no	8:44:15 PM
	thanks	8:44:19 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.	8:44:23 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	8:44:26 PM
	<i>Shivam Singh has ended this chat session</i>	8:44:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 10 Apr, 5:44:14 PM

#75414 asajwani
Email: asajwani@gmail.com 📞 416-319-6811
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge

Device: Desktop
Average Response Time: 5 Secs
City: RICHMOND HILL
State: Ontario
Country: CANADA

Chat Transcript

Chat Duration : 5 Mins 2 Secs

asajwani	Hello, I am your Acebuddy	10 Apr, 5:44:15 PM
Acebuddy	Hello Asajwani, I'm your Ace Buddy. I'll be happy to assist you!	5:44:17 PM
	Whom Would You Like to Connect With?	5:44:17 PM
asajwani	Technical Support (QB & App Hosting)	5:44:26 PM
Acebuddy	Welcome to Ace Support.	5:44:26 PM
	Please chose an option :	5:44:26 PM
asajwani	I'd like to report an Issue	5:44:32 PM
Acebuddy	Please select an option!	5:44:32 PM
asajwani	Other Issue	5:44:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:44:36 PM
asajwani	unable to rdp	5:44:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:44:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:44:45 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	5:44:53 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	5:44:59 PM
	Hi there, could you let me know what is the error message that you are receiving	5:45:21 PM
	Are we still connected here?	5:48:24 PM
	Are we still connected here?	5:49:06 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.	5:49:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:49:14 PM
	<i>Sharath Kumar has ended this chat session</i>	5:49:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 12:48:42 PM

#75866 Amin Sajwani
Email: amin.sajwani@gmail.com 📞 +1-(901) 881-1265
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 25 Secs
City: KARACHI
State: Sindh South
Country: PAKISTAN

Chat Transcript

Chat Duration : 10 Mins 9 Secs

Amin Sajwani	Hello, I am your Acebuddy	22 Apr, 12:48:43 PM
Acebuddy	Hello Amin.sajwani, I'm your Ace Buddy. I'll be happy to assist you!	12:48:44 PM
	Whom Would You Like to Connect With?	12:48:44 PM
Amin Sajwani	Technical Support (QB & App Hosting)	12:48:49 PM
Acebuddy	Welcome to Ace Support.	12:48:49 PM
	Please chose an option :	12:48:49 PM
Amin Sajwani	I'd like to report an Issue	12:48:56 PM
Acebuddy	Please select an option!	12:48:56 PM
Amin Sajwani	Other Issue	12:49:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:49:02 PM
Amin Sajwani	The Ticket Number is: 681387	12:49:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:49:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:49:20 PM
	<i>Manish Singh accepted the chat transfer request.</i>	12:49:27 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:49:30 PM

	I will surely help you with this issue.	12:49:52 PM
Amin Sajwani	thnaks	12:49:54 PM
Manish Singh	Regarding the user setup in new laptop, we need to take remote access of your local computer.	12:51:03 PM
	May I take the remote access of your local computer?	12:51:12 PM
Amin Sajwani	yes	12:51:24 PM
	please	12:51:29 PM
Manish Singh	https://assist.acecloudhosting.com/join/2872160679	12:51:46 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:51:49 PM
	Kindly access this link on any web browser.	12:53:31 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:55:35 PM
	Is there anything else I may help you with ?	12:58:17 PM
Amin Sajwani	no thanks	12:58:37 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.	12:58:42 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:58:47 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:58:50 PM
	<i>Manish Singh has ended this chat session</i>	12:58:52 PM



Chat Transcript

Hello, I am your Acebuddy

#75363 Nathan Urry

Email: techs@cr-t.com 📞 13853251678

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: LAS VEGAS

State: California

Country: UNITED STATES

Nathan Urry	Hello, I am your Acebuddy	9 Apr, 9:01:50 PM
Acebuddy	Hello Nathan Urry, I'm your Ace Buddy. I'll be happy to assist you!	9:01:51 PM
	Whom Would You Like to Connect With?	9:01:51 PM
Nathan Urry	Managed IT	9:01:53 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:01:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:01:53 PM
Nathan Urry	Please kick Vincent Rosales off of the server. He is stuck in Quickbooks	9:02:09 PM
	<i>Rajat accepted the chat transfer request.</i>	9:02:27 PM
	<i>Rajat is transferring the chat to Pradeep Kumar.</i>	9:02:45 PM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	9:02:51 PM
	He has communicated to me that he is logged out of the server yet Quickbooks shows him as still being in the file	9:02:53 PM
	and I have been unable to kick him out	9:03:01 PM
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?	9:03:03 PM
Nathan Urry	Please kick Vincent Rosales off of the server. He is stuck in Quickbooks	9:03:14 PM
	He has communicated to me that he is logged out of the server yet Quickbooks shows him as still being in the file and I have been unable to kick him out	9:03:20 PM
Pradeep Kumar	Alright, Let me Transfer the chat to the concerned Team.	9:03:21 PM
Nathan Urry	thank you	9:03:25 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	9:03:33 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	9:03:42 PM

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	9:03:53 PM
	Hello Nathan, how are you doing today?	9:04:18 PM
Nathan Urry	Please kick Vincent Rosales off of the server. He is stuck in Quickbooks He has communicated to me that he is logged out of the server yet Quickbooks shows him as still being in the file and I have been unable to kick him out	9:04:37 PM
	thank you!	9:04:49 PM
Rohan Prajapati	I will surely help you with this issue.	9:04:56 PM
Nathan Urry	thank you	9:05:00 PM
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.	9:05:04 PM
Nathan Urry	ok	9:05:08 PM
Rohan Prajapati	Please check now and let me know the status	9:05:58 PM
Nathan Urry	still on	9:07:10 PM
Rohan Prajapati	Please ask the user to login back	9:07:48 PM
Nathan Urry	he's working on it	9:09:00 PM
	will you see him log back in?	9:09:05 PM
Rohan Prajapati	No not yet Nathan	9:10:05 PM
Nathan Urry	he's in now	9:11:47 PM
Rohan Prajapati	Yes I can see that	9:12:15 PM
	Is it good now ?	9:12:19 PM
Nathan Urry	no	9:12:47 PM
	same issue	9:12:49 PM
Rohan Prajapati	May I take the remote access of your server?	9:13:16 PM
Nathan Urry	sure	9:13:27 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	9:13:34 PM
	This message has been deleted	9:13:38 PM
Nathan Urry	it finally worked	9:13:49 PM
	give me one minute	9:13:58 PM
Rohan Prajapati	Ohh that's Great	9:14:01 PM
	Let me know if you are still facing any issue ?	9:14:17 PM
Nathan Urry	please hold for a few minutes	9:14:59 PM
Rohan Prajapati	Sure take your time	9:17:59 PM
Nathan Urry	Quickbooks froze. Unfroze. Logging back in. Please hold for a few more minutes	9:18:22 PM

	i think we are fully resolved	9:20:02 PM
	thank you	9:20:03 PM
Rohan Prajapati	May I know if you are facing the Freezing issue repeatedly ?	9:20:07 PM
Nathan Urry	just once	9:20:15 PM
Rohan Prajapati	Thanks for the confirmation !	9:20:23 PM
	Is there anything else I may help you with ?	9:20:25 PM
Nathan Urry	no thank you	9:20:34 PM
	have a great day	9:20:36 PM
Rohan Prajapati	Thanks for the confirmation !	9:21:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:21:22 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:21:24 PM
	<i>Rohan Prajapati has ended this chat session</i>	9:21:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76182 Mike Cassidy

Email: mikec@rortax.com 📞 6128227177

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

27 Apr, 4:23:38 AM

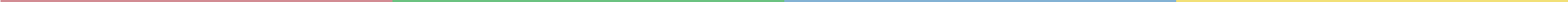
Device: Desktop
Average Response Time: 7 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 15 Secs

Mike Cassidy	Hello, I am your Acebuddy	27 Apr, 4:23:40 AM
Acebuddy	Hello Mike Cassidy, I'm your Ace Buddy. I'll be happy to assist you!	4:23:41 AM
	Whom Would You Like to Connect With?	4:23:41 AM
Mike Cassidy	Technical Support (QB & App Hosting)	4:23:49 AM
Acebuddy	Welcome to Ace Support.	4:23:49 AM
	Please chose an option :	4:23:49 AM
Mike Cassidy	I'd like to report an Issue	4:23:57 AM
Acebuddy	Please select an option!	4:23:57 AM
Mike Cassidy	Other Issue	4:24:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:24:03 AM
Mike Cassidy	When I try to open Remote Desktop, I am getting an error that it 'can't find the computer "RORTax.myrealdata.net"	4:24:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:24:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:24:54 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	4:25:05 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	4:25:08 AM
	Hello Mike	4:25:13 AM
	I will surely help you with this issue.	4:25:21 AM
Mike Cassidy	Thank you.	4:25:44 AM
Shashwat Verma	May I take the remote access of your local computer?	4:25:49 AM
Mike Cassidy	Yes	4:25:59 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	4:26:14 AM
	https://assist.acecloudhosting.com/join/5832585736	4:26:15 AM
	Kindly Click on the link and open the downloaded file.	4:26:18 AM
Mike Cassidy	Ok, I'd tried multiple times, thank you.	4:28:58 AM
	I don't know why it wasn't working earlier	4:29:07 AM

Shashwat Verma	No problem	4:29:11 AM
	May be the network issue	4:29:18 AM
	As of now issue was resolved itself	4:29:32 AM
	Is there anything else I may help you with ?	4:29:34 AM
Mike Cassidy	Not today, thank you for your help!	4:29:43 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	4:29:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:29:49 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	4:29:53 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>Shashwat Verma has ended this chat session</i>		4:29:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr, 4:53:30 AM

#75075 DAWN REIDER

Email: dreider@veeusa.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: 29 Secs

City: LAURENS

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 15 Secs

DAWN REIDER	Hello, I am your Acebuddy	3 Apr, 4:53:31 AM
Acebuddy	Hello Dawn Reider, I'm your Ace Buddy. I'll be happy to assist you!	4:53:32 AM
	Whom Would You Like to Connect With?	4:53:32 AM
DAWN REIDER	Technical Support (QB & App Hosting)	4:55:29 AM
Acebuddy	Welcome to Ace Support.	4:55:29 AM
	Please chose an option :	4:55:29 AM
DAWN REIDER	I'd like to report an Issue	4:55:34 AM
Acebuddy	Please select an option!	4:55:34 AM
DAWN REIDER	Other Issue	4:55:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:55:41 AM
DAWN REIDER	Remote Access Issue - ticket #671776	4:56:33 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:56:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:56:34 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:56:53 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:56:56 AM
	Hello Dawn	4:57:03 AM
DAWN REIDER	hello	4:57:27 AM
	Great - I had an issue earlier today as well but is wa a slightly different message and that was rresplved	4:58:46 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	4:59:09 AM
	May I take the remote access of your local computer?	4:59:54 AM
DAWN REIDER	no problen - it happens - technology is great when it works :	4:59:58 AM
	yes	4:59:59 AM
	nothing is open	5:00:10 AM
Anurag Sharma	True 😊	5:00:23 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:00:31 AM
DAWN REIDER	all good - nothing open	5:00:53 AM
Anurag Sharma	https://assist.acecloudhosting.com/join/2032579536	5:01:05 AM
	Kindly paste this link in the browser of local computer and join the session.	5:01:09 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.	5:03:33 AM
	The issue seems to be resolved.	5:09:41 AM
	Is there anything else I may help you with ?	5:09:43 AM
	Are we still connected here?	5:10:43 AM
DAWN REIDER	Thank you so much - excellent service - I appreciate you fixing it so quickly	5:11:30 AM
Anurag Sharma	Thanks for the confirmation !	5:11:33 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:11:39 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:11:42 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	5:11:43 AM
	<i>Anurag Sharma has ended this chat session</i>	5:11:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75272 ERIC DICKINSON

Email: dickinsonengr@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

8 Apr, 12:44:22 AM

Browser: Google Chrome
Device: Desktop
City: HIGH POINT
State: North Carolina
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 25 Secs

ERIC DICKINSON	Hello, I am your Acebuddy	8 Apr, 12:44:23 AM
Acebuddy	Hello Eric Dickinson, I'm your Ace Buddy. I'll be happy to assist you!	12:44:23 AM
	Whom Would You Like to Connect With?	12:44:23 AM
ERIC DICKINSON	Technical Support (QB & App Hosting)	12:44:39 AM
Acebuddy	Welcome to Ace Support.	12:44:39 AM
	Please chose an option :	12:44:39 AM
ERIC DICKINSON	I'd like to raise a Request	12:44:51 AM
Acebuddy	Please select your request type.	12:44:51 AM
ERIC DICKINSON	Other Request	12:46:14 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:46:14 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:46:14 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:16:48 AM
	Ended due to chat idle timeout	1:16:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Apr, 10:04:34 PM

#76174 Evelyn

Email: evelyn@carerepro.org

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: GAITHERSBURG
State: Maryland
Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Months 4 Weeks

Evelyn	Hello, I am your Acebuddy	26 Apr, 10:04:36 PM
Acebuddy	Hello Evelyn, I'm your Ace Buddy. I'll be happy to assist you!	10:04:37 PM
	Whom Would You Like to Connect With?	10:04:37 PM
Evelyn	Technical Support (QB & App Hosting)	10:04:41 PM
Acebuddy	Welcome to Ace Support.	10:04:41 PM
	Please chose an option :	10:04:41 PM
Evelyn	I'd like to report an Issue	10:04:51 PM
Acebuddy	Please select an option!	10:04:51 PM
Evelyn	Other Issue	10:04:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:04:56 PM
Evelyn	My ticket id is: 680617. I am having issues connecting to the desktop.	10:05:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:05:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:05:19 PM
Evelyn	myrealdata\bet3_Profesionals	10:07:18 PM
	<i>Chat request was not picked up by the operators</i>	10:13:42 PM
	Please create a new download link for server: myrealdata\bet3_Profesionals	10:21:59 PM
	<i>Visitor changed the visitor's Email to Evelyn@carerepro.org.</i>	10:21:59 PM



	<i>Shubham Kataria accepted the chat transfer request.</i>	6:35:06 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:35:13 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:35:22 AM
Campbell.electric	SCampbell.myrealddata.net	6:35:49 AM
	DebraCampbell	6:35:53 AM
Shubham Kataria	Thank you for the information.	6:36:14 AM
	Kindly confirm if you're the only user who is facing this issue	6:36:30 AM
Campbell.electric	I'm the only user	6:36:51 AM
Shubham Kataria	Okay	6:37:12 AM
	May I take the remote access of your local computer?	6:37:15 AM
Campbell.electric	YES	6:37:19 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	6:37:24 AM
	https://assist.acecloudhosting.com/join/8072201420	6:37:37 AM
	Kindly join this link (Edited)	6:37:46 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:38:59 AM
	Thank you for your patience.	6:43:48 AM
	As per our remote conversation your issue has been resolved	6:44:21 AM
	Is there anything else I may help you with ?	6:44:24 AM
Campbell.electric	I'm checking to make sure it works	6:44:36 AM
Shubham Kataria	Okay	6:44:41 AM
Campbell.electric	It's working. Thank you!	6:45:28 AM
Shubham Kataria	You're welcome	6:45:34 AM
	Is there anything else I may help you with ?	6:45:38 AM
Campbell.electric	No.	6:45:41 AM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:45:49 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:45:54 AM
	<p>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.</p> <p>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.</p>	

Thanks!


6:45:56 AM

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

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

Shubham Kataria has ended this chat session

6:45:58 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr, 6:26:48 PM

#76302 Jill Sims

Email: jsims@esgcorp.biz

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: 9 Secs

City: AURORA

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 39 Secs

Jill Sims	Hello, I am your Acebuddy	29 Apr, 6:26:49 PM
Acebuddy	Hello Jill Sims, I'm your Ace Buddy. I'll be happy to assist you!	6:26:50 PM
	Whom Would You Like to Connect With?	6:26:50 PM
Jill Sims	Technical Support (QB & App Hosting)	6:27:00 PM
Acebuddy	Welcome to Ace Support.	6:27:00 PM
	Please chose an option :	6:27:00 PM
Jill Sims	I'd like to report an Issue	6:27:09 PM

Acebuddy	Please select an option!	6:27:09 PM
Jill Sims	Other Issue	6:27:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:27:17 PM
Jill Sims	login assistance	6:27:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:27:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:27:31 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:27:41 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:27:45 PM
	Hello Jill	6:27:50 PM
Jill Sims	Hi	6:27:56 PM
Shashwat Verma	I will surely help you with this issue.	6:28:05 PM
Jill Sims	I keep getting an error saying "the logon attempt failed" when trying to login	6:28:33 PM
Shashwat Verma	Okay	6:28:43 PM
	May I take the remote access of your local computer?	6:28:46 PM
Jill Sims	sure	6:28:51 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	6:29:07 PM
	https://assist.acecloudhosting.com/join/9042215257	6:29:08 PM
	Kindly Click on the link and open the downloaded file.	6:29:10 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:31:46 PM
	as per the your request we have closed your Qb session from backend, also found that you will be using quickbooks_esg@myrealdata.ne in place of JillT as its in disable state	6:41:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:41:24 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	6:41:26 PM
	<i>Shashwat Verma has ended this chat session</i>	6:41:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 12:26:55 AM

#75912 help
Email: help@triadcybersolutions.com 📞 3362999989
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Mins 17 Secs
City: ORANGEBURG
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 47 Secs

help	Hello, I am your Acebuddy	23 Apr, 12:26:55 AM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	12:26:56 AM
	Whom Would You Like to Connect With?	12:26:56 AM
help	Managed IT	12:26:58 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:26:58 AM
	Acebuddy (bot) forwarded the chat request	12:26:58 AM
	Shubham accepted the chat transfer request.	12:27:09 AM
	Shubham is transferring the chat to Support(QB & App Hosting).	12:27:22 AM
help	hi	12:27:37 AM
	cannot open Quickbooks	12:27:47 AM
	12:27:58 AMhelp is sharing a file with you 1_image.png - (Size:53.71 KB)	12:27:58 AM
	Rohan Prajapati accepted the chat transfer request.	12:28:02 AM

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	12:28:10 AM
	<i>12:28:11 AM</i> help is sharing a file with you 1_image.png - (Size:41.58 KB)	12:28:11 AM
	Hello , how are you doing today ?	12:28:27 AM
	Thank you for Providing the Error Image.	12:28:42 AM
help	getting these errors when trying to open QB	12:28:44 AM
Rohan Prajapati	I will surely help you with this issue.	12:28:46 AM
	Kindly allow me 4-5 minutes to check the same.	12:28:53 AM
	<i>12:28:57 AM</i> help is sharing a file with you 1_image.png - (Size:53.71 KB)	12:28:57 AM
help	seems some permission issue	12:29:13 AM
Rohan Prajapati	Could you please confirm your username once ?	12:29:41 AM
help	Anne.g	12:29:55 AM
Rohan Prajapati	Thanks for the confirmation !	12:30:29 AM
	Kindly allow me 4-5 minutes to check the same.	12:30:34 AM
help	ok waiting	12:31:55 AM
	?????	12:36:32 AM
Rohan Prajapati	We are still checking this from the backend.	12:37:47 AM
	Please allow us some time	12:38:04 AM
help	ok	12:38:18 AM
Rohan Prajapati	Thank you for your patience.	12:48:08 AM
	Please try to login back now	12:48:16 AM
help	Ok	12:48:29 AM
	asking to update QB	12:49:03 AM
Rohan Prajapati	We will schedule it for tonight, so please click on 'Later' for now.	12:49:47 AM
	Is it working fine now ?	12:53:27 AM
help	please maintain your system we connect almost daily with an issue	12:54:23 AM
	yes its working fine now	12:54:39 AM
Rohan Prajapati	We apologize for the inconvenience caused. We will ensure that you do not face this issue again.	12:55:23 AM
	Thanks for the confirmation !	12:55:34 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:55:36 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

Thanks!


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/>)

12:55:38 AM

Rohan Prajapati has ended this chat session

12:55:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Apr, 1:26:15 AM

#76149 Becky Rivard

Email: becky@beckyrivardcpa.com ☎ 15304489276

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 52 Secs

Becky Rivard	Hello, I am your Acebuddy	26 Apr, 1:26:16 AM
Acebuddy	Hello Becky, I'm your Ace Buddy. I'll be happy to assist you!	1:26:17 AM
	Whom Would You Like to Connect With?	1:26:17 AM
Becky Rivard	Technical Support (QB & App Hosting)	1:26:20 AM
Acebuddy	Welcome to Ace Support.	1:26:20 AM

	Please chose an option :	1:26:20 AM
Becky Rivard	I'd like to raise a Request	1:26:25 AM
Acebuddy	Please select your request type.	1:26:25 AM
Becky Rivard	Application Update	1:26:29 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	1:26:29 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	1:26:29 AM
Becky Rivard	Yes	1:26:34 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:26:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:26:34 AM
	<i>Tushar accepted the chat transfer request.</i>	1:27:56 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	1:27:59 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:28:07 AM
Becky Rivard	beckyrivardcpa	1:28:30 AM
	This is in reference to ticket number 683871 submitted at 8am US pacific time.	1:29:06 AM
	I cannot use my tax software until the update is installed and server rebooted. I have always been asked for my tax application user name and password and the update was done on your end. I was messaging with someone this morning who said he was unable to to do that and that he had to give me admin access. It was not successful and my tax software is still not updated. Would you be able to please update on your end for me?	1:30:55 AM
	I have been unable to use my tax software for the last 5 hours.	1:31:40 AM
Tushar	I deeply apologize for the inconvenience caused to you.	1:32:17 AM
	Kindly allow me two minutes to check the same.	1:32:24 AM
	Thank you for waiting.	1:34:45 AM
	May I know the application name are you referring to Lacerte applciation?	1:35:24 AM
Becky Rivard	2024 lacerte	1:35:40 AM
Tushar	Kindly log of from the server for 10-20 minutes so that I can update the Lacerte 2024 application for you I will email you once that is done.	1:36:47 AM
Becky Rivard	Logged off. Thank you so much for your help.	1:37:17 AM
Tushar	Is there anything else I may help you with ?	1:37:38 AM
Becky Rivard	No that's it.	1:37:48 AM
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	1:37:59 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:38:04 AM

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

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

Thanks!


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

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

1:38:06 AM

Tushar has ended this chat session

1:38:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Apr, 7:39:19 PM

#76011 Theresia Beauchamp

Email: purchasing@starchase.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 52 Secs

Theresia Beauchamp	Hello, I am your Acebuddy	24 Apr, 7:39:21 PM
Acebuddy	Hello Theresia Beauchamp, I'm your Ace Buddy. I'll be happy to assist you!	7:39:22 PM
	Whom Would You Like to Connect With?	7:39:22 PM
Theresia Beauchamp	Technical Support (QB & App Hosting)	7:39:46 PM

Acebuddy	Welcome to Ace Support.	7:39:46 PM
	Please chose an option :	7:39:46 PM
Theresia Beauchamp	I'd like to report an Issue	7:39:52 PM
Acebuddy	Please select an option!	7:39:52 PM
Theresia Beauchamp	QuickBooks Issue	7:39:56 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:39:56 PM
Theresia Beauchamp	Other QB related issue	7:40:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:40:06 PM
Theresia Beauchamp	Upon remoting in to the Qb server, i am getting a Microsoft .NET framework error. It won't let me login to QB.	7:41:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:41:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:41:19 PM
Theresia Beauchamp	Server: StarChaseLLC.myrealdata.net	7:41:38 PM
	User: tbeauchamp	7:41:42 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	7:41:49 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:41:54 PM
	Hello Theresia, how are you doing today ?	7:42:09 PM
Theresia Beauchamp	I am well, thank you for asking.	7:42:20 PM
Rohan Prajapati	That's Great	7:42:47 PM
	I will surely help you with this issue.	7:42:52 PM
	Kindly allow me 4-5 minutes to check the same.	7:42:59 PM
Theresia Beauchamp	of course, thank you	7:43:18 PM
Rohan Prajapati	May I take the remote access of your server?	7:43:54 PM
Theresia Beauchamp	yes, go ahead	7:44:10 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	7:44:17 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.	7:44:53 PM
	I have made the changes from the backend, please log off and login back	7:45:10 PM
Theresia Beauchamp	ok, one sec	7:45:23 PM
	let me know when you want me to try and log back in	7:46:24 PM
Rohan Prajapati	Yes Please login back and check the same (Edited)	7:46:36 PM
Theresia Beauchamp	I was able to get back in. That was a quick fix. Thank you!	7:47:41 PM

Rohan Prajapati	Thanks for the confirmation !	7:47:45 PM
	Is there anything else I may help you with ?	7:47:47 PM
Theresia Beauchamp	no, that was it. you've been great	7:47:57 PM
Rohan Prajapati	I would request you to please give your Valuable feedback after ending the chat.	7:47:59 PM
	Thanks for the confirmation !	7:48:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:48:10 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	7:48:11 PM
	<i>Rohan Prajapati has ended this chat session</i>	7:48:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75808 admin

Email: admin@consultingctx.com 📞 17609568500

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: 56 Secs

City: RIVERSIDE

State: California

Country: UNITED STATES

20 Apr, 12:17:47 AM

Chat Transcript

Chat Duration : 14 Mins 6 Secs

admin	Hello, I am your Acebuddy	20 Apr, 12:17:48 AM
Acebuddy	Hello Norma Moreno, I'm your Ace Buddy. I'll be happy to assist you!	12:17:49 AM
	Whom Would You Like to Connect With?	12:17:49 AM
admin	Technical Support (QB & App Hosting)	12:17:52 AM
Acebuddy	Welcome to Ace Support.	12:17:52 AM
	Please chose an option :	12:17:52 AM
admin	I'd like to raise a Request	12:17:58 AM
Acebuddy	Please select your request type.	12:17:58 AM
admin	Restart	12:18:11 AM
Acebuddy	Hello Norma Moreno, I'm your Ace Buddy. I'll be happy to assist you!	12:18:12 AM
	Whom Would You Like to Connect With?	12:18:12 AM
admin	Technical Support (QB & App Hosting)	12:18:16 AM
Acebuddy	Welcome to Ace Support.	12:18:16 AM
	Please chose an option :	12:18:16 AM
admin	I'd like to report an Issue	12:18:22 AM
Acebuddy	Please select an option!	12:18:22 AM
admin	Other Issue	12:18:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:18:26 AM
admin	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "CTX.myrealdata.net". This might mean that "CTX.myrealdata.net" does not belong to the specified network. Verify the computer name and domain that you are trying t	12:18:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:18:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:18:46 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:18:59 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:19:04 AM
	Hello Norma	12:19:09 AM
admin	Hello,	12:19:11 AM
	I cant connect to my network	12:19:17 AM
Shashwat Verma	I will surely help you with this issue.	12:20:58 AM
	Is this the first time you are facing this issue?	12:21:28 AM

admin	no	12:23:14 AM
	is the second time	12:23:16 AM
Shashwat Verma	Let my friend assist you from here.	12:23:29 AM
	<i>Shashwat Verma is transferring the chat to Ashutosh Mishra.</i>	12:23:37 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:23:41 AM
admin	thank you	12:23:54 AM
Ashutosh Mishra	May I take the remote access of your local computer?	12:24:18 AM
admin	yes	12:25:00 AM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	12:25:41 AM
	https://assist.acecloudhosting.com/join/5322387609	12:25:44 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:25:49 AM
admin	ok	12:28:08 AM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved without making any changes from support end.	12:31:30 AM
admin	thank you	12:31:42 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:31:47 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:31:52 AM
	<i>Ashutosh Mishra has ended this chat session</i>	12:31:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75085 Shailene

Email: shailene@seedcareministries.org 📞 17785580694

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

3 Apr, 10:54:13 AM

Device: Desktop
Average Response Time: 28 Secs
City: VANCOUVER
State: British Columbia
Country: CANADA

Chat Transcript

Chat Duration : 23 Mins 4 Secs

Shailene	Hello, I am your Acebuddy	3 Apr, 10:54:14 AM
Acebuddy	Hello Shailene, I'm your Ace Buddy. I'll be happy to assist you!	10:54:15 AM
	Whom Would You Like to Connect With?	10:54:15 AM
Shailene	Technical Support (QB & App Hosting)	10:54:21 AM
Acebuddy	Welcome to Ace Support.	10:54:21 AM
	Please chose an option :	10:54:21 AM
Shailene	I'd like to raise a Request	10:54:28 AM
Acebuddy	Please select your request type.	10:54:28 AM
Shailene	Reboot your Server	10:54:33 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	10:54:34 AM
	Do you need any further assistance on the topic?	10:54:34 AM
Shailene	Yes	10:54:39 AM
Acebuddy	Please wait while we connect you to our Support Representative	10:54:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:54:39 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:54:53 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:54:58 AM
Shailene	My Caseware app is frozen	10:55:18 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:55:29 AM
Shailene	SIM.myrealdata.net	10:55:42 AM
Shubham Kataria	Could you please confirm from when it is freezed	10:55:56 AM
Shailene	Btw, your phone keeps repeating the same message and is not able to rdirect to an agent	10:56:00 AM
	just today	10:56:09 AM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	10:56:15 AM
	I will surely help you with this issue.	10:56:19 AM

Shailene	Ticket ID: 671470	10:56:55 AM
	it's happening since this afternoon	10:57:02 AM
Shubham Kataria	Please allow me two minutes to check the same.	10:57:39 AM
	Kindly confirm if only the caseware application is freezing	10:58:45 AM
	And also confirm if you're the only user who is facing freezing in Case ware	11:00:44 AM
Shailene	just Caseware	11:02:45 AM
Shubham Kataria	Okay allow me a minute	11:02:55 AM
	May I take the remote access of your server?	11:03:31 AM
Shailene	one minute	11:03:49 AM
	ok	11:04:45 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	11:04:51 AM
	Please accept the remote request	11:05:24 AM
Shailene	It's frozen again	11:07:00 AM
Shubham Kataria	Okay let me check the Caseware working papers application from backend	11:07:32 AM
Shailene	thank you	11:10:59 AM
	Sorry, I am stuck again	11:11:53 AM
Shubham Kataria	Could you please open any other file in case ware and check	11:12:25 AM
Shailene	not opening	11:12:49 AM
Shubham Kataria	Please check now with any other file	11:13:38 AM
Shailene	I think there may be a problem with the software every time i click Assign Mapping	11:14:17 AM
	Can you please reset again	11:14:23 AM
	I will try to avoid clicking it - I will manually adjust something and will call Caseware tech team tomorrow	11:14:46 AM
Shubham Kataria	I have also checked the Server performance and its seems good	11:15:00 AM
Shailene	Can you reset Caseware	11:15:50 AM
	so I can work on other tems	11:15:55 AM
Shubham Kataria	Yes, you may reach out to them and inform us if anything is needed from the server side.	11:16:06 AM
	Yes, I have reset it	11:16:15 AM
	You may check	11:16:18 AM
Shailene	Okay, thank you	11:16:43 AM
Shubham Kataria	You're welcome	11:16:50 AM
	Is there anything else I may help you with ?	11:16:55 AM

Shailene	that's it for now, thank you	11:17:04 AM
Shubham Kataria	You're welcome	11:17:10 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:17:13 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:17:15 AM
	<i>Shubham Kataria has ended this chat session</i>	11:17:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Apr, 8:57:58 PM

#76016 Samantha Goldie
Email: accounting@mgvinc.com
Department: Support(QB & App Hosting)
Operator: Rohan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 20 Secs
City: DUNCAN
State: British Columbia
Country: CANADA

Chat Transcript

Chat Duration : 30 Mins 1 Sec

Samantha Goldie	Hello, I am your Acebuddy	24 Apr, 8:57:59 PM
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Acebuddy	Hello Samantha Goldie, I'm your Ace Buddy. I'll be happy to assist you!	8:57:59 PM
	Whom Would You Like to Connect With?	8:57:59 PM
Samantha Goldie	Technical Support (QB & App Hosting)	8:58:05 PM
Acebuddy	Welcome to Ace Support.	8:58:05 PM
	Please chose an option :	8:58:05 PM
Samantha Goldie	I'd like to report an Issue	8:58:10 PM
Acebuddy	Please select an option!	8:58:10 PM
Samantha Goldie	QuickBooks Issue	8:58:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:58:14 PM
Samantha Goldie	QuickBooks Update	8:58:21 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	8:58:21 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	8:58:21 PM
	Do you need any further assistance on the topic?	8:58:21 PM
Samantha Goldie	Yes	8:58:33 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:58:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:58:33 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	8:59:24 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	8:59:30 PM
Samantha Goldie	Hi, our our id is CID7384	8:59:43 PM
Rohan Prajapati	Hello Samantha, how are you doing today ?	8:59:47 PM
	I will surely help you with this issue.	8:59:55 PM
Samantha Goldie	we cannot use Quickbooks at all and are getting a message	9:00:01 PM
	<i>9:00:04 PM</i> <i>Samantha Goldie is sharing a file with you</i> <i>image.png</i> - (<i>Size:11.77 KB</i>)	9:00:04 PM
Rohan Prajapati	Thank you for Providing the CID number	9:00:19 PM
Samantha Goldie	i downloaded it to my desktop but do not have the admin rights to install	9:00:20 PM
Rohan Prajapati	Thank you for providing the error details	9:00:49 PM
	May I take the remote access of your server?	9:00:52 PM
Samantha Goldie	yes	9:00:55 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	9:01:04 PM

Samantha Goldie	you should be good, no one should be using it right now	9:01:37 PM
Rohan Prajapati	May I Know your username through which you are logged in on the server ?	9:01:53 PM
	Please confirm this	9:02:18 PM
Samantha Goldie	one moment	9:02:28 PM
	S.Goldie	9:02:42 PM
Rohan Prajapati	You have not logged in on the server yet	9:03:06 PM
	Please login back	9:03:44 PM
Samantha Goldie	i'm back in	9:04:04 PM
Rohan Prajapati	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.	9:04:15 PM
	As discussed, we have started the repair process and informed you that if it doesn't resolve the issue, please run the Verify and Rebuild process once and let us know the status. Is there anything else I can help you with? (Edited)	9:26:06 PM
Samantha Goldie	no, that was all, thank you	9:26:45 PM
Rohan Prajapati	Thanks for the confirmation !	9:27:41 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:27:42 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.	9:27:44 PM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
Samantha Goldie has ended this chat session		9:28:01 PM



Chat Transcript

Hello, I am your Acebuddy

#75315 jon

Email: jon@sundackcpa.com ☎ 6314999437

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 52 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

jon	Hello, I am your Acebuddy	8 Apr, 9:48:11 PM
Acebuddy	Hello Jon, I'm your Ace Buddy. I'll be happy to assist you!	9:48:12 PM
	Whom Would You Like to Connect With?	9:48:12 PM
jon	Technical Support (QB & App Hosting)	9:48:20 PM
Acebuddy	Welcome to Ace Support.	9:48:20 PM
	Please chose an option :	9:48:20 PM
jon	I'd like to report an Issue	9:48:27 PM
Acebuddy	Please select an option!	9:48:27 PM
jon	Other Issue	9:48:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:48:32 PM
jon	server latency	9:48:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:48:38 PM
	Acebuddy (bot) forwarded the chat request	9:48:38 PM
	Sharath Kumar accepted the chat transfer request.	9:49:17 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:49:29 PM
jon	i am running latent	9:49:35 PM
	so is everybody else in my office	9:49:40 PM
	our internet spped is 150/150	9:49:47 PM
	need this fixed asap	9:49:52 PM
Sharath Kumar	Hello Jon, sorry to hear about your concern	9:49:55 PM

	I am signing into the server to check this	9:50:15 PM
jon	thank you Sharath	9:50:22 PM
Sharath Kumar	in the meantime could you provide a screenshot of the speed test from your local computer	9:50:39 PM
	<i>9:51:56 PMjon is sharing a file with you</i> <i>image.png - (Size:95.45 KB)</i>	9:51:56 PM
	Thank you! I am on the server and I see that the CPU utilization is at 100%	9:53:05 PM
	checking to see what's causing this	9:53:15 PM
	since when is this happening? any change in application that you are aware of?	9:54:51 PM
jon	1-2 hours	9:55:02 PM
	no new applications	9:55:05 PM
Sharath Kumar	allow me a few more minutes to work on this	9:57:12 PM
	Thank you for your patience. I have identified the issue as a few windows processes were utilizing too much CPU. I have closed those processes and the average utilization is now at 50%	10:05:21 PM
	could you confirm if that indeed resolve the slowness issue	10:05:40 PM
	Are we still connected here?	10:11:14 PM
jon	yes i am here	10:12:28 PM
	i am testing now	10:13:09 PM
	how do we prevent that from happening again	10:13:13 PM
Sharath Kumar	it is unusual for the windows processes to utilize that much CPU	10:14:06 PM
jon	this has been happening at least twice a week for last month	10:14:50 PM
Sharath Kumar	I will definitely be looking into the reports from past month regarding the CPU utilization and if it found to be excessive, we can increase the number of CPUs on the server to minimize the load	10:16:43 PM
jon	yes please do	10:17:58 PM
	my understandning is that we should have unlimited CPU so not sure why we keep hving this issue	10:18:14 PM
Sharath Kumar	You do technically get unlimited CPU because when needed the host of the server will allocate more CPU's to your server. Since they are not dedicated CPU's the CPU ready time interferes with it and it take a bit of time to assign those CPU's to the server.	10:22:12 PM
	We are checking with the senior team as we speak to see what is particularly causing the slowness and CPU load. Please allow us some time.	
jon	ok, about how much time should i expect a reply on that?	10:22:43 PM
Sharath Kumar	The senior team is checking the issue right now, alongside me. We will let you know about the findings in 4-5 mins.	10:24:25 PM
jon	thank you	10:30:40 PM
Sharath Kumar	Sorry for the long hold! took a while to figure out that citrix component within Ultratax has been on high utilization as well	10:38:55 PM

	We will shortly increasing the CPUs on the server and we are confident that it should resolve your concern	10:39:35 PM
jon	ok thank you	10:40:04 PM
Sharath Kumar	Please allow us half hour to get this added, no need for server restart or user sign out	10:40:31 PM
	Please let me know after a couple of hours if the latency got better	10:41:01 PM
	I will start the procedure to get the CPUs added	10:41:14 PM
	anything else that I may assist you with in the meantime?	10:41:32 PM
jon	that is all thank you	10:42:50 PM
Sharath Kumar	alright, Jon. Wishing you good rest of your day	10:43:08 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:43:11 PM
	<i>Sharath Kumar has ended this chat session</i>	10:43:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75252 Felix Goltsman

Email: felix@oncoremedia.com 📞 416-665-1405

Department: Support(QB & App Hosting)

Operator: Malkeet Nagpal

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 55 Secs

7 Apr, 7:04:11 PM

City: CONCORD		
State: Ontario		
Country: CANADA		
Chat Transcript		Chat Duration : 1 Hour 7 Mins
Felix Goltsman	Hello, I am your Acebuddy	7 Apr, 7:04:12 PM
Acebuddy	Hello Felix, I'm your Ace Buddy. I'll be happy to assist you!	7:04:12 PM
	Whom Would You Like to Connect With?	7:04:12 PM
Felix Goltsman	Technical Support (QB & App Hosting)	7:04:26 PM
Acebuddy	Welcome to Ace Support.	7:04:27 PM
	Please chose an option :	7:04:27 PM
Felix Goltsman	I'd like to report an Issue	7:04:48 PM
Acebuddy	Please select an option!	7:04:48 PM
Felix Goltsman	Other Issue	7:05:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:05:12 PM
Felix Goltsman	unable to connect to remote server, error: There are no available computers in the pool. Try connecting again, or contact your network administrator.	7:05:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:05:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:05:50 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	7:06:09 PM
Felix Goltsman	CID68772	7:06:10 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:06:14 PM
Felix Goltsman	Rohan, you guys worked on ticket# 671720 to update the list of Remote App applications	7:06:37 PM
Rohan Prajapati	Hello Felix, how are you doing today?	7:06:37 PM
	Thank you for providing the ticket Number	7:06:57 PM
Felix Goltsman	however now we not able to connect to the server using Remote App or Remote Desktop	7:07:02 PM
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.	7:07:07 PM
Felix Goltsman	need this fixed ASAP	7:07:10 PM
Rohan Prajapati	Sure, Please allow me some time to go through the ticket	7:07:33 PM
	Yes, as I checked, all the requested apps have been uploaded to the remote app from the backend.	7:11:41 PM
	Could you please confirm which application you are not able to access ?	7:12:07 PM
Felix Goltsman	ANY	7:12:27 PM


	i can't access the server	7:12:40 PM
Rohan Prajapati	Or it would be better if you allow us to take the remote access of your local PC and check it in real time (Edited)	7:12:41 PM
	Thanks for the confirmation !	7:12:54 PM
	Kindly allow me 4-5 minutes to check the same.	7:14:05 PM
Felix Goltsman	ok	7:14:28 PM
	7:14:38 PMFelix Goltsman is sharing a file with you Screenshot 2025-04-07 094336.png - (Size:16.96 KB)	7:14:38 PM
Rohan Prajapati	Thank you for all the info.	7:17:14 PM
	I've informed the concerned team to check this, and they are pro-actively working on it.	
Felix Goltsman	when can i expect to be able to work again?	7:20:02 PM
Rohan Prajapati	Felix, we apologize for the delay. However, both concerned teams are proactively working on it. It might be resolved in 10–20 minutes, or it may take 1–2 hours. Would it be okay if we update you via email once it's fixed. I hope you understand this.	7:24:41 PM
Felix Goltsman	this is urgent matter, i can't wait 1-2 hours	7:27:06 PM
Rohan Prajapati	Felix, we have resolved the server accessibility issue. You may now access the server. We will also resolve the remote app issue shortly.	7:28:03 PM
	Felix, I'm transferring your chat to the escalation team.	7:30:44 PM
	Rohan Prajapati is transferring the chat to Malkeet Nagpal.	7:30:49 PM
	Malkeet Nagpal accepted the chat transfer request.	7:31:22 PM
Malkeet Nagpal	Thank you for contacting Ace Cloud Hosting. My name is Malkeet Nagpal. I will be assisting you today further.	7:31:39 PM
	Please be assured that I have thoroughly reviewed the complete case regarding the RemoteApp issue. Kindly allow me 5–7 minutes to check this in detail and proceed accordingly. (Edited)	7:32:40 PM
Felix Goltsman	i got access to the server however i lost access to remote app	7:34:19 PM
	the url https://onecoremedia.com.myrealdata.net/rdweb/feed/webfeed.aspx currently asking me for user/pass. once typing in the information it doesn't let me connect	7:34:57 PM
Malkeet Nagpal	I am actively checking on it.	7:35:10 PM
	Kindly allow me 4-5 minutes to check the same.	7:35:26 PM
	Please be informed that the server will undergo a scheduled reboot shortly. To avoid any potential data loss, we request all users to log out from the server if currently connected.	7:39:25 PM
Felix Goltsman	you can reboot it. nobody is connected to it now	7:39:42 PM
Malkeet Nagpal	sure thankyou for the confirmation.	7:39:58 PM
	Just to update you that the remote apps are being reconfigured. It will take 203 more minutes, and we will test this at your system.	7:46:48 PM
	Thank you for your patience.	7:57:27 PM

Tony Lee	Hello, I am your Acebuddy	5 Apr, 4:19:56 AM
Acebuddy	Hello Tony, I'm your Ace Buddy. I'll be happy to assist you!	4:19:56 AM
	Whom Would You Like to Connect With?	4:19:56 AM
Tony Lee	Technical Support (QB & App Hosting)	4:20:00 AM
Acebuddy	Welcome to Ace Support.	4:20:00 AM
	Please chose an option :	4:20:00 AM
Tony Lee	I'd like to report an Issue	4:20:08 AM
Acebuddy	Please select an option!	4:20:08 AM
Tony Lee	Other Issue	4:20:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:20:15 AM
Tony Lee	update lacerte 2024 and reboot server	4:20:30 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:20:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:20:30 AM
	<i>Sharath Kumar declined the transfer request.</i>	4:20:38 AM
Tony Lee	ok	4:22:04 AM
	<i>Vignesh Arul accepted the chat transfer request.</i>	4:22:26 AM
	<i>Vignesh Arul is transferring the chat to Shashwat Verma.</i>	4:22:35 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	4:22:40 AM
	Help me update my lacerte 2024 and reboot the server. I dont have admin rights	4:22:54 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	4:22:54 AM
	Hello Tony	4:23:02 AM
Tony Lee	CLAccounting.myrealdata.net	4:23:03 AM
	TonyLee	4:23:05 AM
Shashwat Verma	I will surely help you with this issue.	4:23:08 AM
	Will do the needful and will inform you on email in 20 mins	4:23:55 AM
Tony Lee	need it done asap, cause i need to submit tax return	4:23:56 AM
	ok	4:24:00 AM
	thank you	4:24:03 AM
Shashwat Verma	No problem.	4:24:03 AM
	Is there anything else I may help you with ?	4:24:08 AM

Tony Lee	thats it	4:24:12 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	4:24:16 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:24:32 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	4:24:34 AM

Shashwat Verma has ended this chat session

4:24:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75155 skim

Email: skim@kauffmankimcpa.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: WOODBINE

State: Maryland

Country: UNITED STATES

4 Apr, 7:53:55 PM

Chat Transcript

skim

Hello, I am your Acebuddy

Chat Duration : 29 Mins 1 Sec

4 Apr, 7:53:56 PM

Acebuddy	Hello Soo Kim, I'm your Ace Buddy. I'll be happy to assist you!	7:53:57 PM
	Whom Would You Like to Connect With?	7:53:57 PM
skim	Technical Support (QB & App Hosting)	7:54:05 PM
Acebuddy	Welcome to Ace Support.	7:54:05 PM
	Please chose an option :	7:54:05 PM
skim	I'd like to report an Issue	7:54:13 PM
Acebuddy	Please select an option!	7:54:13 PM
skim	Other Issue	7:54:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:54:18 PM
skim	not able to log in to an app	7:54:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:54:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:54:33 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:55:12 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:55:37 PM
skim	hello, i am unable to use UltraTax 24 on my server	7:56:01 PM
Sharath Kumar	Hello Soo, could you please let me know the error message that you are receiving	7:57:49 PM
skim	User: ShellieD_KKLLP is already in the system. Do you want to clear network locks?	7:58:21 PM
	and after i click OK nothing pops up	7:58:37 PM
	the application is showing as an active window but when i click it again from the taskbar, nothing shows up	7:59:25 PM
Sharath Kumar	understood, I am signing into the server and checking certain settings	8:00:14 PM
	allow me a couple of minutes to look into this for you	8:00:36 PM
skim	okay thank you	8:00:42 PM
Sharath Kumar	Thank you for your patience. Could you please start the application once more and let me know the result	8:02:55 PM
skim	same thing	8:03:23 PM
Sharath Kumar	may I take a remote of your server session	8:04:56 PM
skim	yes	8:05:09 PM
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	8:05:13 PM
	restarting the server, that should restart the services for Ultra Tax as well	8:15:20 PM
	Hopefully that should resolve your concern	8:15:29 PM
	try signing in now and let me know the result	8:16:32 PM

	skim	it still does not show up..	8:16:55 PM
		"only one instance of ultratax cs is allowed to execute at any time"	8:17:59 PM
	Sharath Kumar	sorry to hear that, let me check	8:19:05 PM
	skim	okay it works ow	8:19:31 PM
		now	8:19:32 PM
		but do you know the problem to this? this isnt the first time it has been doing this	8:19:46 PM
		and if this happens again, what should i do	8:19:58 PM
	Sharath Kumar	I am seeing this for the first time but I will check with my colleagues later if they are aware of this concern	8:20:41 PM
		I will keep you posted on this via email	8:20:55 PM
		Is there anything else I may help you with ?	8:20:58 PM
	skim	no that was it. the last person i spoke with was Karan Kanwal	8:21:16 PM
		just for your information. thank you!	8:21:22 PM
	Sharath Kumar	got it! Unfortunately, he's on off today but I'll definitely ask around to see what I can find about this	8:22:47 PM
	skim	thank you	8:22:54 PM
		<i>Soo Kim has ended this chat session</i>	8:22:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75166 Satchel Loftis

Email: sloftis@louisburg.edu 📞 13362550369

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: LOUISBURG

State: North Carolina

Country: UNITED STATES

4 Apr, 9:54:12 PM

Satchel Loftis	Hello, I am your Acebuddy	4 Apr, 9:54:12 PM
Acebuddy	Hello Satchel Loftis, I'm your Ace Buddy. I'll be happy to assist you!	9:54:13 PM
	Whom Would You Like to Connect With?	9:54:13 PM
Satchel Loftis	Technical Support (QB & App Hosting)	9:54:16 PM
Acebuddy	Welcome to Ace Support.	9:54:16 PM
	Please chose an option :	9:54:16 PM
Satchel Loftis	I'd like to raise a Request	9:54:21 PM
Acebuddy	Please select your request type.	9:54:21 PM
Satchel Loftis	Setup Ace Server	9:54:29 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	9:54:29 PM
Satchel Loftis	Microsoft Windows	9:54:33 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	9:54:34 PM
	Do you need any further assistance on the topic?	9:54:34 PM
Satchel Loftis	No	9:54:41 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:54:41 PM
	<i>Acebuddy has ended this chat session</i>	9:54:41 PM



#75063 nicole.herlihy

Email: nicole.herlihy@montesanogroup.com ☎ 8054553840

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: 38 Secs
City: SANTA BARBARA
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 4 Secs

nicole.herlihy	Hello, I am your Acebuddy	3 Apr, 1:37:38 AM
Acebuddy	Hello Nicole.herlihy, I'm your Ace Buddy. I'll be happy to assist you!	1:37:39 AM
	Whom Would You Like to Connect With?	1:37:39 AM
nicole.herlihy	Technical Support (QB & App Hosting)	1:37:45 AM
Acebuddy	Welcome to Ace Support.	1:37:45 AM
	Please chose an option :	1:37:45 AM
nicole.herlihy	I'd like to report an Issue	1:38:32 AM
Acebuddy	Please select an option!	1:38:33 AM
nicole.herlihy	QuickBooks Issue	1:38:38 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:38:38 AM
nicole.herlihy	Other QB related issue	1:38:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:38:43 AM
nicole.herlihy	We requested Excel to be added to my remote desktop and received confirmation that it had been added but I am still unable to use it	1:39:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:39:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:39:26 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:40:52 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:40:59 AM
	Hello Nicole	1:41:05 AM
	<i>1:41:19 AMnicole.herlihy is sharing a file with you</i> <i>1_image.png - (Size:773.2 KB)</i>	1:41:19 AM
nicole.herlihy	hi	1:41:22 AM
Shashwat Verma	I will surely help you with this issue.	1:42:13 AM
	Kindly logoff and re-login the server, to reflect the changes	1:42:41 AM

	Let me know, when you perform the same.	1:44:17 AM
nicole.herlihy	No, I still get the same error message that I sent the screenshot of	1:45:00 AM
Shashwat Verma	Okay	1:45:20 AM
	May I take the remote access of your server?	1:45:27 AM
nicole.herlihy	Yes please	1:45:35 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:45:46 AM
nicole.herlihy	Everything is closed	1:46:02 AM
Shashwat Verma	Kindly try now to login, we have made some changes.	1:48:53 AM
	<i>1:50:25 AMnicole.herlihy is sharing a file with you</i> <i>image.png - (Size:341.85 KB)</i>	1:50:25 AM
nicole.herlihy	Now it won't let me login	1:50:36 AM
Shashwat Verma	No problem, let me help you out with.	1:50:51 AM
	May I take the remote access of your local computer?	1:50:54 AM
nicole.herlihy	Yes	1:50:59 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:51:10 AM
	https://assist.acecloudhosting.com/join/2802429414	1:51:11 AM
	Kindly Click on the link and open the downloaded file.	1:51:13 AM
nicole.herlihy	Did that work?	1:53:51 AM
Shashwat Verma	Yes	1:53:59 AM
	Issue resolved by re-login the server and excel start working.	1:59:27 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:59:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:59:39 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:59:40 AM
	<i>Shashwat Verma has ended this chat session</i>	1:59:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Apr, 2:23:16 AM

#75605 dhenson
Email: dhenson@fslgroup.com ☎ 4042722616
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 27 Secs
City: MORROW
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duration : 55 Mins 27 Secs

dhenson	Hello, I am your Acebuddy	15 Apr, 2:23:17 AM
Acebuddy	Hello Dhenson, I'm your Ace Buddy. I'll be happy to assist you!	2:23:18 AM
	Whom Would You Like to Connect With?	2:23:18 AM
dhenson	Technical Support (QB & App Hosting)	2:23:21 AM
Acebuddy	Welcome to Ace Support.	2:23:21 AM
	Please chose an option :	2:23:21 AM
dhenson	I'd like to raise a Request	2:23:29 AM
Acebuddy	Please select your request type.	2:23:29 AM
dhenson	Printer/Scanner Addition	2:23:36 AM
Acebuddy	Please select your desired option :	2:23:36 AM
dhenson	Printer Addition	2:23:39 AM
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below.	2:23:39 AM
	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option	

	from the printers list and select your desired printer when prompted.	2:23:39 AM
	Do you need any further assistance on the topic?	2:23:40 AM
dhenson	Yes	2:23:51 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:23:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:23:51 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	2:24:01 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	2:24:17 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:24:42 AM
dhenson	My user name is DonnaHenson and I believe the server name is FSL Group	2:25:43 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	2:26:13 AM
	can you please elaborate your issue ?	2:26:44 AM
dhenson	We have Nuance as a printer on Ace and I set it to my default printer today but yet in Sage it still is not my default. I need that to be my default in Sage. The other issue is ezSigner, can it be removed from my desktop without causing a problem for another user?	2:28:18 AM
	Nevermind on the ezSigner. I just need the Nuance as my default in Sage	2:28:56 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	2:29:27 AM
	May I take the remote access of your local computer?	2:32:32 AM
dhenson	yes	2:32:44 AM
Sanyam Madan	https://assist.acecloudhosting.com/join/7062468715	2:33:06 AM
	Kindly paste this link in the browser of local computer and join the session.	2:33:12 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:33:31 AM
	<i>3:14:47 AM</i> <i>Sanyam Madan is sharing a file with you</i> <i>image.png - (Size:44.59 KB)</i>	3:14:47 AM
	<i>Hello Donna, we tried to download the Nuance PDF printer setup on the server but it seems like it can</i>	
	If you can provide us the setup file for it, then we can install it for you on the server and make it Sage's default printer.	3:15:32 AM
	Alternatively, you can also use 'Microsoft Print to PDF' as well to do the same thing.	3:16:11 AM
dhenson	Okay, I will have to talk to IT tomorrow about the setup file. Thanks.	3:17:27 AM
Sanyam Madan	okay donna	3:17:42 AM
	Is there anything else I may help you with ?	3:17:44 AM
dhenson	No that is all	3:18:10 AM
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:18:26 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

Thanks!


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

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

3:18:38 AM

Sanyam Madan has ended this chat session

3:18:44 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Apr, 4:44:19 PM

#75527 mariateresacastulo

Email: mariateresacastulo@gmail.com

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: MAWAQUE

State: Pampanga

Country: PHILIPPINES

Chat Transcript

Chat Duration : 17 Mins 56 Secs

mariateresacastulo	Hello, I am your Acebuddy	13 Apr, 4:44:20 PM
Acebuddy	Hello Mariateresacastulo, I'm your Ace Buddy. I'll be happy to assist you!	4:44:21 PM
	Whom Would You Like to Connect With?	4:44:21 PM
mariateresacastulo	Technical Support (QB & App Hosting)	4:44:27 PM
Acebuddy		

	Welcome to Ace Support.	4:44:27 PM
	Please chose an option :	4:44:27 PM
mariateresacastulo	I'd like to raise a Request	4:44:38 PM
Acebuddy	Please select your request type.	4:44:38 PM
mariateresacastulo	Password Reset	4:44:43 PM
Acebuddy	Please select an option below	4:44:43 PM
mariateresacastulo	Not Enrolled to Selfcare Portal	4:44:49 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	4:44:49 PM
	Do you need any further assistance on the topic?	4:44:49 PM
mariateresacastulo	Yes	4:44:57 PM
Acebuddy	Please wait while we connect you to our Support Representative	4:44:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:44:57 PM
	<i>Rohit Kumar accepted the chat transfer request.</i>	4:45:03 PM
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.	4:45:18 PM
mariateresacastulo	<i>4:46:01 PMmariateresacastulo is sharing a file with you</i> 1_image.png - (Size:15.92 KB)	4:46:01 PM
	Hi, the password says expired for my ACE RDP. I'm not sure how to proceed on updating the password	4:46:03 PM
Rohit Kumar	I will surely assist you with your query.	4:46:25 PM
	May I know your business name?	4:46:27 PM
mariateresacastulo	Bufallo Finance	4:47:01 PM
Rohit Kumar	Thank you for the information.	4:47:17 PM
	May I know the username as well.	4:47:29 PM
mariateresacastulo	I'm not sure what my username is on the RDP, but it should be under my name Maria Teresa Castulo. where can I check the username?	4:48:09 PM
Rohit Kumar	Thank you	4:48:30 PM
	Please allow me 3-4 minutes to check this for you.	4:48:49 PM
mariateresacastulo	alright	4:48:54 PM
Rohit Kumar	Thank you for your patience.	4:50:18 PM
	I would like to inform you that you can reset the password from self - care portal.	4:50:36 PM
mariateresacastulo	how do i go in there	4:50:46 PM
	<i>4:51:20 PMRohit Kumar is sharing a file with you</i> SelfCare Portal.pdf - (Size:848.54 KB)	

	<p><i>To reset the password using Selfcare Portal, please follow the simple steps outlined below:</i></p> <p>1. Visit Selfcare Portal https://selfcare.acecloudhosting.com Click "*Forgot your password*".</p> <p>2. Enter your Server Username.</p> <p>3. Enter the CAPTCHA verification and Click Continue .</p> <p>4. In the window that opens, choose an authentication method from the list.</p> <p>5. Enter your new password and click Reset to finish.</p> <p><i>Please refer to the attached file for detailed steps with screenshots.</i></p>	4:51:20 PM
	where do i get my username?	4:51:32 PM
Rohit Kumar	Please go through the above shared instructions and you can reset the password from there.	4:51:48 PM
mariateresacastulo	your username is Maria Teresa.C	4:52:03 PM
	where can i see my username	4:52:03 PM
Rohit Kumar	Let me know if you are able to reset the password from this link	4:52:48 PM
	May I know if you are able to access the portal.	4:57:06 PM
mariateresacastulo	still working on it	4:57:23 PM
Rohit Kumar	ok	4:58:57 PM
	<p><i>4:59:21 PMmariateresacastulo is sharing a file with you</i></p> <p>1_image.png - (Size:42.3 KB)</p>	4:59:21 PM
	I am connected on chat so if you need anything, please let me know.	4:59:21 PM
mariateresacastulo	I've changed my password but this wont disappear.	4:59:23 PM
Rohit Kumar	Please open selfcare.acecloudhosting.com and reset password from there.	4:59:50 PM
	do not use the option on screen.	5:00:00 PM
mariateresacastulo	I've reset from there	5:00:02 PM
	oh there it disappeared now	5:00:29 PM
Rohit Kumar	Ok.	5:00:45 PM
mariateresacastulo	thanks Rohit	5:00:55 PM
Rohit Kumar	Are you able to reset it now or not?	5:00:56 PM
mariateresacastulo	i was able to	5:01:08 PM
	I'll try to exit and enter	5:01:14 PM
Rohit Kumar	Ok.	5:01:16 PM

	Thats great	5:01:19 PM
	Is there anything else I may help you with ?	5:01:24 PM
mariateresacastulo	none now	5:01:47 PM
	thank you'	5:01:50 PM
Rohit Kumar	Thanks.	5:01:53 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:01:58 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	5:01:59 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:02:10 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohit Kumar has ended this chat session</i>	5:02:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76245 Jamie Graham

Email: j.graham@premiergroupmgmt.com ☎ 17862365364

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 33 Secs

City: NEW BRAUNFELS

28 Apr, 9:16:39 PM

State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 37 Secs

Jamie Graham	Hello, I am your Acebuddy	28 Apr, 9:16:40 PM
Acebuddy	Hello Jamie Graham, I'm your Ace Buddy. I'll be happy to assist you!	9:16:41 PM
	Whom Would You Like to Connect With?	9:16:41 PM
Jamie Graham	Technical Support (QB & App Hosting)	9:16:48 PM
Acebuddy	Welcome to Ace Support.	9:16:48 PM
	Please chose an option :	9:16:48 PM
Jamie Graham	I'd like to report an Issue	9:16:54 PM
Acebuddy	Please select an option!	9:16:54 PM
Jamie Graham	Other Issue	9:16:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:16:59 PM
Jamie Graham	cant login into remote server- says credentials did not work. Tried on both of our usernames	9:18:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:18:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:18:04 PM
	<i>Deepak Taneja declined the transfer request.</i>	9:18:13 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:18:28 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	9:18:37 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:18:44 PM
	Are we still connected here?	9:20:58 PM
	Are we still connected here?	9:23:21 PM
Jamie Graham	yes	9:23:32 PM
	PremierMGMT.myrealdata.net	9:23:47 PM
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.	9:23:57 PM
Jamie Graham	JamieGraham- username	9:23:58 PM
Shivam Singh	Thanks	9:25:39 PM
	This message has been deleted	9:29:41 PM
	This message has been deleted	9:29:43 PM
	Could you please try now?	9:30:17 PM
Jamie Graham	yes it is working- thank you!!	9:30:33 PM

Shivam Singh	Great	9:30:56 PM
	Is there anything else I may help you with ?	9:31:00 PM
	Are we still connected here?	9:34:11 PM
	Are we still connected here?	9:39:17 PM
Jamie Graham	no thank you. Thanks for your help	9:39:57 PM
Shivam Singh	great	9:40:08 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:40:11 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:40:16 PM

Shivam Singh has ended this chat session

9:40:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr, 9:18:45 PM

#75100 Cameron Dean

Email: cameron@curbtek.com ☎ 13187348848

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: 32 Secs

City: SHREVEPORT

State: Louisiana
Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 44 Secs

Cameron Dean	Hello, I am your Acebuddy	3 Apr, 9:18:46 PM
Acebuddy	Hello Cameron Dean, I'm your Ace Buddy. I'll be happy to assist you!	9:18:47 PM
	Whom Would You Like to Connect With?	9:18:47 PM
Cameron Dean	Technical Support (QB & App Hosting)	9:18:58 PM
Acebuddy	Welcome to Ace Support.	9:18:58 PM
	Please chose an option :	9:18:58 PM
Cameron Dean	I'd like to raise a Request	9:19:10 PM
Acebuddy	Please select your request type.	9:19:10 PM
Cameron Dean	Change in Users	9:19:16 PM
Acebuddy	Please select your desired option!	9:19:16 PM
Cameron Dean	User Addition	9:19:22 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	9:19:22 PM
	Do you need any further assistance on the topic?	9:19:22 PM
Cameron Dean	Yes	9:19:31 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:19:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:19:31 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:19:42 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:19:50 PM
Cameron Dean	Hello	9:19:57 PM
Ashutosh Mishra	I understand you need to change users in the account.	9:20:21 PM
Cameron Dean	Tried to add new user through my portal and received an error message to contact support	9:20:47 PM
Ashutosh Mishra	I will surely help you with this issue.	9:21:13 PM
	Kindly help me with your server name	9:21:29 PM
Cameron Dean	CurbTekLLC.myrealddata.net	9:22:23 PM
Ashutosh Mishra	Thanks for the confirmation !	9:23:21 PM
	Please share the user details	9:25:25 PM
Cameron Dean	Tiffany Darst	9:25:37 PM

	318-433-1396	9:26:03 PM
	Tiffany.Darst@Curbtek.com	9:26:23 PM
Ashutosh Mishra	Please allow me to inform we would require details over the mail along with the approval from registered account holder to proceed with the user creation.	9:27:12 PM
	We can end the chat session and i will send you an email to get the details.	9:27:51 PM
Cameron Dean	Ok. Thank you	9:28:02 PM
Ashutosh Mishra	Is there anything else I may help you with ?	9:28:10 PM
Cameron Dean	No thanks	9:28:18 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:28:24 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:28:29 PM

Ashutosh Mishra has ended this chat session

9:28:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Apr, 12:20:45 AM

#74947 Stephanie

Email: stephanie@tworiverstax.com 📞 17326181441

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 14 Secs
City: RUMSON
State: New Jersey
Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 4 Secs

Stephanie	Hello, I am your Acebuddy	1 Apr, 12:20:46 AM
Acebuddy	Hello Stephanie, I'm your Ace Buddy. I'll be happy to assist you!	12:20:47 AM
	Whom Would You Like to Connect With?	12:20:47 AM
Stephanie	Technical Support (QB & App Hosting)	12:20:51 AM
Acebuddy	Welcome to Ace Support.	12:20:51 AM
	Please chose an option :	12:20:51 AM
Stephanie	I'd like to raise a Request	12:20:59 AM
Acebuddy	Please select your request type.	12:20:59 AM
Stephanie	Other Request	12:21:06 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:21:06 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:21:06 AM
Stephanie	Yes, I'm facing issues with my server	12:21:13 AM
Acebuddy	Please select an option!	12:21:14 AM
Stephanie	Other Issue	12:21:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:21:18 AM
Stephanie	I cannot connect to the remote server. See attached.	12:21:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:21:42 AM
	Acebuddy (bot) forwarded the chat request	12:21:42 AM
Stephanie	12:21:50 AMStephanie is sharing a file with you Error Remote Desktop Connection.pdf - (Size:75.08 KB)	12:21:50 AM
	Disregard...I am in. Sorry for the false alarm.	12:22:36 AM
	Shivam Singh accepted the chat transfer request.	12:23:39 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	12:24:54 AM
	Are we still connected here?	12:26:16 AM
	Are we still connected here?	12:27:15 AM
	Are we still connected here?	12:33:29 AM

	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:33:46 AM
	<i>Shivam Singh has ended this chat session</i>	12:33:51 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Apr, 4:45:11 PM

#75545 jeff
Email: jeff@aerosgroup.com 📞 616-997-8324
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 10 Secs
City: TAYLOR
State: Michigan
Country: UNITED STATES

Chat Transcript

Chat Duration : 58 Mins 36 Secs

jeff	Hello, I am your Acebuddy	14 Apr, 4:45:13 PM
Acebuddy	Hello Jeff Verry, I'm your Ace Buddy. I'll be happy to assist you!	4:45:15 PM
	Whom Would You Like to Connect With?	4:45:15 PM
jeff	Technical Support (QB & App Hosting)	4:45:20 PM
Acebuddy	Welcome to Ace Support.	4:45:20 PM
	Please chose an option :	4:45:20 PM
jeff	I'd like to raise a Request	4:45:30 PM
Acebuddy	Please select your request type.	4:45:30 PM
jeff	Setback	4:45:43 PM

Acebuddy	Welcome to Ace Support.	4:45:43 PM
	Please chose an option :	4:45:43 PM
jeff	I'd like to report an Issue	4:45:51 PM
Acebuddy	Please select an option!	4:45:51 PM
jeff	QuickBooks Issue	4:45:55 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:45:55 PM
jeff	Other QB related issue	4:46:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:46:02 PM
jeff	Reference support ticket 677439	4:46:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:46:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:46:20 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	4:46:38 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	4:46:46 PM
jeff	i just saw your email	4:47:03 PM
	you can remote in to CCSAdmin desktop if you need as well	4:47:18 PM
Sharath Kumar	yes, that'd be helpful. sending the request	4:47:43 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:47:46 PM
jeff	you can call me at 616-638-6745	4:51:46 PM
Sharath Kumar	It appears that QuickBooks is stuck on a loop	4:52:02 PM
jeff	correct.	4:52:15 PM
Sharath Kumar	Could you check with other logged in users whether we can reboot the server	4:52:24 PM
	restarting the server should restart the services for Quickbooks and hopefully that should resolve your concern	4:53:06 PM
jeff	please message them and tell them you need to reboot to get it working	4:53:09 PM
Sharath Kumar	on it	4:53:47 PM
	message sent	4:56:04 PM
	waiting for users to disconnect	4:56:11 PM
	waiting on Dick, you may also logout from the server, and I will restart as soon as he's out	4:57:46 PM
jeff	can you send him a personal message just to him explaining politely you need to reboot?	4:58:37 PM
Sharath Kumar	sure, one moment please	4:59:14 PM
jeff	i see another user just logged in. do you have the server in drain mode while you are waiting?	5:00:35 PM
Sharath Kumar	2 users now, I have messaged them personally	5:02:26 PM

	am not sure what you mean by drain mode	5:02:49 PM
	It's just Chris now	5:05:16 PM
jeff	just message chris one more time, telling him you are rebooting, then do it.	5:05:57 PM
	time is passing	5:06:08 PM
Sharath Kumar	got it	5:06:29 PM
	Restarting the server now	5:07:55 PM
jeff	thanks	5:08:07 PM
Sharath Kumar	reboot has been successful, launching the app now	5:10:04 PM
jeff	both are not giving the "hold tight" message	5:14:25 PM
	escalate this if needed. we need this working as soon as possible	5:14:43 PM
	please advise	5:19:20 PM
Sharath Kumar	Yes, Jeff am escalating this isse	5:19:51 PM
	apologies on the delayed response, I was working on the server to get this sorted	5:20:11 PM
	Please allow me an hour or so and I will make sure that the applications are accessible for all	5:20:32 PM
	Is it possible to have everyone else logged off so that we can troubleshoot without user intervention	5:21:02 PM
jeff	i got it working	5:22:27 PM
	Renamed C:\ProgramData\Intuit\QuickBooks Enterprise Solutions 22.0\Components\DownloadQB32 to C:\ProgramData\Intuit\QuickBooks Enterprise Solutions 22.0\Components\DownloadQB32_102124	5:22:27 PM
	Renamed C:\ProgramData\Intuit\QuickBooks Enterprise Solutions 22.0\Components\DownloadQB32 to C:\ProgramData\Intuit\QuickBooks Enterprise Solutions 22.0\Components\DownloadQB32_041425	5:22:50 PM
Sharath Kumar	23 is also working now, could you please check	5:23:31 PM
jeff	i am double-checking now.	5:23:51 PM
Sharath Kumar	sure, thanks!	5:23:59 PM
	I did reach out to my superior on this and they made some changes from the backend for QuickBooks 23	5:24:51 PM
	Is there anything else I may help you with ?	5:26:21 PM
jeff	still waiting for at least one other user to login so we know this is working	5:26:46 PM
	will this continue to work today?	5:26:53 PM
Sharath Kumar	absolutely	5:27:05 PM
jeff	please confirm there is nothing running or will run that will cause issues later	5:27:17 PM
Sharath Kumar	I will keep the ticket under observation, you can simply reply if there are any concerns, and we will look into it at the earliest.	5:28:04 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:31:40 PM

	Do let us know over email if you require any further assistance (Edited)	5:31:59 PM
jeff	we thought you all were going to upgrade this to 2024 yesterday	5:32:07 PM
	did this not happen? please advise.	5:32:16 PM
Sharath Kumar	I checked the relevant ticket for this and got to know that the licensing info provided did not work whilst installing QuickBooks 2024	5:35:07 PM
	I also see Kathy's response that the license info provided is accurate	5:36:01 PM
	I'll have the team try the same again and have will have Kathy sign into the Intuit site to make sure that she's providing the correct details (Edited)	5:40:34 PM
	Is there anything else I may help you with ?	5:41:48 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.	5:43:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:43:43 PM
	<i>Sharath Kumar has ended this chat session</i>	5:43:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74988 Chelsea Kvapil

Email: ckvapil@drvc.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: HUNTINGTON

State: New York

Country: UNITED STATES

1 Apr, 11:31:22 PM

Chat Transcript

Chat Duration : 34 Mins 56 Secs

Chelsea Kvapil	Hello, I am your Acebuddy	1 Apr, 11:31:23 PM
Acebuddy	Hello Chelsea Kvapil, I'm your Ace Buddy. I'll be happy to assist you!	11:31:24 PM
	Whom Would You Like to Connect With?	11:31:24 PM
Chelsea Kvapil	Technical Support (QB & App Hosting)	11:31:31 PM
Acebuddy	Welcome to Ace Support.	11:31:31 PM
	Please chose an option :	11:31:31 PM
Chelsea Kvapil	I'd like to raise a Request	11:31:44 PM
Acebuddy	Please select your request type.	11:31:44 PM
Chelsea Kvapil	Other Request	11:31:55 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:31:55 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:31:55 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.	2 Apr, 12:06:19 AM

Ended due to chat idle timeout

12:06:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75162 Roy Rubio

Email: roy.rubio@kmgus.com 📞 15165823156

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: 41 Secs

City: BROOKLYN

State: New York

Country: UNITED STATES

4 Apr, 9:27:06 PM

Roy Rubio	Hello, I am your Acebuddy	4 Apr, 9:27:07 PM
Acebuddy	Hello Roy Rubio, I'm your Ace Buddy. I'll be happy to assist you!	9:27:07 PM
	Whom Would You Like to Connect With?	9:27:07 PM
Roy Rubio	Technical Support (QB & App Hosting)	9:28:55 PM
Acebuddy	Welcome to Ace Support.	9:28:55 PM
	Please chose an option :	9:28:55 PM
Roy Rubio	Setback	9:29:15 PM
Acebuddy	Hello Roy Rubio, I'm your Ace Buddy. I'll be happy to assist you!	9:29:15 PM
	Whom Would You Like to Connect With?	9:29:15 PM
Roy Rubio	Technical Support (QB & App Hosting)	9:29:39 PM
Acebuddy	Welcome to Ace Support.	9:29:39 PM
	Please chose an option :	9:29:39 PM
Roy Rubio	I'd like to report an Issue	9:29:49 PM
Acebuddy	Please select an option!	9:29:49 PM
Roy Rubio	Other Issue	9:29:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:29:55 PM
Roy Rubio	Get response for ticket 672919	9:30:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:30:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:30:21 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:31:16 PM
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>	9:31:29 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:31:30 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	9:31:40 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:31:47 PM
Roy Rubio	I have a question, please see ticket #672919	9:32:44 PM
Shivam Singh	Please allow me 2 minutes to look into your concern.	9:33:14 PM
	Thanks for your patience	9:36:35 PM
	I looked into it, and it seems like you enquired about the backup.	9:37:08 PM
	I would like to inform you that, we adhere to the industry's best 3-2-1 backup policy. Three copies of data, two on different media and one offsite. We maintain a 45-day backup cycle with daily nightly	9:38:26 PM

	backups. To protect against ransomware attacks, we perform daily Immutable backups and store backups on tape libraries as well.	
Roy Rubio	Yes. My boss wants a quick response and I don't have a definite answer.	9:38:39 PM
Shivam Singh	So, counting today we will have backup available from 18 February till today.	9:41:00 PM
	Does that answer your query, Roy?	9:41:31 PM
	If have any other query, please let me know so that I can answer you.	9:42:13 PM
Roy Rubio	so to clarify, we can request a restore for any between yesterday and Feb 18?	9:42:53 PM
Shivam Singh	true	9:43:32 PM
Roy Rubio	Great. That answers my concern. Thanks.	9:44:09 PM
Shivam Singh	Really appreciate it.	9:44:22 PM
	Is there anything else I may help you with ?	9:44:36 PM
Roy Rubio	That's all for now. Thanks.	9:45:02 PM
Shivam Singh	Great.	9:45:07 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:45:13 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:45:16 PM
	<i>Shivam Singh has ended this chat session</i>	9:45:18 PM



#76226 Rob Riss/ Go West
Email: rob@justgowest.com 📞 19704938441
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 41 Secs
City: FT COLLINS
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 36 Secs

Rob Riss/ Go West	Hello, I am your Acebuddy	28 Apr, 7:55:31 PM
Acebuddy	Hello Rob, I'm your Ace Buddy. I'll be happy to assist you!	7:55:32 PM
	Whom Would You Like to Connect With?	7:55:32 PM
Rob Riss/ Go West	Technical Support (QB & App Hosting)	7:55:47 PM
Acebuddy	Welcome to Ace Support.	7:55:47 PM
	Please chose an option :	7:55:47 PM
Rob Riss/ Go West	I'd like to report an Issue	7:55:56 PM
Acebuddy	Please select an option!	7:55:57 PM
Rob Riss/ Go West	QuickBooks Issue	7:56:13 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:56:13 PM
Rob Riss/ Go West	QuickBooks Login Issue	7:56:17 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	7:56:17 PM
	Was that helpful?	7:56:17 PM
Rob Riss/ Go West	No	7:56:32 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:56:32 PM
	Acebuddy (bot) forwarded the chat request	7:56:33 PM
	Rohan Prajapati accepted the chat transfer request.	7:56:47 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:56:51 PM
	Hello Rob, How are you doing today ?	7:57:00 PM

Rob Riss/ Go West	Hi Rohan, i am doing well thank you. hope you are as well	7:57:11 PM
	Are you having issues today? were having trouble getting into our cloud hosting	7:57:29 PM
Rohan Prajapati	That's Great	7:57:41 PM
	Yes, there is an ongoing issue and we are working on it to resolve it permanently	7:58:47 PM
	However, we are rebooting the server to resolve the issue for now	7:59:19 PM
Rob Riss/ Go West	sounds good thank you	7:59:50 PM
Rohan Prajapati	You can try to login again in 2 mins	8:00:29 PM
Rob Riss/ Go West	sounds good thank you	8:00:48 PM
Rohan Prajapati	Is it working fine now ?	8:03:08 PM
Rob Riss/ Go West	yes, good now!	8:05:22 PM
Rohan Prajapati	Is there anything else I may help you with ?	8:05:28 PM
Rob Riss/ Go West	thank you. should we further expect service interruptions today?	8:05:38 PM
Rohan Prajapati	No, you shouldn't face any issue now However if you face again then you can contact anytime	8:06:12 PM
Rob Riss/ Go West	thank you!	8:06:29 PM
Rohan Prajapati	Thanks for the confirmation !	8:07:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:07:04 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:07:06 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>Rohan Prajapati has ended this chat session</i>	8:07:08 PM



