

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Oct, 12:16:57 AM

#82506 Sharon Kaiser

Email: sharon@hbastax.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: COLUMBUS

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 2 Secs

Sharon Kaiser	Hello, I am your Acebuddy	13 Oct, 12:16:57 AM
Acebuddy	Hello Sharon Kaiser, I'm your Ace Buddy. I'll be happy to assist you!	12:16:58 AM
	Whom Would You Like to Connect With?	12:16:58 AM
Sharon Kaiser	Technical Support (QB & App Hosting)	12:17:12 AM
Acebuddy	Welcome to Ace Support.	12:17:12 AM
	Please chose an option :	12:17:12 AM
Sharon Kaiser	I'd like to report an Issue	12:17:19 AM
Acebuddy	Please select an option!	12:17:19 AM
Sharon Kaiser	Other Issue	12:17:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:17:25 AM
Sharon Kaiser	Cannot log on to Ace, although i am putting the correct password in	12:17:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:17:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:17:41 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:18:15 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:18:24 AM

	Hello Sharon, I will be surely assisting you with this. Kindly help me with your server name and user name?	12:18:41 AM
Sharon Kaiser	Sharno.Kaiser@myrealdata.net	12:19:03 AM
	HBAS.myrealdata.net	12:19:16 AM
	Sharon.Kaiser@myrealdata.net	12:19:32 AM
	sorry I had a typo	12:19:36 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	12:20:38 AM
	Thank you for your patience.	12:24:27 AM
	Please try login now.	12:24:38 AM
Sharon Kaiser	ok I'm in. any idea what the issue was?	12:25:22 AM
	thank you!	12:25:23 AM
Ashutosh Mishra	The account was locked; it could be due to few failed attempts at login.	12:26:28 AM
Sharon Kaiser	ok	12:26:36 AM
Ashutosh Mishra	Is there anything else I may help you with ?	12:26:43 AM
Sharon Kaiser	all good here thanks so much	12:26:50 AM
Ashutosh Mishra	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. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:26:53 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>Ashutosh Mishra has ended this chat session</i>	12:26:59 AM



Chat Transcript

I need to have microsoft apps for enterprise added to our server on

the ADMINU side. I have spoken with a tech and her said it's about \$14 a month, I was supposed to wait for an email and still dont have on. I dont have anymore time to wait how do I get this added to our server now? This is under Deane CPA, LLC and it is for the ADMIN U side with the email Leah@lrdpayroll.com so I can access outlook, word, excel apps on the server as I cant now and now i cant send invoices

Visitor Details

2 Oct, 11:26:46 PM

#82186 Leah Deane

Email: leah@lrdpayroll.com  17044565692
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: <https://www.acecloudhosting.com/contact-us/>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 6 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 18 Secs

Leah Deane I need to have microsoft apps for enterprise added to our server on the ADMINU side. I have spoken with a tech and her said it's about \$14 a month, I was supposed to wait for an email and still dont have on. I dont have anymore time to wait how do I get this added to our server now? This is under Deane CPA, LLC and it is for the ADMIN U side with the email Leah@lrdpayroll.com so I can access outlook, word, excel apps on the server as I cant now and now i cant send invoices

2 Oct, 11:26:46 PM

Aayush Verma Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.

11:27:05 PM

Leah Deane But I dont understand why I cant get this done faster and have to wait for this guy who clearly isnt sending an email I just need this done

11:27:10 PM

Aayush Verma I apologize for the inconvenience caused to you. May I know the name of the person to whom you have given the request?

11:28:12 PM

Leah Deane I have no idea

11:29:22 PM

I was on the phone using this number 704-456-5692

11:29:35 PM

Aayush Verma May I know if this was someone from the support team or the Sales team? I will forward this accordingly.

11:30:49 PM

Found some details.

11:31:21 PM

Leah Deane I believe it was support

11:31:37 PM

I just need someone to add that for me so I can get access now

11:31:48 PM

	I havent been able to bill my clients in months because of this and cant wait any longer	11:32:11 PM
Aayush Verma	I understand, let me forward the request to support they will assist.	11:32:32 PM
	<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>	11:33:08 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	11:33:54 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	11:34:01 PM
	Hello Deana	11:34:20 PM
Leah Deane	I need to have microsoft apps for enterprise added to our server on the ADMINU side. I have spoken with a tech and her said it's about \$14 a month, I was supposed to wait for an email and still dont have on. I dont have anymore time to wait how do I get this added to our server now? This is under Deane CPA, LLC and it is for the ADMIN U side with the email Leah@lrdpayroll.com so I can access outlook, word, excel apps on the server as I cant now and now i cant send invoices	11:34:25 PM
	I just need it to be added now I dont have anymore time to wait for this email	11:34:57 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:35:03 PM
Leah Deane	I cant even bill my clients that I need to and havnt for month s	11:35:09 PM
	AdminU	11:35:24 PM
	DeaneCPA server name	11:35:31 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	11:35:55 PM
	Thank you for your patience.	11:41:39 PM
	As checked on your behalf, the ticket is already open and our team is actively working on it. They will provide you with updates via email shortly. We sincerely apologize for the delay in response and appreciate your patience.	11:41:40 PM
Leah Deane	Ok so are they adding this to it so I can use the apps?	11:42:04 PM
	thats all I need to know is that it's going to get done	11:42:15 PM
Sujeet Kumar Suman	Please allow us approximately 2 hours. Sharath will give you a call and help resolve the issue.	11:43:45 PM
	Is there anything else I may help you with ?	11:44:03 PM
Leah Deane	ok so they havent just added this to our plan then ?	11:44:11 PM
	There isnt anything else to update unless this has been added so I am a little confused unless he is adding this?	11:45:14 PM
Sujeet Kumar Suman	Not yet, but Sharath will confirm and inform you shortly.	11:45:16 PM
Leah Deane	why do we have to wait to hours to confirm something we are adding?	11:45:38 PM
Sujeet Kumar Suman	Apologies for the inconvenience caused due to this delay.	11:47:16 PM
	I am just checking with the team. Please allow me a moment.	11:48:46 PM
Leah Deane	thank u	11:49:35 PM
Sujeet Kumar Suman	Thank you for your patience.	11:51:57 PM

	As checked with Sharath, we need to follow the proper procedure to provide access. Due to a high volume of tickets, our team is working diligently to respond to you as soon as possible.	11:52:06 PM
Leah Deane	ok so then how much longer will it be once he finally get the email and I can tell him to add the monthly charge	11:53:00 PM
Sujeet Kumar Suman	As we have already informed you, this will take approximately 2 hours.	11:54:02 PM
Leah Deane	I understand I wont get an email but that email was so I could just tell him yes I wanted to do this so then he will obviously have to put that through so how long will that take then is what I am asking so i can access my apps	11:55:03 PM
	How long from when he finally emails me and I confirm yes I want it added will it take to gets access to the apps part is what I am trying to ask	11:55:51 PM
	so I know if I will be able to bill today	11:55:58 PM
Sujeet Kumar Suman	Once the chat ends, we will notify you via your email with the application and license price details. (Edited)	11:56:26 PM
Leah Deane	WHatever thats not helping me, I will just have to plan to get this done tomorrow as it is getting later and by the time I can even confirm it will be to late to bill my clients	11:57:40 PM
Sujeet Kumar Suman	We deeply apologize for the inconvenience caused. We completely understand your situation and the assistance you require regarding the license. As checked, you already have the license from GoDaddy. Please note that once you activate the app for Enterprise, you will no longer be able to use the mailbox.	11:58:32 PM
Leah Deane	what mailbox?	11:59:02 PM
	He said I could use outlook	11:59:10 PM
Sujeet Kumar Suman	Yes, outlook.	11:59:34 PM
Leah Deane	so I wont be able to use outlook	11:59:48 PM
	?	11:59:49 PM
Sujeet Kumar Suman	As checked and confirmed with Sharath, the mailbox will no longer be usable for app for enterprise.	3 Oct, 12:00:33 AM
Leah Deane	So I wont be able to access my leah@lrdpayroll.com email?	12:02:06 AM
	or use outlook?	12:02:24 AM
Sujeet Kumar Suman	We apologize for the previous miscommunication with Sharath. The license you currently have was purchased from GoDaddy. Please note that Outlook emails will not be accessible within the Enterprise app.	12:02:26 AM
Leah Deane	Well that doesnt help me at all and now I have wasted way to much time on this	12:03:47 AM
	I will not need this any longer and will go with go daddy the whole point is needing outlook email access as well	12:04:42 AM
Sujeet Kumar Suman	We apologize for the inconvenience. For better understanding, Sharath will call you shortly and assist you with your concern.	12:05:09 AM
	Are we still connected here?	12:07:49 AM
	Are we still connected here?	12:09:20 AM

Are we still connected here?

12:11:16 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.

12:11:22 AM

Sujeet Kumar Suman has ended this chat session

12:11:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 10:23:23 PM

#82140 steven

Email: steven@lynncpas.com 17204703581

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: BROOMFIELD

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 2 Secs

steven	Hello, I am your Acebuddy	1 Oct, 10:23:23 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	10:23:24 PM
	Whom Would You Like to Connect With?	10:23:24 PM
steven	Technical Support (QB & App Hosting)	10:26:28 PM
Acebuddy	Welcome to Ace Support.	10:26:28 PM
	Please chose an option :	10:26:28 PM
steven	I'd like to raise a Request	10:26:34 PM
Acebuddy	Please select your request type.	10:26:34 PM

steven	Other Request	10:26:44 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:26:44 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:26:44 PM
steven	Yes, I'm facing issues with my server	10:26:53 PM
Acebuddy	Please select an option!	10:26:53 PM
steven	Other Issue	10:26:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:26:57 PM
steven	Need administrative access	10:27:11 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:27:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:27:11 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:28:07 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:28:12 PM
	Hello Steven, how are you?	10:28:26 PM
	Are we still connected here?	10:29:22 PM
steven	good	10:29:43 PM
	i need to get admin access to resolve an app issue i am having with lacerte	10:30:02 PM
Anjainay Singh	I understand your concern Steven, could you please specify the issue you are facing at your end with Lacerte?	10:30:36 PM
steven	I dont have adequate permissions for the Lacerte tech support to troubleshoot the application	10:31:19 PM
	can you please give me the admin access to my server	10:31:38 PM
Anjainay Singh	Could you please show me the error at your end , Steven?	10:32:16 PM
	May I take the remote access of your server?	10:32:47 PM
steven	No just give me the admin access so Lacerte can run their troubleshooting a	10:33:14 PM
Anjainay Singh	Sure , I will send you the disclaimer over an email just refer it and approve the request so that I can grant you the admin access.	10:34:17 PM
	Is there anything else I may help you with ?	10:34:38 PM
steven	no i just need the access	10:34:47 PM
Anjainay Singh	Yes Steven its just a step to grant you the admin access.	10:35:32 PM
	I will surely provide it to you.	10:35:56 PM
steven	ok	10:36:00 PM
Anjainay Singh	I will send an disclaimer just refer it and provide your approval so that I can provide you the admin rights after the chat.	10:36:34 PM
		10:36:40 PM

	Steven, Is there anything else I may help you with?	
	Are we still connected here?	10:37:20 PM
steven	yes	10:37:39 PM
Anjainay Singh	is there anything else I can assist you with apart from providing you the admin rights? (Edited)	10:38:22 PM
steven	no	10:38:37 PM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	10:38:41 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	10:38:52 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:38:58 PM
steven	ok	10:39:01 PM
	do i have the access?	10:39:05 PM
Anjainay Singh	Yes instantly you approve the admin right request on email I will instantly provide you the admin rights.	10:40:03 PM
steven	send it	10:40:37 PM
Anjainay Singh	I am disconnecting the chat so I can send you the email instantly as an email will be generated after this chat gets disconnected Steven.	10:41:19 PM
	Please share your positive feedback by clicking on smiling emoji Steven. I am disconnecting the chat.	10:42:23 PM
	<i>Anjainay Singh has ended this chat session</i>	10:42:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 3:44:50 PM

#82569 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com ☎ +2207751010

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: MARIETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 40 Secs

fady.hocheimy	Hello, I am your Acebuddy	14 Oct, 3:44:50 PM
Acebuddy	Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you!	3:44:52 PM
	Whom Would You Like to Connect With?	3:44:52 PM
fady.hocheimy	Technical Support (QB & App Hosting)	3:45:00 PM
Acebuddy	Welcome to Ace Support.	3:45:00 PM
	Please chose an option :	3:45:00 PM
fady.hocheimy	I'd like to report an Issue	3:45:06 PM
Acebuddy	Please select an option!	3:45:06 PM
fady.hocheimy	Other Issue	3:45:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:45:26 PM
fady.hocheimy	Windows 10	3:45:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:45:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:45:36 PM
	<i>Abhishek Rakwal declined the transfer request.</i>	3:45:43 PM
	<i>Manish Singh accepted the chat transfer request.</i>	3:45:49 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:45:54 PM
	Yes, Fady how may I assist you?	3:46:24 PM
fady.hocheimy	hi Manish	3:46:26 PM
	we are seeing this message	3:46:30 PM
	<i>3:46:43 PM fady.hocheimy is sharing a file with you Screenshot 2025-10-14 at 6.12.52 AM.png - (Size:141.4 KB)</i>	3:46:43 PM
Manish Singh	Is it in QuickBooks?	3:48:19 PM
fady.hocheimy	yes	3:48:56 PM
Manish Singh	We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server , your application is hosted on a server-based operating system . We assure you that: The version of the operating system installed on our servers is fully compatible with your QuickBooks application.	3:49:42 PM
	We regularly apply all latest security patches and updates released by Microsoft without any	

	delay. There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks. Your hosted environment remains fully secure, compliant, and optimized for performance.	
fady.hocheimy	ok thanks	3:50:34 PM
	cool	3:50:35 PM
Manish Singh	Is there anything else I may help you with ?	3:50:44 PM
	Are we still connected here?	3:51:12 PM
fady.hocheimy	no thankst	3:52:09 PM
	take care	3:52:11 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	3:52:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:52:27 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:52:30 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	3:52:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 11:20:25 PM

#82428 lin.yang

Email: lin.yang@changcpa.com

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: 1 Min 49 Secs

City: WARWICK

State: Rhode Island

Country: UNITED STATES

Chat Transcript

Chat Duration : 54 Mins

lin.yang	Hello, I am your Acebuddy	9 Oct, 11:20:25 PM
Acebuddy	Hello Lin.yang, I'm your Ace Buddy. I'll be happy to assist you!	11:20:26 PM
	Whom Would You Like to Connect With?	11:20:26 PM
lin.yang	Technical Support (QB & App Hosting)	11:20:51 PM
Acebuddy	Welcome to Ace Support.	11:20:51 PM
	Please chose an option :	11:20:51 PM
lin.yang	I'd like to report an Issue	11:20:57 PM
Acebuddy	Please select an option!	11:20:57 PM
lin.yang	Other Issue	11:21:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:21:03 PM
lin.yang	I tried to open Drake Software. But an error message kept me from opening it . It says "Another instance of Drake Tax Software is already running; would you like to start a second copy?". But the second copy won't work either.	11:23:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:23:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:23:13 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:23:26 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:23:31 PM
lin.yang	Hi Sanyam!	11:23:40 PM
Sanyam Madan	Hello , how are you doing	11:23:51 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:24:09 PM
lin.yang	user name is LinYa	11:24:27 PM
	not sure about server name. maybe my company's name?	11:24:45 PM
	J CHANG CPA	11:24:51 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	11:24:57 PM
lin.yang	Thank you very much!	11:25:06 PM
Sanyam Madan	May I take the remote access of your server?	11:25:47 PM

lin.yang	of course	11:26:04 PM
	Drake 2024	11:26:33 PM
	only this one wont work. the other ones - Drake 2023 , etc. can run property	11:27:01 PM
	properly	11:27:05 PM
Sanyam Madan	okay	11:27:13 PM
lin.yang	you can skip the update	11:29:10 PM
	yes, the screen froze	11:29:33 PM
	cannot do anything with it	11:29:40 PM
Sanyam Madan	okay	11:29:43 PM
lin.yang	and i properly log off drake 24 last night. this whole error thing just happened this morning	11:31:19 PM
	my colleagues Drake works with no issue	11:31:38 PM
	<i>Nilanshu Pandey assigned this chat to Sujeet Kumar Suman of Support(QB & App Hosting).</i>	11:33:35 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	11:34:02 PM
	Hello Lin.	11:34:06 PM
lin.yang	hi	11:34:41 PM
	<i>Sujeet Kumar Suman is transferring the chat to Sanyam Madan.</i>	11:35:41 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:35:46 PM
Sanyam Madan	Please log in now	11:39:41 PM
	We are reconfiguring some settings from the backend	11:44:13 PM
lin.yang	got it thank you!	11:44:33 PM
Sanyam Madan	Please log in now	11:45:41 PM
	Okay , we need to reboot the server now to apply the changes	11:49:37 PM
lin.yang	sure	11:49:45 PM
Sanyam Madan	Please log in now and let us know if everything is working fine.	11:51:17 PM
lin.yang	k let try it	11:51:33 PM
Sanyam Madan	yes, please	11:53:31 PM
lin.yang	still froze	11:54:57 PM
Sanyam Madan	Please allow me some more time	11:57:22 PM
lin.yang	take your time	11:59:39 PM
Sanyam Madan	I apologize for any delay. Thank you for your patience.	10 Oct, 12:08:01 AM
	Please log in now and let us know	12:08:17 AM

lin.yang	ok	12:08:23 AM
Sanyam Madan	yes	12:10:41 AM
lin.yang	I think it works normally now!	12:12:56 AM
Sanyam Madan	Is there anything else I may help you with ?	12:13:02 AM
	Thanks for the confirmation !	12:13:11 AM
lin.yang	May i have a chat history sent to my email?	12:13:42 AM
	just in case i run into this issue in the future	12:13:55 AM
Sanyam Madan	Yes sure, I will mail you with the chat transcript once this chat end .	12:14:13 AM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	12:14:18 AM
	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	12:14:22 AM
<i>Sanyam Madan has ended this chat session</i>		12:14:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 11:55:59 PM

#82281 June Davis

Email: jdavis@usvi.law ☎ 340-773-6955

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: CHRISTIANSTED

State: Us Virgin Islands

Country: US VIRGIN ISLANDS

Chat Transcript

Chat Duration : 5 Mins 38 Secs

June Davis

Hello, I am your Acebuddy

6 Oct, 11:55:59 PM

Acebuddy	Hello June Davis, I'm your Ace Buddy. I'll be happy to assist you!	11:56:00 PM
	Whom Would You Like to Connect With?	11:56:00 PM
June Davis	Technical Support (QB & App Hosting)	11:56:14 PM
Acebuddy	Welcome to Ace Support.	11:56:14 PM
	Please chose an option :	11:56:14 PM
June Davis	I'd like to report an Issue	11:56:22 PM
Acebuddy	Please select an option!	11:56:22 PM
June Davis	Other Issue	11:56:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:56:35 PM
June Davis	Not sure if it is password reset but Quickbooks is frozen	11:57:11 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:57:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:57:12 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:58:42 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:58:52 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:58:56 PM
June Davis	Yash. Thank you I just got a call from your support team.	7 Oct, 12:00:52 AM
Yash Kalra	Thank you for your response as you are already on a call we will proceeding to end this chat.	12:01:19 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:01:26 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:01:28 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:01:34 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	12:01:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 2:44:10 AM

#82777 Elvia Cruz

Email: elvia@southwestcreations.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: ALBUQUERQUE

State: New Mexico

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 58 Secs

Elvia Cruz	Hello, I am your Acebuddy	21 Oct, 2:44:10 AM
Acebuddy	Hello Elvia Cruz, I'm your Ace Buddy. I'll be happy to assist you!	2:44:10 AM
	Whom Would You Like to Connect With?	2:44:10 AM
Elvia Cruz	Technical Support (QB & App Hosting)	2:44:18 AM
Acebuddy	Welcome to Ace Support.	2:44:18 AM
	Please chose an option :	2:44:18 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.	3:29:08 AM
	<i>Ended due to chat idle timeout</i>	3:29:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82679 Julia Konononova

Email: julia@jkaccountinggroup.com 17863181505**Department:** Support(QB & App Hosting)**Operator:** Ankit Kumar**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Mac OS**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 2 Mins 16 Secs**City:** HOLLYWOOD**State:** Florida**Country:** UNITED STATES

Chat Duration : 39 Mins 1 Sec

Chat Transcript

Julia Konononova	Hello, I am your Acebuddy	16 Oct, 8:30:52 AM
Acebuddy	Hello Julia Konononova, I'm your Ace Buddy. I'll be happy to assist you!	8:30:53 AM
	Whom Would You Like to Connect With?	8:30:53 AM
Julia Konononova	Technical Support (QB & App Hosting)	8:30:59 AM
Acebuddy	Welcome to Ace Support.	8:30:59 AM
	Please chose an option :	8:30:59 AM
Julia Konononova	I'd like to raise a Request	8:31:07 AM
Acebuddy	Please select your request type.	8:31:08 AM
Julia Konononova	Reboot your Server	8:31:15 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.	8:31:15 AM
	Do you need any further assistance on the topic?	8:31:15 AM
Julia Konononova	Yes	8:31:20 AM
Acebuddy	Please wait while we connect you to our Support Representative	8:31:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:31:20 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	8:31:38 AM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	8:31:46 AM
Julia Konononova	Hi Ankit	8:31:51 AM
	I sent an email ealier. There is an issue with the server.Re:[## 787054 ##] URGENT- SERVER ISSUE. ATX software is not connecting to EFC	8:32:36 AM

	I have a tax deadline in less then an hour	8:32:51 AM
	this is a major issue that is going to result in penalties from IRS	8:33:04 AM
	please advise what is going on and what is the resolution	8:33:25 AM
	i`ve worked in ATX ealier today and everythign was working just fine	8:33:45 AM
Ankit Kumar	I deeply apologize for the inconvenience caused to you.	8:33:47 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:33:53 AM
Julia Konononova	Server Name: JKATX1.myrealdatal.net	8:34:27 AM
	admin	8:34:28 AM
Ankit Kumar	Thank you for details.	8:35:02 AM
	Kindly allow me 3-4 minutes to check the same.	8:35:13 AM
Julia Konononova	thnak you	8:35:17 AM
Ankit Kumar	Julia, Is it okay if we reboot the server once and check.	8:37:35 AM
Julia Konononova	yes please	8:37:48 AM
Ankit Kumar	Thanks for the confirmation ! I have rebooted the server, it might take 2-3 min.	8:40:30 AM
Julia Konononova	ok	8:40:38 AM
	let me know	8:40:40 AM
Ankit Kumar	Julia, Please check now the server is up and running.	8:41:13 AM
Julia Konononova	let me do that	8:41:31 AM
	i am going to try to login to ATX and run efiling again	8:42:51 AM
	please give me a few	8:42:57 AM
Ankit Kumar	Sure, please take your time.	8:43:06 AM
Julia Konononova	i got the same error	8:44:23 AM
	failed to connect to EFC	8:44:34 AM
	the service is unavailable	8:44:46 AM
	same thing is i try to receive Ack	8:45:00 AM
	AI Overview "ATX failed to connect to WFC" is a technical error message that most likely refers to a workstation running the ATX tax preparation software being unable to connect to the Windows Communication Foundation (WCF) server on a local network. This error has nothing to do with the computer motherboard standard also known as ATX or the Wells Fargo stock ticker (WFC). Common causes for the connectivity issue include a misconfigured server, firewall interference, or an installation problem on the network.	8:46:01 AM
Ankit Kumar	Julia, this might take some time, is it okay if I drop you an email once this is fixed.	8:50:27 AM
Julia Konononova	i have literally 40 min left. can it be resolved?	8:50:58 AM
Ankit Kumar	Julia, I completely understand that you're working against a deadline and the server issue is causing	

inconvenience. We will try our best to get this resolved.

8:51:40 AM

Julia Konononova if it is not resolved and penalties of late filing would follow, i will have to pass it on to you guys to pay

8:52:12 AM

my client couldn't care less of my issues with server

8:52:52 AM

i hope you understand

8:52:57 AM

server*

8:53:06 AM

Ankit Kumar Julia, yes we are working on it

8:55:00 AM

Julia Konononova i will be waiting for your email with confirmation that issue is being resolved in next 20-25 min. I will need time to login, and actually click efile button

8:55:50 AM

yes?

8:57:02 AM

Ankit Kumar Sure, We will try our best to get this resolved.

8:59:45 AM

Is there anything else I may help you with ?

8:59:48 AM

Julia Konononova i will be looking for your email thanks

9:00:02 AM

Ankit Kumar Is there anything else I may help you with ?

9:04:05 AM

Are we still connected here?

9:09:29 AM

Are we still connected here?

9:09:32 AM

Julia Konononova has ended this chat session

9:09:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 7:34:48 PM

#82124 Elvis Rodriguez

Email: elvis.rodriguez@castlewalk.us 13346355622

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: VILLA SANTA FE

State: Managua

Country: NICARAGUA

Chat Transcript

Chat Duration : 19 Mins 44 Secs

Elvis Rodriguez	Hello, I am your Acebuddy	1 Oct, 7:34:48 PM
Acebuddy	Hello Elvis Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	7:34:49 PM
	Whom Would You Like to Connect With?	7:34:49 PM
Elvis Rodriguez	Technical Support (QB & App Hosting)	7:34:53 PM
Acebuddy	Welcome to Ace Support.	7:34:53 PM
	Please chose an option :	7:34:53 PM
Elvis Rodriguez	I'd like to report an Issue	7:34:58 PM
Acebuddy	Please select an option!	7:34:58 PM
Elvis Rodriguez	Other Issue	7:35:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:35:02 PM
Elvis Rodriguez	I want to remove RAM	7:35:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:35:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:35:21 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:36:08 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:36:17 PM
	Hello Elvis , how are you doing	7:36:33 PM
Elvis Rodriguez	Hi Sanyam your support removing the additional ram	7:36:47 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:36:56 PM
Elvis Rodriguez	server: Castillo Poltry LLC user: Elvis Rodriguez	7:37:38 PM
	Additional 20 GB RAM on Private Cloud @\$300/Month we do not longer need that extra RAM	7:38:04 PM
Sanyam Madan	Thank you for the information and allow 2 minutes to check the same.	7:38:27 PM
Elvis Rodriguez	ok	7:38:33 PM
Sanyam Madan	We have noted your request and will proceed with removing the 20GB of RAM that was previously added to the server, as per ticket #446225.	7:44:54 PM
	As the removal of RAM requires a server reboot, this task will be carried out during night hours to minimize impact. We will update you via email once the process is completed.	7:45:57 PM
	Is there anything else I may help you with ?	7:46:42 PM
	Are we still connected here?	7:49:10 PM

	Are we still connected here?	7:51:09 PM
	Are we still connected here?	7:53:13 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:53:15 PM
Elvis Rodriguez	yes	7:53:17 PM
Sanyam Madan	We have noted your request and will proceed with removing the 20GB of RAM that was previously added to the server, as per ticket #446225.	7:53:30 PM
	As the removal of RAM requires a server reboot, this task will be carried out during night hours to minimize impact. We will update you via email once the process is completed.	7:53:43 PM
Elvis Rodriguez	that is the	7:53:48 PM
Sanyam Madan	Is there anything else I may help you with ?	7:54:00 PM
Elvis Rodriguez	no sir	7:54:08 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:54:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:54:19 PM
	<i>Sanyam Madan has ended this chat session</i>	7:54:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 7:27:44 PM

#82256 dawn reid

Email: admin@southboundbuildersnc.com ☎ 19194261902

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: BATH

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 23 Secs

dawn reid	Hello, I am your Acebuddy	6 Oct, 7:27:44 PM
Acebuddy	Hello Dawn Reid, I'm your Ace Buddy. I'll be happy to assist you!	7:27:45 PM
	Whom Would You Like to Connect With?	7:27:45 PM
dawn reid	Technical Support (QB & App Hosting)	7:27:56 PM
Acebuddy	Welcome to Ace Support.	7:27:56 PM
	Please chose an option :	7:27:56 PM
dawn reid	I'd like to raise a Request	7:28:07 PM
Acebuddy	Please select your request type.	7:28:07 PM
dawn reid	Other Request	7:28:16 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:28:16 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:28:16 PM
dawn reid	Yes, I'm facing issues with my server	7:28:29 PM
Acebuddy	Please select an option!	7:28:29 PM
dawn reid	Other Issue	7:28:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:28:36 PM
dawn reid	User removed server link and we need to get another so he can connect	7:29:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:29:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:29:24 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:29:41 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:30:26 PM
dawn reid	thank you	7:30:40 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:30:41 PM
dawn reid	the user is Cass Gijewski - caass@southboundbuildersnc.com	7:31:46 PM
	Server is Southbound Builders I believe	7:32:10 PM
Shubham Maurya	Thanks for the confirmation ! Please allow few minutes to check this.	7:33:11 PM
dawn reid	ok	7:36:18 PM
Shubham Maurya	Thank you for your patience. We have fetched your account details now we are generating RDP file for you.	7:37:59 PM
dawn reid	ok	7:38:19 PM

Shubham Maurya	You can also download RDP file and manage users through Myportal.	7:39:24 PM
	https://myportal.acecloudhosting.com	
	User ID will be CID72453 and user forgot password option to change password.	7:39:59 PM
dawn reid	So I can save this link and the login information should a user do this again?	7:40:49 PM
Shubham Maurya	https://we.tl/t-MuIXUdBMQ7	7:42:09 PM
	Please download RDP file using above link for user cass@southboundbuildersnc.com	7:42:33 PM
	Only admin have access to this portal which is admin@southboundbuildersnc.com	7:43:17 PM
dawn reid	Ok is it ok for me to save that link in the event he does again?	7:45:01 PM
Shubham Maurya	Sure, you can save this portal link and login using admin credentials to download RDP files and manage users on this account.	7:46:03 PM
dawn reid	Thank you	7:46:31 PM
Shubham Maurya	Most welcome Dawn !	7:46:51 PM
	Is there anything else I may help you with ?	7:46:53 PM
dawn reid	I think we are good.	7:47:57 PM
Shubham Maurya	Thank you for confirming ! Have a good one.	7:48:54 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:48:56 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:49:01 PM
	<i>Shubham Maurya has ended this chat session</i>	7:49:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#82690 curt.anderson****Email:** curt.anderson@nciusa.com**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 18 Secs**City:** LANCASTER**State:** Pennsylvania**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 9 Mins 46 Secs

curt.anderson	Hello, I am your Acebuddy	16 Oct, 6:37:22 PM
Acebuddy	Hello Curt.anderson, I'm your Ace Buddy. I'll be happy to assist you!	6:37:23 PM
	Whom Would You Like to Connect With?	6:37:23 PM
curt.anderson	Technical Support (QB & App Hosting)	6:37:28 PM
Acebuddy	Welcome to Ace Support.	6:37:28 PM
	Please chose an option :	6:37:28 PM
curt.anderson	I'd like to report an Issue	6:37:37 PM
Acebuddy	Please select an option!	6:37:37 PM
curt.anderson	Password Reset	6:37:42 PM
Acebuddy	Please select an option below	6:37:42 PM
	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	6:37:52 PM
	Do you need any further assistance on the topic?	6:37:52 PM
curt.anderson	Not Enrolled to Selfcare Portal	6:37:52 PM
	Yes	6:38:06 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:38:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:38:06 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:38:32 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:38:37 PM
curt.anderson	Hello, I forgot my password to Ace Hosting. Can you help me?	6:39:12 PM

Manish Singh	I will surely help you with this issue.	6:40:16 PM
	Is your username Curt_NC	6:40:33 PM
curt.anderson	correct	6:40:38 PM
Manish Singh	Kindly visit https://selfcare.acecloudhosting.com	6:41:13 PM
curt.anderson	ok. i'm therre	6:41:35 PM
	there	6:41:41 PM
	<i>6:41:59 PM Manish Singh is sharing a file with you image.png - (Size:144.66 KB)</i>	6:41:59 PM
	<i>Put your username Curt_NC</i>	
Manish Singh	then continue and reset your password	6:42:16 PM
curt.anderson	do i click forgot password?	6:42:47 PM
Manish Singh	Yes	6:42:50 PM
	Are you able to able to reset your password, curt?	6:44:06 PM
curt.anderson	yes. now let me try to log in.	6:45:36 PM
Manish Singh	Yes, please take your time.	6:45:48 PM
curt.anderson	It worked. Thank you for your help.	6:46:48 PM
Manish Singh	Is there anything else I may help you with ?	6:46:51 PM
curt.anderson	no. thank you	6:46:58 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:47:00 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:47:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:47:08 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	6:47:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Oct, 1:13:24 AM

#82239 Angela Angela Head

Email: angela@belugaair.com 190722358256

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: 47 Secs

City: HOMER

State: Alaska

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 15 Secs

Angela Angela Head	Hello, I am your Acebuddy	5 Oct, 1:13:25 AM
Acebuddy	Hello Angela Head, I'm your Ace Buddy. I'll be happy to assist you!	1:13:26 AM
	Whom Would You Like to Connect With?	1:13:26 AM
Angela Angela Head	Technical Support (QB & App Hosting)	1:13:29 AM
Acebuddy	Welcome to Ace Support.	1:13:29 AM
	Please chose an option :	1:13:29 AM
Angela Angela Head	I'd like to raise a Request	1:13:33 AM
Acebuddy	Please select your request type.	1:13:33 AM
Angela Angela Head	Password Reset	1:13:39 AM
Acebuddy	Please select an option below	1:13:39 AM
Angela Angela Head	Not Enrolled to Selfcare Portal	1:13:44 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	1:13:44 AM
	Do you need any further assistance on the topic?	1:13:44 AM
Angela Angela Head	Yes	1:13:50 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:13:50 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	1:13:50 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:14:05 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:14:14 AM
Angela Angela Head	Hello Ashutosh I am really really locked out of my account	1:14:28 AM
	Can't get hints right; password is wrong, email to verify is wrong	1:14:44 AM
Ashutosh Mishra	Hello Angela, I will be surely assisting you with this. Kindly help me with your server name and user name?	1:14:54 AM
Angela Angela Head	Angela.q.10	1:15:25 AM
Ashutosh Mishra	Please also let me know the business name registered with Ace.	1:16:18 AM
Angela Angela Head	well this might be a problem. Is it Beluga Air LLC?	1:16:46 AM
Ashutosh Mishra	I have found the account Angela A Head with your registered email address, however, cannot find any account named Baluga Air LLC.	1:18:55 AM
Angela Angela Head	ok well that's good! It's an old business..	1:19:16 AM
	one of the times I tried to log in it showed up and I got worried	1:19:38 AM
Ashutosh Mishra	The username in this business account is Angela.PA	1:20:08 AM
	I have made some changes from the backend please try login now with existing password.	1:21:54 AM
	Are we still connected here?	1:23:50 AM
Angela Angela Head	yes I'm trying still no luck	1:24:45 AM
	tried to reset, tried to log in , tried on server	1:24:53 AM
Ashutosh Mishra	Please allow me to inform now you can reset the password using My Portal.	1:26:33 AM
Login to the portal:		
	Go to: https://myportal.acecloudbhosting.com/login	
	Username: CID64615	1:27:47 AM
	If you don't have the password, click " Forgot Password " .	
	A verification code will be sent to the registered email address (**angela@belugaair.com**).	
Angela Angela Head	will this always be my username?	1:28:36 AM
Ashutosh Mishra	CID64615 will be your My Portal username, for server the username will be Angela.PA	1:29:23 AM
Reset the password:		
	After logging in, go to Manage → Users .	
	Select the username (**UserName**) for which you want to reset the password.	1:31:28 AM
	Click on Select an Action → Reset Password .	
	Follow the prompts to complete the reset.	
Angela Angela Head	"uNABLE to process the request please try again later"	1:32:38 AM
Ashutosh Mishra	May I take the remote access of your local computer?	1:33:23 AM
Angela Angela Head	yes	1:33:29 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	1:33:48 AM

Angela	Angela Head	OK	1:33:57 AM
Ashutosh	Mishra	Kindly paste this link in the browser of local computer and join the session.	1:34:09 AM
		https://assist.acecloudhosting.com/join/1232519902	1:34:11 AM
Angela	Angela Head	Are you in?	1:36:25 AM
Ashutosh	Mishra	Yes, 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.	1:36:49 AM
		<i>The visitor's email address and phone number were changed.</i>	1:39:16 AM
		As per discussion over the remote session, The issue is resolved by resetting password through My Portal.	1:51:52 AM
		I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:52:22 AM
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:52:30 AM
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:52:37 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>Ashutosh Mishra has ended this chat session</i>	1:52:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Oct, 9:26:35 PM

#82539 rhernandez

Email: rhernandez@usmicroproducts.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Duration : 7 Mins 8 Secs

Chat Transcript

rherandez	Hello, I am your Acebuddy	13 Oct, 9:26:36 PM
Acebuddy	Hello Rherandez, I'm your Ace Buddy. I'll be happy to assist you!	9:26:36 PM
	Whom Would You Like to Connect With?	9:26:36 PM
rherandez	Technical Support (QB & App Hosting)	9:26:40 PM
Acebuddy	Welcome to Ace Support.	9:26:40 PM
	Please chose an option :	9:26:40 PM
rherandez	I'd like to report an Issue	9:26:50 PM
Acebuddy	Please select an option!	9:26:50 PM
rherandez	Other Issue	9:27:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:27:18 PM
rherandez	QB log on	9:27:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:27:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:27:30 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:27:58 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:28:04 PM
rherandez	something is wrong with my logon	9:28:23 PM
Sujeet Kumar Suman	Hello Rhia	9:28:32 PM
rherandez	the other team members are not having a problem	9:28:37 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	9:28:45 PM
rherandez	mine is NOT asking me for a password anymore	9:28:47 PM
Sujeet Kumar Suman	No worries, I will definitely assist you with this.	9:29:17 PM
	Are you the only one experiencing this issue, or are others affected as well?	9:29:28 PM
rherandez	just me right now	9:29:35 PM

Sujeet Kumar Suman	Could you please confirm if you are receiving an error?	9:29:57 PM
rherandez	no, just a blank screen in QB	9:30:09 PM
Sujeet Kumar Suman	I sincerely apologize for the inconvenience caused.	9:30:27 PM
	When was the last time you were able to access the server?	9:30:31 PM
	<i>9:30:41 PM rherandez is sharing a file with you</i> <u>image.png</u> - (Size:78.52 KB)	9:30:41 PM
	<i>9:30:45 PM rherandez is sharing a file with you</i> <u>image.png</u> - (Size:78.52 KB)	9:30:45 PM
	Thank you for the screenshot.	9:31:03 PM
rherandez	OK - it is now reset	9:32:00 PM
Sujeet Kumar Suman	As checked from the backend, multiple QuickBooks applications were open on the server. We have closed the QuickBooks applications from our end. Could you please check, cancel any unnecessary instances, and confirm?	9:32:11 PM
rherandez	I'll let my team know and reach out back to you as needed.	9:32:35 PM
	Thank you	9:32:37 PM
Sujeet Kumar Suman	Appreciate the update. Kindly reach out to us if any further support is required.	9:33:12 PM
	Is there anything else I may help you with ?	9:33:16 PM
rherandez	No, again Thank you!	9:33:23 PM
Sujeet Kumar Suman	Most welcome.	9:33:33 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.	9:33:36 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:33:40 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:33:42 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	9:33:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 4:51:42 PM

#82913 itsupport

Email: itsupport@advancefinserv.com 918887771848
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: DELHI
State: Delhi
Country: INDIA

Chat Transcript

Chat Duration : 37 Mins 36 Secs

itsupport	Hello, I am your Acebuddy	24 Oct, 4:51:43 PM
Acebuddy	Hello Shahsi, I'm your Ace Buddy. I'll be happy to assist you!	4:51:44 PM
	Whom Would You Like to Connect With?	4:51:44 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.	5:29:19 PM
	<i>Ended due to chat idle timeout</i>	5:29:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 5:54:25 PM

#82788 carrie morrell

Email: officemanager@woodlawnandlandscaping.com 2527275301

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: 32 Secs

City: NEWPORT

State: North Carolina

Country: UNITED STATES

Chat Duration : 23 Mins 15 Secs

Chat Transcript

carrie morrell	Hello, I am your Acebuddy	21 Oct, 5:54:26 PM
Acebuddy	Hello Carrie Morrell, I'm your Ace Buddy. I'll be happy to assist you!	5:54:27 PM
	Whom Would You Like to Connect With?	5:54:27 PM
carrie morrell	Technical Support (QB & App Hosting)	5:54:30 PM
Acebuddy	Welcome to Ace Support.	5:54:30 PM
	Please chose an option :	5:54:30 PM
carrie morrell	I'd like to report an Issue	5:54:37 PM
Acebuddy	Please select an option!	5:54:37 PM
carrie morrell	Other Issue	5:54:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:54:41 PM
carrie morrell	can't connect to vpn	5:54:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:54:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:54:51 PM
	<i>Manish Singh accepted the chat transfer request.</i>	5:55:11 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:55:16 PM
	I will surely help you with this issue.	5:55:29 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	5:55:39 PM
carrie morrell	yes	5:55:45 PM
	just me so far	5:55:51 PM
Manish Singh	Kindly allow me two minutes to check the same.	5:56:09 PM
carrie morrell	k	5:56:14 PM
Manish Singh	Carrie, Are you using VPN on your local end or Server end?	5:56:52 PM

carrie morrell	i don't know. i have it on my computer and my boss has on his computer, both of us can't be on at the same time though	5:58:01 PM
Manish Singh	Wood Lawn & Landscaping Is this your account name and if yes, Garry is the only active user on this account.	5:58:52 PM
carrie morrell	yes	5:59:17 PM
Manish Singh	And this is a shared server.	5:59:48 PM
carrie morrell	i guess so	6:00:09 PM
	if i am on it for quickbooks, he isn't,	6:00:25 PM
Manish Singh	It seems that a VPN is installed on your system. I suggest you contact your local IT team for assistance with this issue.	6:01:12 PM
	Alright!	6:01:32 PM
	May I take the remote access of your local computer?	6:01:40 PM
carrie morrell	yes	6:01:46 PM
Manish Singh	https://assist.acecloudhosting.com/join/9382464466	6:02:28 PM
	Kindly paste this link in the browser of local computer and join the session.	6:02:31 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:02:34 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.	6:04:19 PM
	Is there anything else I may help you with ?	6:16:31 PM
carrie morrell	no	6:17:20 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:17:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:17:34 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:17:38 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	6:17:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 10:00:39 PM

#82798 Test Account

Email: test@test.com ☎ +917878787878

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: GURGAON

State: Haryana

Country: INDIA

Chat Transcript

Chat Duration : 33 Secs

Test Account	Hello, I am your Acebuddy	21 Oct, 10:00:40 PM
Acebuddy	Hello Test Account, I'm your Ace Buddy. I'll be happy to assist you!	10:00:41 PM
	Whom Would You Like to Connect With?	10:00:41 PM
Test Account	Technical Support (QB & App Hosting)	10:00:43 PM
Acebuddy	Welcome to Ace Support.	10:00:43 PM
	Please chose an option :	10:00:43 PM
Test Account	I'd like to report an Issue	10:00:48 PM
Acebuddy	Please select an option!	10:00:48 PM
Test Account	Other Issue	10:00:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:00:51 PM
Test Account	test	10:00:56 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:00:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:00:57 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:01:08 PM
	<i>Test Account has ended this chat session</i>	10:01:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 12:33:38 AM

#82887 Arron Forbes

Email: irzad.zamcorp@gmail.com ☎ 15926741503

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: BETERVERWAGTING

State: Demeraramahaica

Country: GUYANA

Chat Transcript

Chat Duration : 16 Mins 2 Secs

Arron Forbes	Hello, I am your Acebuddy	24 Oct, 12:33:38 AM
Acebuddy	Hello Arron Forbes, I'm your Ace Buddy. I'll be happy to assist you!	12:33:39 AM
	Whom Would You Like to Connect With?	12:33:39 AM
Arron Forbes	Technical Support (QB & App Hosting)	12:34:07 AM
Acebuddy	Welcome to Ace Support.	12:34:07 AM
	Please chose an option :	12:34:07 AM
Arron Forbes	I'd like to report an Issue	12:34:14 AM
Acebuddy	Please select an option!	12:34:14 AM
Arron Forbes	Other Issue	12:34:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:34:18 AM
Arron Forbes	Add Excel to user account	12:34:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:34:39 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:34:39 AM
	<i>Gaurav kumar declined the transfer request.</i>	12:34:45 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:35:53 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:35:59 AM
Arron Forbes	Hi I am following up on ticket ID 790055	12:36:12 AM
Anjainay Singh	Sure Arron , please allow me two minutes so that I can check it at my end.	12:36:45 AM
	Please be patient with me , I am checking the access for Excel for requested user.	12:38:18 AM
Arron Forbes	Sure	12:39:29 AM
Anjainay Singh	As I have checked that user does not have access to Excel.	12:40:04 AM
	I would also like to inform you that you can directly provide the excel access to user from My Portal.	12:40:32 AM
Arron Forbes	oh nice	12:40:39 AM
	I can attempt to try	12:40:45 AM
Anjainay Singh	Sure.	12:40:52 AM
	<i>12:41:48 AM Anjainay Singh is sharing a file with you image.png - (Size:59.76 KB)</i>	12:41:48 AM
	<i>You need to toggle the MS-Office option for Sales to right to enable the excel access. Please also note that the charges for adding an excel to user is \$5.99/user/month</i>	
Arron Forbes	Noted	12:43:31 AM
	I just tried that thanks	12:43:36 AM
	So after I've done that, what next?	12:43:50 AM
Anjainay Singh	User will now be able to export the reports in QuickBooks. (Edited)	12:44:13 AM
Arron Forbes	ok so they need to log off their session	12:44:23 AM
Anjainay Singh	Yes they may try by logging out and logging back into the server.	12:44:51 AM
	<i>12:45:33 AM Anjainay Singh is sharing a file with you image.png - (Size:19.05 KB)</i>	12:45:33 AM
	<i>Settings have been updated.</i>	
	Could you please confirm if it is resolved?	12:47:15 AM
Arron Forbes	Hi it's resolved	12:47:45 AM
	thanks	12:47:45 AM
Anjainay Singh	Is there anything else I may help you with ?	12:48:17 AM
Arron Forbes	not at the moment thanks	12:48:26 AM
Anjainay Singh	Please also do me a small favor.	12:48:31 AM
	Please click on smiling emoji to provide your positive feedback.	12:48:50 AM

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

12:49:07 AM

Please do share your positive feedback 😊

12:49:36 AM

Anjainay Singh has ended this chat session

12:49:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 8:45:41 PM

#82361 Rhys Babich

Email: rbabich@oaksbrands.com ☎ 585 200 6987

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: ROCHESTER

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 31 Secs

Rhys Babich	Hello, I am your Acebuddy	8 Oct, 8:45:41 PM
Acebuddy	Hello Rhys Babich, I'm your Ace Buddy. I'll be happy to assist you!	8:45:42 PM
	Whom Would You Like to Connect With?	8:45:42 PM
Rhys Babich	Technical Support (QB & App Hosting)	8:45:46 PM
Acebuddy	Welcome to Ace Support.	8:45:46 PM
	Please chose an option :	8:45:46 PM
Rhys Babich	I'd like to report an Issue	8:45:52 PM
Acebuddy	Please select an option!	8:45:52 PM
Rhys Babich	Other Issue	8:45:57 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:45:57 PM
Rhys Babich	Users logging in get a message stating "Remote Desktop License Issue. There is a problem with your remote desktop license. Your session will disconnect in 60 minutes"	8:46:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:46:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:46:35 PM
	<i>Arjun Sikarwar declined the transfer request.</i>	8:46:49 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:47:15 PM
Rhys Babich	thanks	8:47:19 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:47:22 PM
	Hello Rhys	8:47:29 PM
Rhys Babich	Hi Sujeet!	8:47:42 PM
Sujeet Kumar Suman	How are you doing?	8:48:24 PM
Rhys Babich	Good. Except for the RDP issue we are having	8:48:37 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:48:41 PM
Rhys Babich	it happens	8:48:47 PM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	8:48:52 PM
Rhys Babich	Thanks	8:48:56 PM
Sujeet Kumar Suman	Kindly allow 2 minutes to check the same.	8:50:52 PM
Rhys Babich	ok	8:50:56 PM
Sujeet Kumar Suman	Thank you for your patience.	8:51:54 PM
	Sorry for the inconvenience. We made the necessary changes from the backend to resolve the issue you encountered.	8:52:01 PM
	Please sign out of the server and sign back in to apply the changes. Once done, check if the issue persists and let us know the outcome.	8:52:11 PM
Rhys Babich	Ok, so the users will be fine once they log back in?	8:52:28 PM
Sujeet Kumar Suman	Yes, that's correct	8:53:16 PM
	Once the users sign out and log back in, the issue should be resolved.	8:53:36 PM
Rhys Babich	thanks	8:54:47 PM
Sujeet Kumar Suman	Most welcome Rhys.	8:55:20 PM
	Is there anything else I may help you with ?	8:55:23 PM
	Are we still connected here?	8:57:46 PM
	Are we still connected here?	8:59:12 PM

Are we still connected here?

9:01:06 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.

9:01:11 PM

Sujeet Kumar Suman has ended this chat session

9:01:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 10:08:44 PM

#82645 jjiang

Email: jjiang@federalfilings.com 6262974637

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 25 Secs

City: PERUNGUDI

State: Tamil Nadu

Country: INDIA

Chat Transcript

Chat Duration : 21 Mins 58 Secs

jjiang	Hello, I am your Acebuddy	15 Oct, 10:08:45 PM
Acebuddy	Hello Jjiang, I'm your Ace Buddy. I'll be happy to assist you!	10:08:46 PM
	Whom Would You Like to Connect With?	10:08:46 PM
jjiang	Technical Support (QB & App Hosting)	10:09:14 PM
Acebuddy	Welcome to Ace Support.	10:09:14 PM
	Please chose an option :	10:09:14 PM
jjiang	I'd like to report an Issue	10:13:31 PM
Acebuddy	Please select an option!	10:13:31 PM

jjiang	QuickBooks Issue	10:13:37 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:13:37 PM
jjiang	Other QB related issue	10:13:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:13:59 PM
jjiang	We're facing an issue with downloading reports from QBD into Excel. When we try to download a report by clicking on the Excel option, the "Create new worksheet" option is disabled.	10:14:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:14:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:14:49 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:15:18 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:15:38 PM
	I will surely help you with this issue.	10:16:20 PM
jjiang	Hi Manish, thank you for reaching out. I appreciate your assistance today. Looking forward to resolving this issue with your help.	10:17:34 PM
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	10:17:54 PM
	Are we still connected here?	10:19:41 PM
	Are we still connected here?	10:20:42 PM
jjiang	Yes, this is the first time I've encountered this issue	10:22:44 PM
Manish Singh	May I take the remote access of your server?	10:23:19 PM
	Are we still connected here?	10:25:30 PM
	Are we still connected here?	10:29:02 PM
	Are we still connected here?	10:30:13 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:30:40 PM
	<i>Manish Singh has ended this chat session</i>	10:30:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82151 shari

Email: shari@jkservicesinc.com 18054079440

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 18 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 47 Secs

shari	Hello, I am your Acebuddy	2 Oct, 12:25:07 AM
Acebuddy	Hello Shari Rogers, I'm your Ace Buddy. I'll be happy to assist you!	12:25:08 AM
	Whom Would You Like to Connect With?	12:25:08 AM
shari	Technical Support (QB & App Hosting)	12:25:29 AM
Acebuddy	Welcome to Ace Support.	12:25:29 AM
	Please chose an option :	12:25:29 AM
shari	I'd like to report an Issue	12:25:32 AM
Acebuddy	Please select an option!	12:25:33 AM
shari	QuickBooks Issue	12:25:36 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:25:36 AM
shari	Other QB related issue	12:25:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:25:39 AM
shari	credit card usb processor not working	12:25:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:25:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:25:51 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:26:01 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:26:07 AM
	We were connected before on previous chat but you disconnected.	12:27:06 AM
	Is there any network related issue at your end?	12:27:29 AM

shari	ni	12:28:30 AM
	no	12:28:31 AM
Abhay Kumar Saraswat	Okay.	12:28:54 AM
shari	you guys did an update for Beacon and then Jim quit accessing	12:29:08 AM
Abhay Kumar Saraswat	I would like to take remote session from your local PC.	12:29:35 AM
	Previously you copied and paste the link into the server browser.	
	https://assist.acecloudhosting.com/join/3962487875	12:29:45 AM
	Kindly paste this link in the browser of local computer and join the session.	12:30:04 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:32:50 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:01:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Oct, 1:16:45 PM

#83101 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 35 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 9 Mins 23 Secs

30 Oct, 1:16:46

krisika	Hello, I am your Acebuddy	PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	1:16:47 PM
	Whom Would You Like to Connect With?	1:16:47 PM
krisika	Technical Support (QB & App Hosting)	1:16:50 PM
Acebuddy	Welcome to Ace Support.	1:16:50 PM
	Please chose an option :	1:16:50 PM
krisika	I'd like to report an Issue	1:17:07 PM
Acebuddy	Please select an option!	1:17:07 PM
krisika	Other Issue	1:17:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:17:22 PM
krisika	Hi	1:18:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:18:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:18:17 PM
	<i>Rohan accepted the chat transfer request.</i>	1:18:44 PM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	1:18:47 PM
krisika	Quickbook working very slow in all users	1:19:00 PM
Rohan	Hello Krisika, how are you doing today ?	1:19:06 PM
	I will surely help you with this issue.	1:19:12 PM
	Kindly allow me two minutes to check the same.	1:19:14 PM
krisika	Ok	1:19:19 PM
Rohan	Thank you for your patience. Could you please confirm at which specific point it gets slow (for example, while using a particular functionality or accessing a specific feature)?	1:21:20 PM
krisika	Any time	1:22:51 PM
Rohan	Thanks for the confirmation !	1:24:14 PM
	If a specific document or functionality is involved, does it work properly in a sample file?	1:24:22 PM
krisika	Quickbook working properly in all users	1:25:00 PM
	Thank you	1:25:03 PM
Rohan	Is it working fine now ?	1:25:24 PM
krisika	Yes	1:25:45 PM
Rohan	Thanks for the confirmation !	1:25:50 PM
	Is there anything else I may help you with ?	1:25:52 PM
krisika	No	1:25:58 PM

	Thank you	1:26:01 PM
Rohan	Thanks for the confirmation !	1:26:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:26:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:26:07 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Rohan has ended this chat session

1:26:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Oct, 2:06:20 AM

#82154 Jeff Osborne

Email: jeff@pipelineproducts.com 7607448907

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 6 Secs

Jeff Osborne

	Hello, I am your Acebuddy	2 Oct, 2:06:20 AM
Acebuddy	Hello Jeff Osborne, I'm your Ace Buddy. I'll be happy to assist you!	2:06:21 AM
	Whom Would You Like to Connect With?	2:06:21 AM
Jeff Osborne	VDI/DaaS Support	2:06:52 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:06:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:06:52 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	2:07:01 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	2:07:38 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:08:10 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:08:18 AM
Jeff Osborne	hello	2:08:25 AM
	we have more people using our server on a daily basis and are seeing everything get slower and slower. I would like to see if there is something we can do to improve our performance.	2:10:04 AM
Manish Singh	I will surely help you with this issue.	2:11:44 AM
	Could you please let me know the last time you were able to access the server without any slowness?	2:12:32 AM
Jeff Osborne	I was using the system last night without issue, but earlier today several of my users complained that the system was crawling.	2:13:43 AM
Manish Singh	Kindly allow me two minutes to check the same.	2:14:15 AM
Jeff Osborne	ok	2:14:27 AM
	<i>2:17:34 AM Manish Singh is sharing a file with you image.png - (Size:273.44 KB)</i>	2:17:34 AM
	<i>This is the graph of CPU utilization, Memory utilization report seems to be fine.</i>	
Manish Singh	Let me check the disk space.	2:18:03 AM
	The CPU and RAM on the server are functioning properly; however, the low disk space is likely causing the slowness.	2:19:51 AM
	This is the report for last 2 days.	2:20:17 AM
	<i>2:21:33 AM Manish Singh is sharing a file with you image.png - (Size:5.81 KB)</i>	2:21:33 AM
Jeff Osborne	How much space do we currently have?	2:22:55 AM
	<i>2:23:22 AM Manish Singh is sharing a file with you image.png - (Size:29.16 KB)</i>	2:23:22 AM
Manish Singh	We will try to add CPU too to check it will help in resolving the issue.	2:24:16 AM
Jeff Osborne	I did get a low space warning logging in this time. How much space do we have, can we improve how it is allocated and what would the costs be in adding additional space?	2:27:05 AM
Manish Singh		2:27:55 AM

I will email you with all the report and will add space and CPU to check to resolve the issue.

Plan 1 = 200 GB : \$120/mo

Plan 2 = 100GB : \$60/mo

Plan 3 = 80 GB : \$50/mo

Plan 4 = 60 GB : \$40/mo

Plan 5 = 40 GB : \$28/mo

2:28:33 AM

For now, I have added 5 GB space in C:/ drive as testing purpose to see if space is the issue.

2:30:54 AM

Jeff Osborne I dont mind adding more space but i would like to know how much I currently have and how it's allocated. I i add more will it be assigned to the C drive?

2:33:32 AM

sorry, IF i add more will it be assigned to the C drive?

2:34:00 AM

Manish Singh As I have added that 5 GB space now the total space in C:/ is 19.87 GB out of 144.45 GB

2:35:19 AM

2:35:31 AM Manish Singh is sharing a file with you

2:35:31 AM

[image.png](#) - (Size:5.49 KB)

As You have 13 active users and according to application you use, I will suggest you to for Plan 4

2:37:13 AM

And after this chat end I will raise a task for increasing CPU to check if this will resolve the issue of slowness.

2:38:07 AM

CPU will be no cost to you.

2:38:25 AM

Jeff Osborne Thank you

2:38:32 AM

Manish Singh Is there anything else I may help you with ?

2:38:46 AM

Jeff Osborne Can you please add plan 4 and make sure the space is added to our C drive, not our D drive.

2:39:29 AM

Manish Singh We need approval on the email, Jeff.

2:40:07 AM

I will email you on jeff@pipelineproducts.com please give your approval.

2:40:28 AM

Jeff Osborne I(would also like to see if changes can be made so that Teams is not starting automatically for each user when they log in, not all of them need it and those who do can start it independantly

2:40:39 AM

Manish Singh Alright, I will remove Teams for Auto start

2:42:15 AM

Jeff Osborne Thank you, I have not seen the email come through yet

2:42:41 AM

Manish Singh After this chat end I will email you, Jeff

2:43:06 AM

Is there anything else I may help you with ?

2:43:20 AM

Jeff Osborne not at the moment

2:43:57 AM

thank you, i will look for the email

2:44:06 AM

Manish Singh Thank you for your patience.

2:44:12 AM

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

2:44:19 AM

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am

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

2:44:24 AM

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

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

Manish Singh has ended this chat session

2:44:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 11:21:35 PM

#82597 cory

Email: cory@totalfeeds.com ☎ 18177711968

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: WEATHERFORD

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 55 Mins

cory	Hello, I am your Acebuddy	14 Oct, 11:21:35 PM
Acebuddy	Hello Cory, I'm your Ace Buddy. I'll be happy to assist you!	11:21:36 PM
	Whom Would You Like to Connect With?	11:21:36 PM
cory	Technical Support (QB & App Hosting)	11:21:41 PM
Acebuddy	Welcome to Ace Support.	11:21:41 PM
	Please chose an option :	11:21:41 PM

cory	I'd like to report an Issue	11:21:47 PM
Acebuddy	Please select an option!	11:21:47 PM
cory	Other Issue	11:21:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:21:53 PM
cory	I cannot access my account. I do not know the answers to the security questions	11:22:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:22:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:22:27 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:22:36 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:22:44 PM
	Hello Cory , how are you?	11:22:55 PM
cory	Frustrated	11:23:07 PM
Anjainay Singh	I understand your situation Cory and will surely try best to resolve your issue.	11:23:54 PM
	Could you please confirm since when you are not able to login into the server?	11:24:28 PM
cory	I cannot login to customer support	11:24:46 PM
	Just fix it	11:24:51 PM
Anjainay Singh	Sure.	11:24:55 PM
	May I take the remote access of your local computer?	11:25:06 PM
cory	No	11:25:11 PM
	Its not on my end	11:25:17 PM
	I cannot answer the security questions you are asking me. Do you understand what I am typing?	11:25:57 PM
Anjainay Singh	No worries and yes I understand your concern.	11:26:14 PM
cory	Either remove the security quetins from my account or reset them	11:26:16 PM
Anjainay Singh	Please allow me two minutes .	11:26:54 PM
	Could you please confirm whether you are trying to login into self care to reset your password or into My Portal as it will assist me to provide you accurate resolution.	11:29:28 PM
cory	Self care	11:29:43 PM
Anjainay Singh	Thankyou for your confirmation.	11:30:37 PM
	I am making some changes , please be patient with me . (Edited)	11:31:21 PM
	Cory, I have made some backend changes, could you please try again?	11:33:30 PM
	Could you please let me know if it is done?	11:35:16 PM
cory	That reset it.	11:36:19 PM
	How do I reset the password for HarryAnderson?	11:36:50 PM

Anjainay Singh	Cory, you may reset it from My Portal .	11:37:39 PM
	Alternatively you may send an email to support@acecloudhosting.com from your registered email address cory@totalfeeds.com so that after your approval over an email I will reset it for you. (Edited)	11:38:41 PM
cory	Is that at different password?	11:39:27 PM
	It is not accepting my username or password	11:40:35 PM
Anjainay Singh	You may send the email instead I will reset the password for Harry Anderson. (Edited)	11:41:06 PM
cory	I cannot log into myportal. It says no account found with the given email id when I try the Forgot Username option	11:42:04 PM
Anjainay Singh	I understand it .	11:42:38 PM
	Please try with below details to login into the My Portal	
	My Portal Login URL- https://myportal.acecloudhosting.com/	11:44:00 PM
	Username-CID75475	
	My Portal password-	
	I would recommend you to provide me a remote access after closing all your documents so that we can cooperatively reset the password for Harry.	11:45:38 PM
cory	send me a password reset link for myportal. Your system will not email or text me	11:46:19 PM
	It also has the incorrect email address	11:46:31 PM
Anjainay Singh	Thankyou for your confirmation , I am transferring the chat to concerned department as they deal with My Portal login issue	11:47:27 PM
	<i>Anjainay Singh is transferring the chat to Billing.</i>	11:47:39 PM
	<i>Aditya Seth accepted the chat transfer request.</i>	11:48:25 PM
Aditya Seth	Hello Aditya this side from Ace cloud Hosting!	11:48:48 PM
	How may I assist you?	11:48:58 PM
cory	I am not able to login	11:51:05 PM
Aditya Seth	Are we connected?	11:51:06 PM
	Please give me 2 minuets so that we can fetch your details.	11:51:30 PM
	We have sent you the Credentials on your registered email address (cory@totalfeeds.com). Please check your email.	11:52:57 PM
	With the help of the Credentials, you can be able to login into the portal.	11:53:23 PM
	Kindly confirm us as soon as you login into the portal.	11:53:44 PM
cory	I am now locked out. You have me: CoryAnderson and EricAnderson mixed up. I am CoryAnderson cory@totalfeeds.com 817-771-1968	11:57:04 PM
Aditya Seth	Yes, we have sent you the credentials on your email address (cory@totalfeeds.com).	11:57:16 PM
cory	Now neither of us can log ing because you have mixed up our credentials	11:57:27 PM

	on your end, not on our computers	11:57:42 PM
Aditya Seth	We have just sent you the credentials, please check your email address. On that email you will receive the username and new password with the help of which you can be able to login. (Edited)	11:58:45 PM
cory	You need to fix the credentials first	15 Oct, 12:00:06 AM
	My name is Cory. My username is CoryAnderson. My email is cory@totalfeeds.com	12:01:04 AM
	You gave the ClientID to both Eric and Cory.	12:01:34 AM
	We are not the same person	12:01:50 AM
Aditya Seth	We have updated your name in our records, and we have also sent you the new credentials on your registered email address. Please check your email address.	12:02:13 AM
	Please try to login again.	12:02:27 AM
cory	Invalid Username/Password	12:03:19 AM
	Unable to process the request. Please try again after some time	12:03:41 AM
Aditya Seth	There is an option showing into the portal to reset the password. Click on that option.	12:04:28 AM
	Or you could just refresh the page and then try to login again.	12:04:51 AM
cory	Maximum login attempts reached	12:05:37 AM
Aditya Seth	So, for this you have to contact our support department.	12:06:10 AM
	I am transferring this chat to them.	12:06:19 AM
	Please wait for 2 to 3 minutes.	12:06:33 AM
	<i>Aditya Seth is transferring the chat to Support(QB & App Hosting).</i>	12:07:15 AM
	<i>Dushyant accepted the chat transfer request.</i>	12:07:55 AM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	12:08:00 AM
cory	You have the credentials for CoryAnderson and EricAnderon	12:09:54 AM
	Mixed up	12:10:05 AM
	I have been timed out on myportal trying to use the password reset you sent me	12:10:27 AM
Dushyant	I will be surely assisting you with this.	12:11:17 AM
	no problem, i will try my best to fix the issues for you.	12:11:41 AM
	Hi Cory, I am checking the whole chat, please bear with me, i can understand it could be frustrating, i will try my best to help you ASAP.	12:14:31 AM
	Thank you for your patience,	12:16:36 AM
	You have mentioned earlier that, "Cannot access my account, don't know the answers to the security questions"	12:17:48 AM
	I hope you are not able to access your server right?	12:18:01 AM

cory	I am not able to access myportal	12:18:34 AM
Dushyant	Okay, i can see you are the admin of your account at myportal, and you can manage user's passwords and reset their passwords from my portal.	12:19:23 AM
cory	If I could log ing	12:19:43 AM
Dushyant	Please log in to https://myportal.acecloudhosting.com/login . Your username will be your CID *number (*CID75475). In case you forget your password, kindly reset it by clicking on 'Forgot Password'.	12:20:35 AM
cory	That is not working.	12:20:53 AM
	That is why I am on this chat	12:21:04 AM
Dushyant	I can understand, May i know is there any error message or you can share us any screenshot of the message you are receiving while trying to login into myportal.	12:21:56 AM
cory	Maximum number of login attempts reached	12:22:15 AM
	You were sending credentials to eric@totalfeeds.com instead of to me at cory@totalfeeds.com	12:23:01 AM
Dushyant	I saw the chat, and the agent sent the credentials over the email "cory@totalfeeds.com"	12:25:33 AM
cory	It says Invalid Username/Password	12:26:24 AM
	I am using CID75475	12:26:41 AM
	one time temporary password	12:26:57 AM
Dushyant	You are using the same at myportal?	12:27:29 AM
cory	https://myportal.acecloudhosting.com/login	12:27:58 AM
Dushyant	Thank you for the confirmation,	12:28:17 AM
	If it's says invalid username/password, we can try to use private window of browser	12:28:34 AM
	May i know which browser you are using to launch myportal ?	12:28:47 AM
cory	Chrome	12:30:35 AM
	It is not my browser. I am temporarily blocked again	12:31:02 AM
	I successfully changed my password and then was blocked when I entered it. It is not on my computer	12:31:44 AM
Dushyant	Password changed for your myportal right?	12:32:16 AM
cory	Yes	12:32:21 AM
	Your account is temporarily blocked, Please try again after 15 minutes	12:32:29 AM
Dushyant	and once you are trying to use the same password to login into myportal, it's not letting you in and showing blocked right? (Edited)	12:32:46 AM
cory	Yes	12:33:14 AM
Dushyant	In that case, you need to wait for 15 minutes as the prompt saying, and this time we will do one thing here,	12:35:54 AM
	We will use the incognito mode of the chrome browser and then we will launch my portal (Edited)	
	from option forget password we will reset the myportal password and once done we will try to login	
		12:36:20 AM

	again and see this helps us or not.	
cory	ok	12:38:34 AM
	That di not work. I am locked out for 29:00 minutes again	12:47:29 AM
	in incognito mode	12:47:49 AM
Dushyant	Okay, please allow me 2-3 minutes..	12:48:01 AM
	Thank you for your patience.	12:49:48 AM
	cory, is it possible to take the remote access of your local computer?	12:50:16 AM
cory	Why? I still can't attempt it for 25 min	12:52:06 AM
	Maximum login attempt reached, Please try again after 24:28 mins	12:52:49 AM
Dushyant	No problem, Is it possible you can share a full screen screenshot of the error message?	12:53:09 AM
	<i>12:53:32 AM cory is sharing a file with you image.png - (Size:1.35 MB)</i>	12:53:32 AM
cory	Can you prevent the maximum number of attempts on your end?	12:54:13 AM
Dushyant	Thank you for the screenshot.	12:54:33 AM
	I need to check this with the peers, is it possible from our end or not, kindly bear with me..	12:54:53 AM
	Thank you for your patience, apologies we cannot reset the maximum number of attempts, You have to wait for the time left to reset it for you.	1:01:41 AM
	Are we still connected?	1:14:53 AM
	Are we still connected?	1:15:35 AM
	Are we still connected?	1:16:15 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:16:42 AM
	<i>Dushyant has ended this chat session</i>	1:16:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Oct, 1:43:33 AM

#83144 jen franco

Email: jen@dejenetax.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: REDONDO BEACH

State: California

Country: UNITED STATES

Chat Duration : 43 Mins 4 Secs

Chat Transcript

jen franco	Hello, I am your Acebuddy	31 Oct, 1:43:34 AM
Acebuddy	Hello Jen Franco, I'm your Ace Buddy. I'll be happy to assist you!	1:43:34 AM
	Whom Would You Like to Connect With?	1:43:34 AM
jen franco	Technical Support (QB & App Hosting)	1:46:50 AM
Acebuddy	Welcome to Ace Support.	1:46:50 AM
	Please chose an option :	1:46:50 AM
jen franco	I'd like to report an Issue	1:50:32 AM
Acebuddy	Please select an option!	1:50:32 AM
jen franco	Other Issue	1:50:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:50:36 AM
jen franco	problem with remote authenticator	1:50:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:50:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:50:55 AM
jen franco	can they call me	1:51:03 AM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	1:51:23 AM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	1:51:34 AM
	Jen, we will surely arrange a call back, but it might take some time Please let me know the issue you are facing	1:53:44 AM
	May be I can resolve this issue on chat	1:54:06 AM
jen franco	lety cannot access the remote access she doesnt have access to the dejene email, there should be an alternative email for her to get the authentication number	1:54:48 AM
	she cannot access her computer without getting the authentication	1:55:21 AM

Karan Bhattacharya	Please confirm if the user full name is Leticia Cuellar (Edited)	1:55:41 AM
jen franco	yes	1:55:56 AM
	leticia@michaelhinescpa.com	1:56:54 AM
	can you give her the option to check her authentication number to this email'	1:57:10 AM
	we tried earlier but her access was locked for trying too many times	1:57:38 AM
Karan Bhattacharya	let me check the details at backend,please allow few minutes	1:57:45 AM
jen franco	ok	2:02:26 AM
Karan Bhattacharya	Jen, currently this user must be receiving the authentication code on her mail id leticia@dejenetax.com	2:04:04 AM
jen franco	yes	2:04:14 AM
	and she doesnt have access to that yet	2:04:23 AM
	can she have other option like using her old email address	2:04:50 AM
	leticia@michaelhinescpa.com	2:05:04 AM
Karan Bhattacharya	Okay, we can reset the authenticator and she can add the mail id of her choise	2:06:12 AM
jen franco	ok	2:06:24 AM
	let me know so i could try it	2:06:31 AM
Karan Bhattacharya	Jen, we have made some changes from the back end please ask the user to log out once and the re log back in.	2:09:39 AM
	We have updated the her mail id for her account (Edited)	2:10:04 AM
jen franco	wait pls im restarting her computer	2:10:47 AM
Karan Bhattacharya	Sure, please take your time	2:10:54 AM
jen franco	ok thanks still trying to restart	2:16:41 AM
Karan Bhattacharya	ok	2:16:57 AM
	Is it done?	2:21:19 AM
jen franco	nope i tried sending to that email but i dont get a code	2:23:15 AM
	thank you its working now	2:24:31 AM
Karan Bhattacharya	ok,Glad to hear that issue has been resolved	2:25:35 AM
	Is there anything else I can assist you with?	2:26:00 AM
jen franco	thank you and have a great day@	2:26:10 AM
Karan Bhattacharya	Thank you for your cooperation.	2:26:29 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

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

2:26:33 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/>)

Karan Bhattacharya has ended this chat session

2:26:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 1:58:36 AM

#82608 Staci Daniels

Email: sdanielssommers@vista-research-group.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: CANYON COUNTRY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 57 Mins 36 Secs

Staci Daniels	Hello, I am your Acebuddy	15 Oct, 1:58:37 AM
Acebuddy	Hello Staci Daniels, I'm your Ace Buddy. I'll be happy to assist you!	1:58:38 AM
	Whom Would You Like to Connect With?	1:58:38 AM
Staci Daniels	Technical Support (QB & App Hosting)	1:58:42 AM
Acebuddy	Welcome to Ace Support.	1:58:42 AM
	Please chose an option :	1:58:42 AM

Staci Daniels	I'd like to report an Issue	1:58:49 AM
Acebuddy	Please select an option!	1:58:49 AM
Staci Daniels	Other Issue	1:59:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:59:01 AM
Staci Daniels	I am receiving an error message when I attempt to logon to the remote desktop. It says the remote desktop is not available or turned off.	1:59:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:59:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:59:46 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:00:00 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	2:00:06 AM
	Hello Staci	2:00:11 AM
Staci Daniels	Hello!	2:00:24 AM
Sujeet Kumar Suman	How are you doing?	2:00:34 AM
	<i>2:00:37 AM Staci Daniels is sharing a file with you remote desktop error.png - (Size:29.2 KB)</i>	2:00:37 AM
Staci Daniels	Fine thank you! Attached is the error I receive.	2:00:47 AM
Sujeet Kumar Suman	Thank you for the screenshot.	2:00:50 AM
	Are you the only one experiencing this issue, or are others affected as well?	2:01:03 AM
Staci Daniels	Yesterday, another person had a similar message. They had never received it before. I have received this error message often. The 3rd person on our account is not receiving an error message and is able to logon without a problem.	2:01:53 AM
Sujeet Kumar Suman	Thanks for all of the information's.	2:02:10 AM
	When was the last time you were able to access the server?	2:02:15 AM
Staci Daniels	It's been over a year. I am not the primary user of quickbook. I have been having the primary bookkeeper send me what I need.	2:02:56 AM
Sujeet Kumar Suman	No worries, I will surely help you with this issue.	2:03:05 AM
	May I take the remote access of your local computer?	2:03:09 AM
Staci Daniels	Yes, give me one more to close private files.	2:03:37 AM
Sujeet Kumar Suman	Sure, please close all important tabs and documents for not to breach any security concern.	2:04:44 AM
Staci Daniels	Thanks! I'm all set.	2:05:20 AM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5952355980	2:05:37 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	2:07:33 AM

	give your confirmation on this chat.	
	Thank you in advance for your patience.	2:34:42 AM
	Please stay connected; we are working on remote.	2:34:57 AM
	Thank you for your patience.	2:50:46 AM
	As the remote session was disconnected, please confirm once you're back.	2:50:47 AM
	Are we still connected here?	2:52:48 AM
	Are we still connected here?	2:54:27 AM
	Are we still connected here?	2:56:08 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:56:11 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	2:56:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	15 Oct, 6:57:28 PM
#82627 Rasheem Finley	
Email: rfinley@dieselpartsdirect.com	
Department: Support(QB & App Hosting)	
Operator: Manish Singh	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Microsoft Edge	
Device: Desktop	
Average Response Time: 22 Secs	
City: BAKER	
State: Louisiana	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 23 Mins 14 Secs
Rasheem Finley	15 Oct, 6:57:29 PM

Acebuddy	Hello Rasheem Finley, I'm your Ace Buddy. I'll be happy to assist you!	6:57:30 PM
	Whom Would You Like to Connect With?	6:57:30 PM
Rasheem Finley	Technical Support (QB & App Hosting)	6:57:49 PM
Acebuddy	Welcome to Ace Support.	6:57:49 PM
	Please chose an option :	6:57:49 PM
Rasheem Finley	I'd like to raise a Request	6:58:18 PM
Acebuddy	Please select your request type.	6:58:18 PM
Rasheem Finley	Setback	6:58:25 PM
Acebuddy	Welcome to Ace Support.	6:58:25 PM
	Please chose an option :	6:58:25 PM
Rasheem Finley	I'd like to report an Issue	6:58:34 PM
Acebuddy	Please select an option!	6:58:34 PM
Rasheem Finley	Password Reset	6:58:41 PM
Acebuddy	Please select an option below	6:58:41 PM
Rasheem Finley	Already Enrolled to Selfcare Portal	6:58:45 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	6:58:45 PM
	Do you need any further assistance on the topic?	6:58:45 PM
Rasheem Finley	Yes	7:03:48 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:03:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:03:48 PM
Rasheem Finley	ticket ID 782074	7:05:18 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:05:39 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:05:54 PM
Rasheem Finley	Ok thanks	7:06:14 PM
	I know what my password is it was recently reset with the ticket number I gave you. However, I am unable to log into the folder it just keeps coming back with the same message	7:07:04 PM
Manish Singh	I will surely help you with this issue.	7:07:15 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:07:20 PM
Rasheem Finley	No, this is not the first time its like the 3rd within a month or so period	7:08:04 PM
	ticket ID 782074 was one of the last tickets that was completed	7:08:12 PM
Manish Singh	May I take the remote access of your local computer?	7:08:23 PM
Rasheem Finley	sure	7:08:44 PM

Manish Singh	https://assist.acecloudhosting.com/join/5082358833	7:08:59 PM
	This message has been deleted	7:09:02 PM
	Kindly paste this link in the browser of local computer and join the session.	7:09:11 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:09:14 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:11:03 PM
	Is there anything else I may help you with ?	7:19:50 PM
Rasheem Finley	No thank you	7:20:27 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:20:32 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:20:36 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:20:42 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	7:20:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Oct, 12:05:03 AM

#82222 hamerenterprisespllc

Email: hamerenterprisespllc@outlook.com ☎ 4065440089

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: MISSOULA

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 8 Secs

hamerenterprisespllc	Hello, I am your Acebuddy	4 Oct, 12:05:04 AM
Acebuddy	Hello Hamerenterprisespllc, I'm your Ace Buddy. I'll be happy to assist you!	12:05:05 AM
	Whom Would You Like to Connect With?	12:05:05 AM
hamerenterprisespllc	Technical Support (QB & App Hosting)	12:05:21 AM
Acebuddy	Welcome to Ace Support.	12:05:21 AM
	Please chose an option :	12:05:21 AM
hamerenterprisespllc	I'd like to raise a Request	12:05:31 AM
Acebuddy	Please select your request type.	12:05:31 AM
hamerenterprisespllc	Application Update	12:05:41 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.	12:05:41 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:05:41 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:39:13 AM
	<i>Ended due to chat idle timeout</i>	12:39:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 12:21:45 AM

#82430 shylesh viswanathan

Email: shylesh@rockstarbookkeeping.com  13108506091

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 53 Mins 56 Secs

shylesh viswanathan	Hello, I am your Acebuddy	10 Oct, 12:21:45 AM
Acebuddy	Hello Shylesh Viswanathan, I'm your Ace Buddy. I'll be happy to assist you!	12:21:46 AM
	Whom Would You Like to Connect With?	12:21:46 AM
shylesh viswanathan	Technical Support (QB & App Hosting)	12:22:03 AM
Acebuddy	Welcome to Ace Support.	12:22:04 AM
	Please chose an option :	12:22:04 AM
shylesh viswanathan	I'd like to report an Issue	12:22:09 AM
Acebuddy	Please select an option!	12:22:09 AM
shylesh viswanathan	Other Issue	12:22:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:22:12 AM
shylesh viswanathan	Please see ticket 782599 . Lacerte 2024 gives an error message when launching. Please advise asap.	12:22:34 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:22:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:22:35 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:22:48 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:22:56 AM
	<i>12:23:14 AM shylesh viswanathan is sharing a file with you</i>	
	<i>Screenshot 2025-10-09 115302.jpg - (Size:38.02 KB)</i>	12:23:14 AM
shylesh viswanathan	The application is Lacerte 2024. It's not launching.	12:23:49 AM
Anjainay Singh	I understand your concern and assure you the proper resolution for this.	12:24:18 AM
	Please allow me two minutes Shylesh so that I can view the issue at my end.	12:24:47 AM
	Thankyou for your patience.	12:27:03 AM
	As I can see Lacerte update is pending which is causing the issue.	12:28:11 AM

	I am updating it on your behalf.	12:28:53 AM
	<i>12:29:41 AM Anjainay Singh is sharing a file with you image.png - (Size:73.02 KB)</i>	12:29:41 AM
	<i>It is in progress.</i>	
	After update is complete a server reboot is required.	12:30:08 AM
	Are we still connected here?	12:30:43 AM
	Are we still connected here?	12:31:19 AM
	Are we still connected here?	12:32:09 AM
	Lacerte is updated and we need to reboot the server, please allow me so that I can proceed ahead with the update. (Edited)	12:33:03 AM
	<i>12:34:02 AM Anjainay Singh is sharing a file with you image.png - (Size:77.63 KB)</i>	12:34:02 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.	12:34:44 AM
shylesh viswanathan	yes. I logged off	12:34:54 AM
Anjainay Singh	Thankyou for you confirmation.	12:35:05 AM
shylesh viswanathan	Should I wait for it to reboot or your confirmation to log back on?	12:35:29 AM
Anjainay Singh	I have rebooted the server and please login into it after 2-3 minutes.	12:35:47 AM
shylesh viswanathan	ok. thx	12:36:14 AM
Anjainay Singh	Please login again and try to launch the application and let us know if you are encountering the same issue.	12:37:32 AM
	Please let me know the outcome Shylesh.	12:39:37 AM
	Are we still connected here?	12:40:49 AM
	Are we still connected here?	12:41:39 AM
shylesh viswanathan	yes. testing now.	12:41:59 AM
Anjainay Singh	Sure .	12:42:31 AM
shylesh viswanathan	Error message: Too many network users accessing Lacerte. Can you log off?	12:42:48 AM
Anjainay Singh	I ended the task for Lacerte at my end, please login again.	12:43:49 AM
	<i>12:44:15 AM shylesh viswanathan is sharing a file with you Screenshot 2025-10-09 121347.jpg - (Size:65.54 KB)</i>	12:44:15 AM
shylesh viswanathan	Still getting this error message	12:44:22 AM
Anjainay Singh	I have completely logged from server, please try to relaunch the Lacerte application.	12:45:18 AM
shylesh viswanathan	Still getting the same erro rmessage	12:46:19 AM
Anjainay Singh	May I take the remote access of your server?	12:46:36 AM

shylesh viswanathan	yes	12:46:41 AM
Anjainay Singh	Please allow the remote access.	12:48:31 AM
shylesh viswanathan	Yes. You are in?	12:50:25 AM
Anjainay Singh	Let me make some changes	12:50:27 AM
	Please allow me few minutes	12:50:36 AM
	Thankyou for being patient with me Shylesh , I am doing some backend changes.	12:53:47 AM
shylesh viswanathan	ok. thx	12:53:56 AM
Anjainay Singh	Please login into the server and launch the Lacerte 2024 application again.	12:55:04 AM
shylesh viswanathan	Samer error	12:55:53 AM
Anjainay Singh	Please allow the remote access again.	12:56:19 AM
shylesh viswanathan	done	12:59:49 AM
Anjainay Singh	Thanks	12:59:58 AM
	I am making few more changes	1:00:03 AM
	Please allow me 5-6 minutes	1:00:11 AM
	Thank you for your patience.	1:06:09 AM
	Changes are almost done	1:06:16 AM
	Please login and try now	1:07:00 AM
	Are we still connected here?	1:08:44 AM
shylesh viswanathan	yes	1:09:00 AM
	seems to be working now	1:11:12 AM
Anjainay Singh	Is there anything else I may help you with ?	1:11:26 AM
shylesh viswanathan	however the program appears to be frozen. please give me a couple mins	1:11:47 AM
Anjainay Singh	Sure.	1:11:55 AM
shylesh viswanathan	program launched but is frozen	1:12:46 AM
	ok. it's working now.	1:15:06 AM
Anjainay Singh	Is there anything else I may help you with ?	1:15:13 AM
shylesh viswanathan	No. thx	1:15:17 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	1:15:25 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:15:34 AM
shylesh viswanathan	ok. thx	1:15:35 AM
	<i>Anjainay Singh has ended this chat session</i>	1:15:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Oct, 11:18:55 PM

#82979 MELISSA DESTIO

Email: fred.clearview@gmail.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: JUPITER

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 49 Secs

MELISSA DESTIO	Hello, I am your Acebuddy	27 Oct, 11:18:56 PM
Acebuddy	Hello Melissa Destio, I'm your Ace Buddy. I'll be happy to assist you!	11:18:57 PM
	Whom Would You Like to Connect With?	11:18:57 PM
MELISSA DESTIO	Technical Support (QB & App Hosting)	11:19:05 PM
Acebuddy	Welcome to Ace Support.	11:19:06 PM
	Please chose an option :	11:19:06 PM
MELISSA DESTIO	I'd like to report an Issue	11:19:13 PM
Acebuddy	Please select an option!	11:19:13 PM
MELISSA DESTIO	QuickBooks Issue	11:19:18 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:19:18 PM
MELISSA DESTIO	Other QB related issue	11:19:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:19:24 PM

MELISSA DESTIO	tRYING TO DOWNLOAD aCCOUNTANTS COPY - BE RIGHT BACK	11:19:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:19:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:19:42 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:20:12 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:20:26 PM
	Hello Melissa, I will be surely assisting you with this. Kindly help me with your server name and user name?	11:20:46 PM
MELISSA DESTIO	sERVER NAME ? eAST cOAST eLEC sCREENING	11:22:23 PM
	mELISSA dEsITTO	11:22:38 PM
Ashutosh Mishra	Thank you for providing the details.	11:23:49 PM
	I understand you would like to create an accountants copy for your company file.	11:25:13 PM
	May I take the remote access of your server to assist with this?	11:25:21 PM
MELISSA DESTIO	YES	11:25:37 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	11:25:59 PM
MELISSA DESTIO	OK	11:26:23 PM
	WHATS NEXT	11:27:34 PM
	I made the copy - Can find it in downloads	11:29:21 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	11:29:44 PM
	I have highlighted the file.	11:31:18 PM
MELISSA DESTIO	How do I get it out of the cloud	11:32:33 PM
	<i>11:34:05 PM Ashutosh Mishra is sharing a file with you File Transfer SOP (WeTransfer) 3.pdf - (Size:849.73 KB)</i>	11:34:05 PM
	<i>Sure, you can use WeTransfer to create a backup link. Let me show you on the server how to create the</i>	
	ok	11:34:58 PM
	ok	11:35:34 PM
Ashutosh Mishra	Please enter your email on the server.	11:35:37 PM
MELISSA DESTIO	??//	11:35:59 PM
Ashutosh Mishra	You have to enter your Email to get a verification code, once link is created it will also be sent to your email.	11:36:35 PM
MELISSA DESTIO	ok	11:37:17 PM
	I think I am all set	11:37:47 PM
Ashutosh Mishra	Great, if you require any further assistance, you can also reply to the email I will send to you.	11:38:19 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on	11:38:29 PM

smileys at the end of this chat.

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

11:38:36 PM

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

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

Thanks!

11:38:41 PM

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

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

Ashutosh Mishra has ended this chat session

11:38:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Oct, 7:07:27 PM

#82716 Craig L. Clark

Email: craig@oceestateair.com ☎ 4012930422

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: PORTSMOUTH

State: Rhode Island

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 12 Secs

Craig L. Clark

Hello, I am your Acebuddy

17 Oct, 7:07:27 PM

Acebuddy

Hello Craig L. Clark, I'm your Ace Buddy. I'll be happy to assist you!

7:07:28 PM

	Whom Would You Like to Connect With?	7:07:28 PM
Craig L. Clark	Technical Support (QB & App Hosting)	7:07:33 PM
Acebuddy	Welcome to Ace Support.	7:07:33 PM
	Please chose an option :	7:07:33 PM
Craig L. Clark	I'd like to report an Issue	7:07:39 PM
Acebuddy	Please select an option!	7:07:39 PM
Craig L. Clark	Other Issue	7:07:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:07:44 PM
Craig L. Clark	My Acecloud hosting connection is gone from my desktop	7:08:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:08:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:08:04 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	7:08:25 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	7:08:36 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:08:48 PM
Craig L. Clark	User name: Craig	7:09:18 PM
	CraigC_Osas	7:09:37 PM
Vikas Singh Chauhan	Thanks for the confirmation !	7:09:57 PM
	Kindly allow me two minutes to check the same.	7:10:04 PM
	This is for account Ocean State Air Solutions, Inc ?	7:10:20 PM
Craig L. Clark	Yes correct	7:10:27 PM
Vikas Singh Chauhan	Thank you.	7:10:38 PM
	As per the issue details, you do not see RDP connector on your local computer to connect to server ?	7:11:07 PM
Craig L. Clark	that is correct	7:11:17 PM
Vikas Singh Chauhan	May I take the remote access of your local computer?	7:11:26 PM
Craig L. Clark	Yes	7:11:48 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	7:12:04 PM
Craig L. Clark	all set	7:12:14 PM
Vikas Singh Chauhan	https://assist.acecloudhosting.com/join/9512081688	7:12:20 PM
	Kindly paste this link in the browser of local computer and join the session.	7:12:27 PM
	Is there anything else I may help you with ?	7:20:18 PM
Craig L. Clark	My other computer is missing it too	7:21:17 PM

	Do I contact from there	7:21:25 PM
Vikas Singh Chauhan	You can go to the same link on other computer also.	7:21:36 PM
	Paste this below link.	7:21:43 PM
	https://www.acecloudhosting.com/downloads/	7:21:45 PM
	Enter your Server name and Username and download RDP.	7:22:01 PM
	Or	7:22:19 PM
	After this chat, I will send you an email with RDP connector, you can download it to your other computer and use it to connect to server.	7:22:56 PM
Craig L. Clark	Thats fine but how did you get the icon on homescreen	7:23:14 PM
	if you email me thats great	7:23:21 PM
Vikas Singh Chauhan	The icon gets downloaded to your download folder by default, you just need to copy and paste it to your desktop.	7:24:00 PM
Craig L. Clark	ok if you email me i can take it from there	7:24:28 PM
	thank you	7:24:34 PM
Vikas Singh Chauhan	Great!!	7:24:37 PM
	Is there anything else I may help you with ?	7:24:41 PM
Craig L. Clark	all set	7:25:21 PM
	thanks	7:25:23 PM
Vikas Singh Chauhan	No worries.	7:25:29 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:25:33 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:25:38 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Vikas Singh Chauhan has ended this chat session</i>	7:25:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 11:28:11 PM

#82654 Amit

Email: design@qimpenna.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 57 Secs

City: MORBI

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 8 Mins 29 Secs

Amit Hello, I am your Acebuddy 15 Oct, 11:28:11 PM

Acebuddy Hello Amit, I'm your Ace Buddy. I'll be happy to assist you! 11:28:12 PM

Whom Would You Like to Connect With? 11:28:12 PM

Amit Managed IT 11:28:27 PM

Acebuddy Please wait while we connect you to an available Representative. 11:28:27 PM

Acebuddy (bot) forwarded the chat request 11:28:27 PM

Pradeep Kumar accepted the chat transfer request. 11:28:45 PM

Amit Hi predeep 11:28:53 PM

Pradeep Kumar is transferring the chat to Support(QB & App Hosting). 11:29:12 PM

Can you please quickly help me on Ticket No. 786779 11:29:54 PM

Anjainay Singh accepted the chat transfer request. 11:30:10 PM

Anjainay Singh Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. 11:30:17 PM

Amit Hi 11:30:25 PM

Can you please quickly help me on Ticket No. 786779 11:30:26 PM

Anjainay Singh Please allow me two minutes so that I can check it at my end. 11:30:48 PM

Amit	I am in middle of the migration to AceCloud and don't have access to VMs due to expired password links,	11:31:06 PM
Anjainay Singh	I understand your concern and will surely assist you with resetting the password.	11:31:53 PM
Amit	great	11:32:09 PM
Anjainay Singh	Could you please share your call back details in below format so that we I can urgently arrange a call back with concerned department and assist you in resolving the issue?	
	Call back number-	11:34:50 PM
	TimeZone-	
	Suitable time for call-	
Amit	+91-97395 84283 Time zone: Indian Standard Time Suitable time for call- Immediate	11:35:40 PM
Anjainay Singh	I will transfer your request urgently to concerned department.	11:35:50 PM
	Is there anything else I may help you with ?	11:35:57 PM
Amit	no, just thay	11:36:06 PM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	11:36:17 PM
	Please share your positive feedback Amit.	11:36:32 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:36:36 PM
Amit	sure	11:36:37 PM
	<i>Anjainay Singh has ended this chat session</i>	11:36:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Oct, 5:25:51 AM

#82708 marcello

Email: marcello@prothane.com ☎ 18014201081

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: CENTERVILLE

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 37 Secs

marcello	Hello, I am your Acebuddy	17 Oct, 5:25:51 AM
Acebuddy	Hello Marcello Leandro, I'm your Ace Buddy. I'll be happy to assist you!	5:25:52 AM
	Whom Would You Like to Connect With?	5:25:52 AM
marcello	Technical Support (QB & App Hosting)	5:26:37 AM
Acebuddy	Welcome to Ace Support.	5:26:37 AM
	Please chose an option :	5:26:37 AM
marcello	I'd like to raise a Request	5:26:51 AM
Acebuddy	Please select your request type.	5:26:51 AM
marcello	Other Request	5:27:25 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	5:27:25 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:27:25 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:10:29 AM
	<i>Ended due to chat idle timeout</i>	6:10:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 8:30:39 PM

#82639 Mae

Email: pricecontracting@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 54 Secs

Mae	Hello, I am your Acebuddy	15 Oct, 8:30:40 PM
Acebuddy	Hello Mae, I'm your Ace Buddy. I'll be happy to assist you!	8:30:41 PM
	Whom Would You Like to Connect With?	8:30:41 PM
Mae	Technical Support (QB & App Hosting)	8:30:44 PM
Acebuddy	Welcome to Ace Support.	8:30:44 PM
	Please chose an option :	8:30:44 PM
Mae	I'd like to report an Issue	8:30:48 PM
Acebuddy	Please select an option!	8:30:48 PM
Mae	QuickBooks Issue	8:30:52 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:30:52 PM
Mae	QuickBooks Login Issue	8:30:59 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:30:59 PM
	Was that helpful?	8:30:59 PM
Mae	No	8:31:03 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:31:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:31:03 PM
	<i>Shubham Gupta declined the transfer request.</i>	8:31:37 PM
	<i>8:31:58 PM Mae is sharing a file with you</i>	8:31:58 PM
	<i>Screenshot 2025-10-15 090113.png - (Size:19.73 KB)</i>	
	<i>Manish Singh accepted the chat transfer request.</i>	8:32:01 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:32:04 PM
Mae	can you see the screen shot i sent you?	8:32:51 PM
Manish Singh	Yes	8:34:05 PM
Mae	I believe i was speaking with you yesterday as well? is there any way to get these log in issues	

	resolved so we aren't chatting with tech support every day? I can't log in, as per this pop up window today.	8:34:57 PM
Manish Singh	May I take the remote access of your server?	8:36:36 PM
Mae	yes	8:37:07 PM
	will i be receiving a link through this chat?	8:38:45 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	8:38:46 PM
	No, you will get a remote prompt on the server kindly accept that	8:39:09 PM
	Kindly login to the server once.	8:39:45 PM
Mae	ok - i'm trying to log in again	8:40:22 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:42:11 PM
Mae	ok	8:43:23 PM
Manish Singh	I am unable to see anything on your screen	8:44:03 PM
Mae	i get the remote connect notice box and i've clicked on it twice	8:44:29 PM
Manish Singh	https://assist.acecloudhosting.com/join/4052170893	8:45:00 PM
	Kindly paste this link in the browser of local computer and join the session.	8:45:03 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:47:01 PM
	Are we still connected here?	8:48:39 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:49:49 PM
	Is there anything else I may help you with ?	9:08:08 PM
	Are we still connected here?	9:09:23 PM
	Are we still connected here?	9:10:05 PM
	Are we still connected here?	9:11:26 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:11:33 PM
	<i>Manish Singh has ended this chat session</i>	9:11:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 8:39:51 PM

#82582 waynewang

Email: waynewang@unicortire.com ☎ 19013994309

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: MEMPHIS

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 14 Secs

waynewang	Hello, I am your Acebuddy	14 Oct, 8:39:51 PM
Acebuddy	Hello Waynewang, I'm your Ace Buddy. I'll be happy to assist you!	8:39:52 PM
	Whom Would You Like to Connect With?	8:39:52 PM
waynewang	Technical Support (QB & App Hosting)	8:39:56 PM
Acebuddy	Welcome to Ace Support.	8:39:56 PM
	Please chose an option :	8:39:56 PM
waynewang	I'd like to report an Issue	8:40:02 PM
Acebuddy	Please select an option!	8:40:02 PM
waynewang	Other Issue	8:40:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:40:10 PM
waynewang	can't receive verification code by message	8:40:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:40:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:40:55 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:41:29 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:41:37 PM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:41:47 PM
waynewang	CID74564	8:42:07 PM
	<i>8:43:02 PM waynewang is sharing a file with you</i> Screenshot 2025-10-14 101246.png - (Size:306.55 KB)	8:43:02 PM
Shubham Maurya	Thank you for the information please allow few minutes to check the same.	8:43:03 PM
waynewang	without verification code, I can't log in	8:45:34 PM
	registered # is 901-399-4309	8:45:55 PM
Shubham Maurya	Thanks for the patience, we can see that registered email ID on Myportal is accounting@efanslift.com 19013994309	8:46:32 PM
	Do you have access of this email?	8:46:51 PM
waynewang	correct	8:46:54 PM
	yes, our accountant has this email	8:48:03 PM
Shubham Maurya	Please check this email for OTP or if you want we can change it to waynewang@unicorntire.com.	8:48:59 PM
	As you are already POC for this account.	
waynewang	not right now, because we use this email to pay the bill. I just need 901-399-4309 can receive verification code	8:50:16 PM
	so that I can manage users	8:50:47 PM
Shubham Maurya	We understand, Wayne. Sometimes SMS messages can get delayed due to network issues. You can try turning Airplane Mode ON and OFF , then request the OTP again. If the issue persists, we can use the OTP via email as an alternative. (Edited)	8:53:27 PM
	So we would suggest you to perform reboot on phone and then check for OTP again.	8:54:05 PM
waynewang	can you add waynewang@unicorntire.com to receive verification code?	8:54:19 PM
Shubham Maurya	Sure, for that we just need to send a request to concern team and they will change it for you.	8:55:16 PM
	Please draft an email on Email: support@acecloudhosting.com	
waynewang	ok	8:55:34 PM
Shubham Maurya	Requesting change in Myportal email ID from accounting@efanslift.com to waynewang@unicorntire.com	8:55:45 PM
	Let me know once you have send it.	8:56:05 PM
waynewang	I just sent it	8:57:13 PM
	please check if you have received it?	8:57:30 PM
Shubham Maurya	Alright, let me check please hold on.	8:57:52 PM
	You already have an ongoing ticket for this #785963	
	Last revert on that is:	

From
"Wayne wang" <waynewang@unicortire.com>
To
"support@acecloudhosting.com" <support@acecloudhosting.com>
901-399-4309

9:00:19 PM

Get [Outlook for iOS](<https://aka.ms/o0ukef>)

Is there any other mail too? 9:00:28 PM

9:01:40 PM waynewang is sharing a file with you

[Screenshot 2025-10-14 103116.png](#) - (Size:435.79 KB) 9:01:40 PM

this is last email I sent

Yes, we have received it. Thanks for sharing confirmation Wayne. 9:04:14 PM

Once changes are done we will share update over the mail, this can take 1-2 hours but I will try to prioritize this in and complete it in next 20-30 min. 9:05:26 PM

Is there anything else I may help you with ? 9:06:02 PM

Are we still connected here? 9:10:12 PM

Are we still connected here? 9:14:16 PM

Are we still connected here? 9:20:14 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 9:25:04 PM

Shubham Maurya has ended this chat session 9:25:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 12:00:33 AM

#82655 ayiana

Email: ayiana@franklinassociates.com ☎ 2257689060

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 7 Mins

ayiana	Hello, I am your Acebuddy	16 Oct, 12:00:33 AM
Acebuddy	Hello Ayiana, I'm your Ace Buddy. I'll be happy to assist you!	12:00:34 AM
	Whom Would You Like to Connect With?	12:00:34 AM
ayiana	Technical Support (QB & App Hosting)	12:00:41 AM
Acebuddy	Welcome to Ace Support.	12:00:41 AM
	Please chose an option :	12:00:41 AM
ayiana	I'd like to report an Issue	12:00:48 AM
Acebuddy	Please select an option!	12:00:48 AM
ayiana	Other Issue	12:00:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:00:53 AM
ayiana	print	12:01:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:01:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:01:02 AM
	<i>Ankit declined the transfer request.</i>	12:01:05 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	12:01:05 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	12:01:09 AM
	Please click on yes and Uninstall uniprint app.	12:01:34 AM
	Please click on okay to close.	12:02:39 AM
	Click okay.	12:04:01 AM
	Please can you remove all unnecessary printers from this system, Select the printer>>Uninstall.	12:10:23 AM
ayiana	:(I would have to get IT to do it, this wasn't a problem before, is something the matter?	12:12:05 AM
Shubham Maurya	We need to check the root cause of this as we are unable to open print queue for the local printer, as soon as we click o printer it goes not responding on local system.	12:13:29 AM
	Some of the drivers are conflicting with the protocol.	12:13:49 AM
ayiana	Hi :)	12:22:24 AM

	he removed the only printer we don't use at the company	12:22:43 AM
Shubham Maurya	That's great, let me check if we are able to open print queue now.	12:23:32 AM
	Please close this tab we are unable to use mouse and keyboard.	12:33:18 AM
	Which printer you use please try to print this test on local from that printer.	12:38:31 AM
	Is there someone else also using this same printer? Or if you have any other system where this same printer is installed so that we can test it. Right now we are unable to print from this local system also.	12:42:24 AM
	Hope we are selecting the right printer which you informed.	12:42:46 AM
	Are we still connected here?	12:45:33 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.	12:49:02 AM
ayiana	no\	12:49:05 AM
	im here i didn't get a notification	12:49:19 AM
Shubham Maurya	Okay we are still here Ayiana.	12:49:31 AM
	Do you have any other local system to check please confirm?	12:49:51 AM
ayiana	I'm unsure what you're asking :(12:50:21 AM
Shubham Maurya	Do you have any other system where this same printer is installed so that we can test it. Right now we are unable to print from this local system also.	12:50:49 AM
ayiana	everyone can print but me :(12:51:12 AM
	the printers I use are the downstairs and onesided, so when testing please use those	12:51:41 AM
Shubham Maurya	Could you reboot any one of these printer as they are not responding to your system on real time.	12:56:56 AM
ayiana	they are all fine, My boss just went into Ace and has printed something on her side, but it just isn't working on mine	12:59:04 AM
Shubham Maurya	When was the last time you printed using this local system?	12:59:37 AM
ayiana	yesterday\	12:59:46 AM
Shubham Maurya	As this time it's not even connecting with the printer from your local system.	1:00:23 AM
ayiana	okay	1:00:33 AM
	i'll talk to IT and deal with you guys later.	1:00:43 AM
Shubham Maurya	Sure, please ask them to check that local system is unable to communicate with the printers. They will perform a clean installation of driver of those printers first.	1:01:36 AM
	Then we can work on next step.	1:01:43 AM
ayiana	yep	1:01:51 AM
	thanks	1:01:55 AM
Shubham Maurya	Apologies for the trouble this has caused you Ayiana, We tried every possible way to fix it at our level but local system needs to be fixed first. (Edited)	1:03:06 AM

	Thanks for your patience with us while working on this and we will keep this ticket open for you.	1:03:26 AM
ayiana	alright, I'll contact you all again later	1:03:49 AM
Shubham Maurya	Sure, please get back to us with the same ticket number which you will receive on mail after this chat.	1:04:19 AM
	Is there anything else I may help you with ?	1:04:31 AM
	Are we still connected here?	1:05:15 AM
	Are we still connected here?	1:06:05 AM
	Are we still connected here?	1:07:19 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:08:11 AM
	<i>Shubham Maurya has ended this chat session</i>	1:08:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 11:31:00 PM

#82368 lily

Email: lily@smb-advisors.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 30 Secs

lily	Hello, I am your Acebuddy	8 Oct, 11:31:00 PM
Acebuddy	Hello Lily Le, I'm your Ace Buddy. I'll be happy to assist you!	11:31:01 PM

	Whom Would You Like to Connect With?	11:31:01 PM
lily	Technical Support (QB & App Hosting)	11:31:11 PM
Acebuddy	Welcome to Ace Support.	11:31:11 PM
	Please chose an option :	11:31:11 PM
lily	I'd like to report an Issue	11:31:17 PM
Acebuddy	Please select an option!	11:31:17 PM
lily	Other Issue	11:31:23 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:31:23 PM
lily	In reference to Ticket ID #776983, when trying to download and install TS Scan setup, I am unable to do so	11:32:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:32:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:32:14 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:33:20 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:33:25 PM
	Hello Lily	11:33:30 PM
lily	Hello	11:34:17 PM
Shashwat Verma	Lily, I have checked your case and want to know, have you installed the Ts scan as per the email?	11:35:23 PM
lily	I have tried, but it says that I need to be admin to install it	11:36:35 PM
	How do I do that?	11:36:40 PM
Shashwat Verma	Lily, the same need to be installed on your local pc	11:37:07 PM
	Is your local is under any domain restrcition?	11:37:25 PM
lily	I am not sure	11:38:28 PM
	How do I check	11:39:03 PM
Shashwat Verma	Let me try for you	11:39:08 PM
	I will surely help you with this issue.	11:39:11 PM
	May I take the remote access of your local computer?	11:39:17 PM
lily	yes	11:39:23 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:39:33 PM
	https://assist.acecloudhosting.com/join/6392582272	11:39:59 PM
	Kindly Click on the link and open the downloaded file.	11:40:01 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:41:50 PM

	Lily, looks like you have used the above in link on the server	11:44:31 PM
	We need your local access to proceed further	11:44:49 PM
	Are we still connected here?	11:45:20 PM
	Are we still connected here?	11:47:08 PM
	Are we still connected here?	11:49:44 PM
lily	Hello?	11:51:37 PM
Shashwat Verma	Yes	11:51:40 PM
	Lily, looks like you have used the above in link on the server	11:51:45 PM
	Kindly open the same on your local pc	11:51:53 PM
	https://assist.acecloudhosting.com/join/3402749990	11:52:02 PM
	Use this new link on your local pc	11:52:12 PM
	As per the remote session, we have installed the ts scan on local and you will install the scanner driver on your own	9 Oct, 12:03:28 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:03:29 AM
	<i>Shashwat Verma has ended this chat session</i>	12:03:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 11:15:22 PM

#82842 Dmitry Putyatov

Email: developer1@fvd.bz 18173549200

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: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 30 Secs

Dmitry Putyatov	Hello, I am your Acebuddy	22 Oct, 11:15:23 PM
Acebuddy	Hello Dmitry Putyatov, I'm your Ace Buddy. I'll be happy to assist you!	11:15:24 PM
	Whom Would You Like to Connect With?	11:15:24 PM
Dmitry Putyatov	Technical Support (QB & App Hosting)	11:16:48 PM
Acebuddy	Welcome to Ace Support.	11:16:48 PM
	Please chose an option :	11:16:48 PM
Dmitry Putyatov	Restart	11:20:20 PM
Acebuddy	Hello Dmitry Putyatov, I'm your Ace Buddy. I'll be happy to assist you!	11:20:20 PM
	Whom Would You Like to Connect With?	11:20:20 PM
Dmitry Putyatov	Technical Support (QB & App Hosting)	11:20:27 PM
Acebuddy	Welcome to Ace Support.	11:20:27 PM
	Please chose an option :	11:20:27 PM
Dmitry Putyatov	I'd like to raise a Request	11:20:34 PM
Acebuddy	Please select your request type.	11:20:34 PM
Dmitry Putyatov	Password Reset	11:20:41 PM
Acebuddy	Please select an option below	11:20:41 PM
Dmitry Putyatov	Already Enrolled to Selfcare Portal	11:20:48 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:20:48 PM
	Do you need any further assistance on the topic?	11:20:48 PM
Dmitry Putyatov	No	11:20:53 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:20:53 PM
	<i>Acebuddy has ended this chat session</i>	11:20:53 PM



Chat Transcript

Hello, I am your Acebuddy

22 Oct, 12:33:12 AM

Visitor Details

#82810 Rick Block

Email: rick.block@alinatechnology.com  7632453925

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Mac OS

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 34 Secs

City: CHAMPLIN

State: Minnesota

Country: UNITED STATES

Chat Duration : 22 Mins 14 Secs

Chat Transcript

Rick Block	Hello, I am your Acebuddy	22 Oct, 12:33:12 AM
Acebuddy	Hello Rick Block, I'm your Ace Buddy. I'll be happy to assist you!	12:33:13 AM
	Whom Would You Like to Connect With?	12:33:13 AM
Rick Block	Technical Support (QB & App Hosting)	12:33:24 AM
Acebuddy	Welcome to Ace Support.	12:33:24 AM
	Please chose an option :	12:33:24 AM
Rick Block	I'd like to report an Issue	12:33:32 AM
Acebuddy	Please select an option!	12:33:33 AM
Rick Block	Other Issue	12:33:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:33:37 AM
Rick Block	Unable to connect to RDP session	12:33:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:33:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:33:54 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:34:15 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	12:34:24 AM
	Hello Rick	12:34:29 AM
Rick Block	Hello!	12:34:37 AM
Sujeet Kumar Suman	How are you doing?	12:34:47 AM
Rick Block	I am doing fine, yourself?	12:35:24 AM

Sujeet Kumar Suman	I'm also doing fine, thank you!	12:35:45 AM
	I will surely help you with this issue.	12:36:04 AM
	Are you encountering any errors when trying to access it?	12:36:21 AM
Rick Block	This time i just got an error stating The connection cannot be completed because the remote computer that was reached is not the one you specified. This could be caused by an outdated entry in the DNS cache. Try using the IP address of the computer instead of the name	12:37:24 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	12:37:43 AM
	Could you please share a screenshot of the prompt that appears when you click on it?	12:37:47 AM
Rick Block	I just flushed my DNS and am now getting the following error	12:38:15 AM
	<i>12:38:32 AM Rick Block is sharing a file with you</i> <u>CleanShot 2025-10-21 at 14.08.17.png</u> - (Size:67.43 KB)	12:38:32 AM
	<i>12:38:42 AM Rick Block is sharing a file with you</i> <u>CleanShot 2025-10-21 at 14.06.34.png</u> - (Size:63.78 KB)	12:38:42 AM
	this was the original error:	12:38:43 AM
Sujeet Kumar Suman	Thank you for the screenshot.	12:38:50 AM
	When was the last time you were able to access the server?	12:38:54 AM
Rick Block	last week I believe	12:39:07 AM
Sujeet Kumar Suman	Thanks for all of the information's.	12:39:20 AM
	May I take the remote access of your local computer?	12:39:24 AM
Rick Block	Sure, I am on a Mac and remotely access the computer I am getting the errors on currently	12:40:41 AM
Sujeet Kumar Suman	No worries, I will surely assist you with this.	12:41:09 AM
	Kindly close all important tabs and documents for not to breach any security concern.	12:41:13 AM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1272602653	12:41:28 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:42:49 AM
Rick Block	Sounds good thank you	12:43:04 AM
Sujeet Kumar Suman	Thank you for your patience.	12:54:58 AM
	As per discussion over the remote session, The issue is resolved.	12:55:04 AM
	Is there anything else I may help you with ?	12:55:07 AM
Rick Block	thank you that will be all	12:55:11 AM
Sujeet Kumar Suman	Thanks for the confirmation !	12:55:13 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:55:17 AM

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

12:55:21 AM

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

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

Thanks!

12:55:24 AM

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

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

Sujeet Kumar Suman has ended this chat session

12:55:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 11:42:45 PM

#82599 linda

Email: lindab@shannonfabrics.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Mins 21 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 11 Mins

linda

Hello, I am your Acebuddy

14 Oct, 11:42:46 PM

Acebuddy

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

11:42:46 PM

Whom Would You Like to Connect With?

11:42:46 PM

	linda	Technical Support (QB & App Hosting)	11:43:08 PM
	Acebuddy	Welcome to Ace Support.	11:43:08 PM
		Please chose an option :	11:43:08 PM
	linda	Setback	11:43:26 PM
	Acebuddy	Hello Linda, I'm your Ace Buddy. I'll be happy to assist you!	11:43:27 PM
		Whom Would You Like to Connect With?	11:43:27 PM
	linda	Managed IT	11:43:46 PM
	Acebuddy	Please wait while we connect you to an available Representative.	11:43:46 PM
		<i>Acebuddy (bot) forwarded the chat request</i>	11:43:46 PM
		<i>Shubham accepted the chat transfer request.</i>	11:45:00 PM
		<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	11:45:34 PM
		<i>Shubham Maurya accepted the chat transfer request.</i>	11:45:54 PM
Shubham Maurya		Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	11:46:03 PM
		Hello Linda	11:46:46 PM
	linda	hello	11:47:14 PM
		im trying to download microsoft remote desktop and when i put all the information in it states "errpr occured-not valid IP found"	11:51:42 PM
		hello?	11:52:11 PM
Shubham Maurya		Yes, please confirm your account details CID74175	11:52:53 PM
		Is it correct?	11:52:59 PM
	linda	where do i find that?	11:53:37 PM
Shubham Maurya		We can see that you are trying to setup microsoft remote desktop application, let me check the error at your end.	11:53:52 PM
	linda	thank you	11:54:02 PM
Shubham Maurya		You can also confirm your server name, Is it ShannonFabrics.myreldata.net	11:54:23 PM
	linda	yes	11:54:31 PM
Shubham Maurya		Thanks for the confirmation !	11:54:37 PM
		May I take the remote access of your local computer?	11:54:40 PM
	linda	yes	11:55:06 PM
Shubham Maurya		https://assist.acecloudhosting.com/join/5532471380	11:56:15 PM
		Kindly paste this link in the browser of local computer and join the session.	11:56:24 PM
		Prior providing the access, I would suggest you to close any important documents at your end.	11:56:27 PM

	linda	is there anyway we can do this without having you take control of the computer ?	11:58:27 PM
Shubham Maurya		Let me try, please share screen shot of the error which you are getting so that we can help you with the steps for it.	11:59:17 PM
	linda	im giving you access	15 Oct, 12:00:08 AM
Shubham Maurya		Okay, please wait let me share a new link as we closed the previous one.	12:01:36 AM
	linda	ok i can give you acesss it said it expired ?	12:01:50 AM
Shubham Maurya		https://assist.acecloudhosting.com/join/3122788625	12:01:53 AM
		Please try using this one now	12:02:00 AM
		Could you please try to do the same, so I could see the error you are facing?	12:04:10 AM
	linda	ok	12:04:31 AM
Shubham Maurya		Try to login now, please enter the password.	12:21:36 AM
	linda	ok give me a sec	12:22:13 AM
Shubham Maurya		https://selfcare.acecloudhosting.com	
		please reset your password using above link	12:31:11 AM
		Go to forgot password option>>enter username *linda.b1*	
		Is it done?	12:41:42 AM
		It's working now, please use this RDP file from download folder and save it to any other location from where you want to access it.	12:49:03 AM
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:53:25 AM
		<i>Shubham Maurya has ended this chat session</i>	12:54:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Oct, 12:04:25 AM

#83085 Ana slavic

Email: officemanager@cornerstonelegacyfa.net ☎ 14407810301

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Duration : 48 Mins 47 Secs

Chat Transcript

Ana slavic	Hello, I am your Acebuddy	30 Oct, 12:04:25 AM
Acebuddy	Hello Ana Slavic, I'm your Ace Buddy. I'll be happy to assist you!	12:04:26 AM
	Whom Would You Like to Connect With?	12:04:26 AM
Ana slavic	Technical Support (QB & App Hosting)	12:04:35 AM
Acebuddy	Welcome to Ace Support.	12:04:35 AM
	Please chose an option :	12:04:35 AM
Ana slavic	I'd like to report an Issue	12:04:41 AM
Acebuddy	Please select an option!	12:04:41 AM
Ana slavic	Other Issue	12:04:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:04:46 AM
Ana slavic	We are having a issue with our ATX tax programs, it keeps giving us a web server error	12:06:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:06:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:06:09 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:06:46 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:06:51 AM
Ana slavic	hello	12:07:21 AM
Abhay Kumar Saraswat	Hello Ana	12:07:45 AM
	How are you doing today? (Edited)	12:07:50 AM
Ana slavic	this is the error I am getting with our ATX programs	12:08:11 AM
	<i>12:08:18 AM Ana slavic is sharing a file with you image.png - (Size:23.27 KB)</i>	12:08:18 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	12:08:37 AM
	I will be surely assisting you with this.	12:08:44 AM

	Is this for account: Crown Point Financial Services?	12:09:05 AM
Ana slavic	yes	12:09:20 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:09:25 AM
	Could you please confirm me the server name on which you are logged in and getting this error?	12:09:48 AM
	As I can see, this account is linked to multiple servers.	12:10:29 AM
Ana slavic	ATX2024 ATX2023 ATX 2024	12:10:29 AM
	atx2022	12:10:53 AM
Abhay Kumar Saraswat	No, these are the ATX versions.	12:10:57 AM
Ana slavic	all our ATX programs	12:11:04 AM
Abhay Kumar Saraswat	I'm looking the server name like: CrownPoint-ATX1.myrealdatal.net, CrownPoint-ATX2.myrealdatal.net etc.	12:11:12 AM
Ana slavic	all of them are having the same issue	12:12:39 AM
Abhay Kumar Saraswat	Okay.	12:12:46 AM
Ana slavic	crownpointATX11 is the one I am on	12:13:11 AM
Abhay Kumar Saraswat	Great.	12:13:32 AM
	I was looking for the same detail.	12:13:52 AM
	Kindly allow me two minutes to check the same.	12:13:55 AM
	Thank you for your patience.	12:15:37 AM
	As I can see, there is currently only one user logged in on the server — NeilRF .	12:16:18 AM
	Is he the only one experiencing this issue, or are other users facing it as well?	12:17:31 AM
	Are we still connected here?	12:19:54 AM
Ana slavic	everyone has their own log in into their own ATX, are having a issue with ATX tax program not logging into our system	12:20:09 AM
Abhay Kumar Saraswat	I understood.	12:20:50 AM
	Can I get remote access to the system so I can check the error myself?	12:21:30 AM
Ana slavic	yes	12:21:41 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	12:21:46 AM
	https://assist.acecloudhosting.com/join/7372965922	12:22:00 AM
	Kindly paste this link in the browser of local computer and join the session.	12:22:03 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly	12:23:48 AM

give your confirmation on this chat.

Thank you for your patience.

12:47:29 AM

Are we still connected here?

12:47:32 AM

As we discussed over the server remote session, your issue has been resolved now regarding ATX update.

12:53:06 AM

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

12:53:10 AM

Abhay Kumar Saraswat has ended this chat session

12:53:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Oct, 6:09:41 PM

#83013 itsupport

Email: itsupport@advancefinserv.com 918887771848

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 32 Mins 6 Secs

itsupport	Hello, I am your Acebuddy	28 Oct, 6:09:41 PM
Acebuddy	Hello Shashi, I'm your Ace Buddy. I'll be happy to assist you!	6:09:42 PM
	Whom Would You Like to Connect With?	6:09:42 PM
itsupport	Technical Support (QB & App Hosting)	6:09:46 PM
Acebuddy	Welcome to Ace Support.	6:09:46 PM

	Please chose an option :	6:09:46 PM
itsupport	I'd like to raise a Request	6:09:59 PM
Acebuddy	Please select your request type.	6:09:59 PM
itsupport	Application Version Upgrade	6:10:08 PM
Acebuddy	Please select the application you would like to upgrade :	6:10:08 PM
itsupport	ProSeries	6:10:18 PM
Acebuddy	Kindly download the ProSeries setup file from your application portal and save it on your server desktop.	6:10:18 PM
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.	6:10:18 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.	6:10:18 PM
	Do you need any further assistance on the topic?	6:10:18 PM
itsupport	Yes	6:10:31 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:10:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:10:31 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:10:55 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:11:12 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:11:29 PM
itsupport	my name is shashi i am facing an issue	6:11:41 PM
	<i>6:11:53 PM itsupport is sharing a file with you</i>	6:11:53 PM
	<i><u>WhatsApp Image 2025-10-28 at 3.22.59 PM.jpeg</u> - (Size:147.58 KB)</i>	
	like this	6:12:03 PM
	please upgrade the software version I am unable to do anything	6:13:05 PM
	server name is advancefin.myrealdata.net	6:13:48 PM
Shubham Maurya	Business name: Advance Finserv CID65809	6:14:19 PM
	Please confirm above details are correct?	
itsupport	yes	6:14:30 PM
Shubham Maurya	Thank you for the information, kindly allow few minutes to check the same.	6:14:48 PM
itsupport	ok	6:14:58 PM
Shubham Maurya	Which quickbooks version you are using right now?	6:15:44 PM
itsupport	2024 pro plus	6:15:57 PM

Shubham Maurya	Thanks for the confirmation !	6:16:07 PM
itsupport	I will provide you with the AnyDesk ID. Please access and check what the issue is.	6:17:10 PM
	can you check?	6:17:37 PM
Shubham Maurya	Please hold on let me check the application status on server from backend first, so that we can guide you better on this.	6:19:10 PM
itsupport	ok	6:23:18 PM
Shubham Maurya	Thanks for the patience Shashi, We have checked from backend too and receiving same message, but we are sorry to say that the license code which you are using is your per-owned license purchased from Intuit. It's not leased from us so we can not renew the license from our end.	6:24:55 PM
	<i>6:25:06 PM Shubham Maurya is sharing a file with you image.png - (Size:35.25 KB)</i>	6:25:06 PM
	<i>Please check your license details</i>	
itsupport	but we have already renewd licence	6:26:58 PM
Shubham Maurya	Could you please let me know when you renewed it, and whether you were given a new license number or product code after the renewal?	6:28:25 PM
	Please let me know if you are checking for it?	6:32:08 PM
	Are we still connected here?	6:35:24 PM
	Are we still connected here?	6:36:23 PM
	Are we still connected here?	6:38:01 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:40:09 PM
	<i>Shubham Maurya has ended this chat session</i>	6:41:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 12:15:56 AM

#82601 javid

Email: javid@yvspartners.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: CLARKSTON

State: Georgia

Country: UNITED STATES

Chat Duration : 32 Mins 12 Secs

Chat Transcript

javid	Hello, I am your Acebuddy	15 Oct, 12:15:57 AM
Acebuddy	Hello Javid, I'm your Ace Buddy. I'll be happy to assist you!	12:15:58 AM
	Whom Would You Like to Connect With?	12:15:58 AM
javid	Technical Support (QB & App Hosting)	12:16:12 AM
Acebuddy	Welcome to Ace Support.	12:16:12 AM
	Please chose an option :	12:16:12 AM
javid	I'd like to raise a Request	12:16:23 AM
Acebuddy	Please select your request type.	12:16:23 AM
javid	Other Request	12:16:54 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.	12:16:54 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:16:54 AM
javid	Yes, I'm facing issues with my server	12:26:23 AM
Acebuddy	Please select an option!	12:26:23 AM
javid	QuickBooks Issue	12:26:30 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:26:30 AM
javid	Other QB related issue	12:26:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:26:41 AM
javid	Want to take backup	12:37:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:37:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:37:10 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:37:32 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:37:36 AM

javid	I want to move this company to QBO	12:38:14 AM
Abhay Kumar Saraswat	I will be surely check with this.	12:39:28 AM
	Is this for account : MNCShops LLC ?	12:39:37 AM
javid	Yes	12:39:44 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:39:55 AM
	Kindly allow me 2-3 minutes to check the same. (Edited)	12:40:03 AM
	Thank you for your patience.	12:41:25 AM
	Could you please send your request via email to customersuccess@acecloudhosting.com ? Our Customer Success team will be happy to assist you further.	12:43:27 AM
javid	Okay	12:44:06 AM
Abhay Kumar Saraswat	Great.	12:44:14 AM
	Is there anything else I may help you with ?	12:44:18 AM
	Are we still connected here?	12:45:22 AM
	Are we still connected here?	12:46:28 AM
	Are we still connected here?	12:47:05 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:48:07 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:48:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Oct, 5:33:07 AM

#82997 Sulaiman

Email: sma@thesmaoffice.com 13106160232

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: MONTCLAIR

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 54 Secs

Sulaiman	Hello, I am your Acebuddy	28 Oct, 5:33:07 AM
Acebuddy	Hello Sulaiman, I'm your Ace Buddy. I'll be happy to assist you!	5:33:08 AM
	Whom Would You Like to Connect With?	5:33:08 AM
Sulaiman	Technical Support (QB & App Hosting)	5:33:22 AM
Acebuddy	Welcome to Ace Support.	5:33:22 AM
	Please chose an option :	5:33:22 AM
Sulaiman	I'd like to raise a Request	5:33:27 AM
Acebuddy	Please select your request type.	5:33:27 AM
Sulaiman	Setup Ace Server	5:33:37 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	5:33:37 AM
Sulaiman	Microsoft Windows	5:33:50 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	5:33:50 AM
	Do you need any further assistance on the topic?	5:33:50 AM
Sulaiman	Yes	5:34:14 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:34:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:34:14 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:34:27 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Support(QB & App Hosting).</i>	5:34:44 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	5:34:45 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	5:34:49 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:34:56 AM
	Are we still connected here?	5:37:48 AM
	Are we still connected here?	5:40:22 AM
Sulaiman	yes	5:42:30 AM

	hello	5:42:33 AM
Yash Kalra	Hello Sulaiman	5:42:48 AM
Sulaiman	I am adding RDP to a new computer	5:43:09 AM
	What is our server name?	5:43:15 AM
	What is my user name?	5:43:33 AM
Yash Kalra	Your server's name SMAdvisors.myrealdata.net	5:43:41 AM
	As I check from the portal your username is: SM_Sulaiman	5:44:40 AM
	Sulaiman, may I take remote access of your local computer to assist with the RDP setup, if required? (Edited)	5:45:30 AM
Sulaiman	yes	5:45:56 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	5:46:01 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/4892848137	5:46:17 AM
Sulaiman	thank you	5:51:13 AM
	for your assistance	5:51:17 AM
Yash Kalra	Is there anything else I may help you with ?	5:51:21 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	5:51:42 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:51:47 AM
	<i>Yash Kalra has ended this chat session</i>	5:52:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 11:54:20 AM

#82393 Anne Messerli

Email: anne@nfppartners.com ☎ 7204251425

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: DENVER

State: Colorado

Country: UNITED STATES

Chat Duration : 2 Mins 41 Secs

Chat Transcript

Anne Messerli	Hello, I am your Acebuddy	9 Oct, 11:54:20 AM
Acebuddy	Hello Anne Messerli, I'm your Ace Buddy. I'll be happy to assist you!	11:54:22 AM
	Whom Would You Like to Connect With?	11:54:22 AM
Anne Messerli	Technical Support (QB & App Hosting)	11:54:31 AM
Acebuddy	Welcome to Ace Support.	11:54:31 AM
	Please chose an option :	11:54:31 AM
Anne Messerli	I'd like to report an Issue	11:54:40 AM
Acebuddy	Please select an option!	11:54:40 AM
Anne Messerli	Password Reset	11:54:52 AM
Acebuddy	Please select an option below	11:54:52 AM
Anne Messerli	Not Enrolled to Selfcare Portal	11:55:53 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:55:53 AM
	Do you need any further assistance on the topic?	11:55:53 AM
Anne Messerli	No	11:56:57 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:57:02 AM
	<i>Acebuddy has ended this chat session</i>	11:57:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82588 Michael Parente

Email: michael@parentefinancial.com  5084734492

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: MILFORD

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 51 Mins 33 Secs

Michael Parente	Hello, I am your Acebuddy	14 Oct, 9:02:05 PM
Acebuddy	Hello Michael, I'm your Ace Buddy. I'll be happy to assist you!	9:02:06 PM
	Whom Would You Like to Connect With?	9:02:06 PM
Michael Parente	Technical Support (QB & App Hosting)	9:02:13 PM
Acebuddy	Welcome to Ace Support.	9:02:13 PM
	Please chose an option :	9:02:13 PM
Michael Parente	I'd like to raise a Request	9:02:22 PM
Acebuddy	Please select your request type.	9:02:22 PM
Michael Parente	Change in Applications	9:02:45 PM
Acebuddy	Please select your desired option!	9:02:45 PM
Michael Parente	Application Addition	9:02:59 PM
Acebuddy	Please select your Application	9:02:59 PM
Michael Parente	Setback	9:03:15 PM
Acebuddy	Please select your desired option!	9:03:15 PM
Michael Parente	Setback	9:03:26 PM
Acebuddy	Please select your request type.	9:03:26 PM
Michael Parente	Setup Ace Server	9:03:38 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	9:03:38 PM
Michael Parente	Microsoft Windows	9:03:50 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	9:03:50 PM
	Do you need any further assistance on the topic?	9:03:50 PM
Michael Parente	Yes	9:06:12 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:06:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:06:12 PM
	<i>Ankit declined the transfer request.</i>	9:06:20 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	9:07:46 PM
Michael Parente	Need assistance setting up Ace Connect on new pc	9:08:03 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	9:08:04 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:08:12 PM
Michael Parente	I think server name is Parente my CID is CID74535 User may be michaelparente@myrealdatal.net These may be incorrect so I will need your assistance	9:10:48 PM
Shubham Maurya	No worries, let me check. Thanks for sharing information.	9:11:21 PM
	May I take the remote access of your local computer?	9:13:31 PM
Michael Parente	yes	9:13:39 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/8492601421	9:13:45 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:13:52 PM
	Kindly paste this link in the browser of local computer and join the session.	9:13:56 PM
	Please click on Yes for admin access on remote	9:46:08 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:53:34 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:53:37 PM
	<i>Shubham Maurya has ended this chat session</i>	9:53:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 8:15:22 PM

#82459 Madina Vogel

Email: madinavogel@addsup.com.co

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: PERCY

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 2 Secs

Madina Vogel	Hello, I am your Acebuddy	10 Oct, 8:15:22 PM
Acebuddy	Hello Madina Vogel, I'm your Ace Buddy. I'll be happy to assist you!	8:15:23 PM
	Whom Would You Like to Connect With?	8:15:23 PM
Madina Vogel	Technical Support (QB & App Hosting)	8:15:31 PM
Acebuddy	Welcome to Ace Support.	8:15:31 PM
	Please chose an option :	8:15:31 PM
Madina Vogel	I'd like to report an Issue	8:15:37 PM
Acebuddy	Please select an option!	8:15:37 PM
Madina Vogel	Other Issue	8:15:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:15:42 PM
Madina Vogel	Printing	8:15:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:15:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:15:50 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	8:16:01 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:16:08 PM

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:16:13 PM
	Hello Madina	8:16:18 PM
Madina Vogel	I am getting an error that uniprint could not find a suitable way to transfer your print job to you.	8:16:29 PM
	Hello!	8:16:32 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:16:50 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:16:59 PM
Madina Vogel	italladdsups.myrealdata.net	8:17:17 PM
	madina.vogel	8:17:21 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	8:17:36 PM
	Thank you for your patience.	8:19:05 PM
	Are you the only one experiencing this issue, or are others affected as well?	8:19:18 PM
Madina Vogel	Each person has run into it when they first tried to print, I believe	8:19:42 PM
	This is my first try...	8:19:52 PM
Sujeet Kumar Suman	Are you encountering any errors when trying to print?	8:20:05 PM
	<i>8:20:19 PM Madina Vogel is sharing a file with you image.png - (Size:5.12 KB)</i>	8:20:19 PM
	Thank you for the screenshot.	8:20:33 PM
	Thank you for providing the details. Let me check that for you.	8:20:53 PM
	Thank you for your patience.	8:24:22 PM
	We have made some changes from the backend. Could you please try again and let us know the result?	8:24:57 PM
Madina Vogel	will i need to log off and back on?	8:25:30 PM
Sujeet Kumar Suman	Please try without logging off. If you are still facing the issue, then log off and log back in.	8:26:15 PM
Madina Vogel	tried without disconnecting and just tried again. still same error.	8:26:50 PM
Sujeet Kumar Suman	Sorry for the inconvenience. Please log out and then log back in.	8:27:23 PM
Madina Vogel	I have disconnected and reconnected and still getting the same error	8:30:00 PM
Sujeet Kumar Suman	We sincerely apologize for this issue. May I take remote access of your local machine to perform further troubleshooting?	8:30:09 PM
Madina Vogel	yes, please	8:30:16 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:30:38 PM
Madina Vogel	all good	8:30:45 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1512636308	8:30:57 PM

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

8:32:00 PM

Thank you for your patience.

8:45:53 PM

As per discussion over the remote session, The issue is resolved.

8:46:01 PM

Madina Vogel Yes, the issue has been resolved. Thank you!

8:47:26 PM

Sujeet Kumar Suman Thanks for the confirmation !

8:47:38 PM

Is there anything else I may help you with ?

8:47:41 PM

As you have confirmed during the remote session that there are no other concerns, we are closing this chat.

8:50:19 PM

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

8:50:21 PM

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

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

Thanks!

8:50:24 PM

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

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

Sujeet Kumar Suman has ended this chat session

8:50:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 3:30:49 AM

#82382 Robert Bruce

Email: bobbrucecpa@gmail.com ☎ 19703024587

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: EATON

State: Colorado

Country: UNITED STATES

Chat Duration : 44 Mins 47 Secs

Chat Transcript

Robert Bruce	Hello, I am your Acebuddy	9 Oct, 3:30:49 AM
Acebuddy	Hello Robert V Bruce, I'm your Ace Buddy. I'll be happy to assist you!	3:30:50 AM
	Whom Would You Like to Connect With?	3:30:50 AM
Robert Bruce	Technical Support (QB & App Hosting)	3:31:02 AM
Acebuddy	Welcome to Ace Support.	3:31:02 AM
	Please chose an option :	3:31:02 AM
Robert Bruce	I'd like to raise a Request	3:31:10 AM
Acebuddy	Please select your request type.	3:31:11 AM
Robert Bruce	Other Request	3:31:26 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:31:26 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:31:26 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.	4:15:37 AM
	<i>Ended due to chat idle timeout</i>	4:15:37 AM



Chat Transcript

I'm locked out of my account and need help

Visitor Details

16 Oct, 8:08:41 PM

#82692 Zach Perez

Email: araptor98@gmail.com ☎ 7723619222

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 28 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Duration : 18 Mins 46 Secs

Chat Transcript

Zach Perez	I'm locked out of my account and need help	16 Oct, 8:08:41 PM
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.	8:08:52 PM
	<i>Akash is transferring the chat to Support(QB & App Hosting).</i>	8:09:28 PM
Zach Perez	Good morning. I'm locked out of my account currently. My ACE said I needed to change my password and I can't remember my original password. When I went to do forgot password it provided an email that I did not recognize	8:09:54 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:10:24 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:10:32 PM
	I will surely help you with this issue.	8:10:50 PM
Zach Perez	Thank you	8:10:59 PM
Manish Singh	Kindly help me with your server name and user name?	8:11:01 PM
Zach Perez	My user name is araptor98	8:11:30 PM
	And is the server name the company I work for?	8:11:43 PM
Manish Singh	Yes	8:12:16 PM
Zach Perez	Yates Funeral Home	8:12:25 PM
Manish Singh	Server name or company name associated with ACE	8:12:29 PM
	Seems like your username is zach.p@myreldata.net	8:13:39 PM
	Could you please confirm	8:14:00 PM
Zach Perez	That's correct	8:14:18 PM
	Could you help me reset my password	8:14:25 PM
Manish Singh	Kindly visit https://selfcare.acecloudhosting.com/	8:14:29 PM
	<i>8:15:06 PM Manish Singh is sharing a file with you image.png - (Size:110.77 KB)</i>	8:15:06 PM
	<i>In forgot password use your username zach.p</i>	
	And continue after completing verification you can reset your password	8:15:24 PM

Zach Perez	Thank you for your time	8:16:49 PM
Manish Singh	Is there anything else I may help you with ?	8:16:54 PM
<i>Manish Singh has ended this chat session</i>		8:27:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 10:15:28 AM

#82903 Matthew Hofer

Email: sec@meadowlanehb.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: 42 Secs

City: LOMA

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 22 Secs

Matthew Hofer	Hello, I am your Acebuddy	24 Oct, 10:15:29 AM
Acebuddy	Hello Matthew Hofer, I'm your Ace Buddy. I'll be happy to assist you!	10:15:30 AM
	Whom Would You Like to Connect With?	10:15:30 AM
Matthew Hofer	Technical Support (QB & App Hosting)	10:15:37 AM
Acebuddy	Welcome to Ace Support.	10:15:37 AM
	Please chose an option :	10:15:37 AM
Matthew Hofer	I'd like to report an Issue	10:15:43 AM
Acebuddy	Please select an option!	10:15:44 AM
Matthew Hofer	QuickBooks Issue	10:15:49 AM

Acebuddy	What type of QuickBooks Issue are you facing?	10:15:49 AM
Matthew Hofer	Other QB related issue	10:15:57 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:15:57 AM
Matthew Hofer	Ticket 747949 What is goin on Why is nobody adressing my Problem?	10:16:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:16:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:16:47 AM
	<i>Rohan accepted the chat transfer request.</i>	10:16:57 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	10:17:05 AM
	Hello Mathew, how are you doing today ?	10:17:15 AM
Matthew Hofer	Not Great Why is my issue not being fixed?	10:17:42 AM
Rohan	Firstly, I do apologize for the inconvenience caused and thank you for providing the ticket number. We will surely look into this. Please allow me 5-6 minutes to check the status of the ticket.	10:18:56 AM
	Thank you for your patience. I've checked and found that this ticket has already been escalated. The escalation team is still working on it from the backend. Could you please confirm your availability after 2:00 AM MST so that I can arrange a callback with the escalation engineer?	10:27:22 AM
Matthew Hofer	8:00 Am	10:28:20 AM
Rohan	Thank you for the confirmation. I'll arrange a callback with the escalation team at 8:00 AM MST.	10:29:33 AM
	I will inform the team to prioritize this and call you back at the requested time.	10:31:09 AM
	Is there anything else I may help you with ?	10:31:14 AM
Matthew Hofer	No Thanks.	10:31:29 AM
Rohan	Thanks for the confirmation !	10:31:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:31:46 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:31:49 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan has ended this chat session</i>	10:31:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Oct, 1:33:54 AM

#82226 Thomas Purifoy

Email: thomas@compasscinema.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 14 Secs

City: NASHVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 40 Secs

Thomas Purifoy	Hello, I am your Acebuddy	4 Oct, 1:33:55 AM
Acebuddy	Hello Thomas Purifoy, I'm your Ace Buddy. I'll be happy to assist you!	1:33:55 AM
	Whom Would You Like to Connect With?	1:33:55 AM
Thomas Purifoy	Technical Support (QB & App Hosting)	1:34:02 AM
Acebuddy	Welcome to Ace Support.	1:34:02 AM
	Please chose an option :	1:34:02 AM
Thomas Purifoy	I'd like to raise a Request	1:34:10 AM
Acebuddy	Please select your request type.	1:34:10 AM
Thomas Purifoy	Setback	1:34:22 AM
Acebuddy	Welcome to Ace Support.	1:34:22 AM
	Please chose an option :	1:34:22 AM
Thomas Purifoy	I'd like to report an Issue	1:34:29 AM
Acebuddy	Please select an option!	1:34:29 AM

Thomas Purifoy	QuickBooks Issue	1:34:33 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:34:33 AM
Thomas Purifoy	Other QB related issue	1:34:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:34:37 AM
Thomas Purifoy	Ticket 777422	1:34:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:34:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:34:43 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:35:22 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:35:27 AM
	Hello Thomas	1:35:31 AM
	How are you? (Edited)	1:35:36 AM
	I will surely help you with this issue.	1:36:47 AM
	Do you still facing the server accessibility issue?	1:37:15 AM
Thomas Purifoy	Yes	1:37:33 AM
	I just tried it and it gave the same error.	1:37:40 AM
Shashwat Verma	Alright! we'll help you out!	1:38:02 AM
	May I take the remote access of your local computer?	1:38:04 AM
Thomas Purifoy	Sure	1:38:12 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:38:17 AM
Thomas Purifoy	Sure. Would you like to be able to see my setup first?	1:38:31 AM
Shashwat Verma	https://assist.acecloudhosting.com/join/7082431759	1:38:31 AM
	Kindly Click on the link and open the downloaded file.	1:38:40 AM
	<i>1:38:43 AM Thomas Purifoy is sharing a file with you Screenshot 2025-10-03 at 3.07.58 PM.png - (Size:45.97 KB)</i>	1:38:43 AM
	The gateway is not configured	1:39:18 AM
	Either create it by the name RDG.myrealdata.net or allow me to do the same	1:39:43 AM
	Let me know, how would you like to proceed?	1:39:56 AM
	as per the remote session, we have configure the gateway on windows app, issue resolved	1:49:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:49:32 AM
	<i>Shashwat Verma has ended this chat session</i>	1:49:35 AM

