

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 1:00:11 AM


#79399 jennifer maliar
Email: jmaliar@comiskey.com 📞 13038302255
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 49 Secs
City: PUEBLO
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 7 Secs

jennifer maliar	Hello, I am your Acebuddy	15 Jul, 1:00:12 AM
Acebuddy	Hello Jennifer Maliar, I'm your Ace Buddy. I'll be happy to assist you!	1:00:13 AM
	Whom Would You Like to Connect With?	1:00:13 AM
jennifer maliar	Technical Support (QB & App Hosting)	1:00:23 AM
Acebuddy	Welcome to Ace Support.	1:00:24 AM
	Please chose an option :	1:00:24 AM
jennifer maliar	I'd like to report an Issue	1:00:31 AM
Acebuddy	Please select an option!	1:00:31 AM
jennifer maliar	Other Issue	1:00:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:00:37 AM
jennifer maliar	shortcut to QB Premier Drive Z does not work	1:01:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:01:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:01:24 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:01:32 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you	1:01:46 AM

	today.	
	Hello Jennifer	1:01:57 AM
jennifer maliar	hi	1:02:02 AM
	it's ticket 730030 that I'm writing about	1:02:14 AM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	1:02:52 AM
jennifer maliar	it might be 297229	1:03:05 AM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	1:05:02 AM
	Kindly confirm the issue you are facing so that we can investigate further.	1:06:41 AM
jennifer maliar	We log in to the Ace Server that hosts QB Enterprise. There's a shortcut on our desktop to a second drive where QB Premier is hosted. That shortcut does not work. Cannot open QB Premier, Cannot access files stored on that drive.	1:08:20 AM
Sujeet Kumar Suman	Thank you for your patience.	1:11:04 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:11:22 AM
jennifer maliar	the inaccessible server is \\COMISKEY2 my username on the main server is: MYREALDATA\Jennifer.Maliar	1:14:08 AM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	1:14:22 AM
	Thank you for your patience.	1:18:56 AM
jennifer maliar	sure	1:19:09 AM
Sujeet Kumar Suman	Could you please log out from the server and log in again?	1:19:29 AM
jennifer maliar	doing that now	1:19:50 AM
Sujeet Kumar Suman	Sure, please take your time	1:20:09 AM
jennifer maliar	same error - error reconnecting to Z, local device name already in use	1:21:50 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	1:22:24 AM
	We are checking from the backend. Please allow me a moment.	1:24:28 AM
jennifer maliar	ok	1:24:40 AM
Sujeet Kumar Suman	Please try again.	1:25:15 AM
jennifer maliar	same error	1:26:50 AM
Sujeet Kumar Suman	Kindly share your callback number so that we can arrange a suitable time for the callback	1:28:06 AM
jennifer maliar	1-303-549-8128	1:29:01 AM
	I will be here for 2.5 more hours today	1:29:16 AM
Sujeet Kumar Suman	Thank you for the information .	1:29:30 AM
	We will arrange the callback shortly	1:30:01 AM
	Is there anything else I may help you with ?	1:31:30 AM

jennifer maliar	no this is the only thing thanks	1:31:48 AM
Sujeet Kumar Suman	Most welcome	1:32:09 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:32:18 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	1:32:20 AM
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Chat Transcript

Our client Winter Park Publishing has a problem with their server.

Visitor Details

#78859 DOnofrio

Email: ddonofrio@lanetechnologysolutions.com 📞 4076477787

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 32 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

DOnofrio

Our client Winter Park Publishing has a problem with their server.

1 Jul, 7:49:49 PM

Chat Duration : 47 Mins 41 Secs

1 Jul, 7:49:50 PM

Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	7:49:53 PM
DOnofrio	Hello Rishabh	7:50:02 PM
Rishabh Gogia	Hi Donofrio!	7:50:17 PM
	Let me transfer you to our technical support team to assist you with this.	7:50:27 PM
DOnofrio	thanks	7:50:34 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>	7:50:40 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	7:51:05 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	7:51:13 PM
DOnofrio	hello Ashutosh	7:51:23 PM
Ashutosh Mishra	Hello Donofrio, I will surely assist you with this.	7:51:41 PM
DOnofrio	Ashutosh we have a client Winter Park Publishing that has a problem with her account	7:51:46 PM
	<i>7:52:20 PMDOnofrio is sharing a file with you</i> Screenshot 2025-07-01 100304.jpg - (Size:14.58 KB)	7:52:20 PM
	2	
	<i>7:52:20 PMDOnofrio is sharing a file with you</i> Screenshot 2025-07-01 100219.jpg - (Size:44.41 KB)	7:52:20 PM
	1	
Ashutosh Mishra	Please let us know the exact issue the client is facing and we will isolate the root cause.	7:52:21 PM
DOnofrio	She wants to change her password but everytime that she put some new password it show the 2nd message	7:52:55 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	7:53:35 PM
DOnofrio	ok	7:53:48 PM
Ashutosh Mishra	Please let me know the username of the affected user?	7:57:02 PM
DOnofrio	Her name is Phyllis Miller	7:57:37 PM
	the name of the company is Winter Park Publishing	7:58:02 PM
	QBLivePre1.myrealdata.net Admin_WPP.pre1	7:58:37 PM
	but her name is Phyllis	7:58:50 PM
Ashutosh Mishra	Thanks for the confirmation !	7:59:10 PM
	Please try login again.	7:59:17 PM
DOnofrio	give a minute to call her again	7:59:37 PM
Ashutosh Mishra	Sure, please take your time	7:59:47 PM
DOnofrio	she is typing the old password	8:02:47 PM
	nothing happened	8:02:50 PM

	she sees the same screen, asking her the password	8:03:57 PM
Ashutosh Mishra	We can reset the password to verify successful login however we would require approval over the email from registered contact.	8:05:00 PM
DOnofrio	<i>8:05:19 PM</i> DOnofrio is sharing a file with you Screenshot 2025-07-01 103503.jpg - (Size:44.27 KB)	8:05:19 PM
	ok do you have that email to said to her to chck?	8:06:54 PM
	check	8:06:56 PM
Ashutosh Mishra	Sure I will send the email for password approval however we have attempted a change from the backend please try login again.	8:07:38 PM
DOnofrio	is this one PhyllisM@winterparkpublishing.com	8:07:39 PM
Ashutosh Mishra	Registered contact is [accounting@lanetechnologysolutions.com] (mailto:accounting@lanetechnologysolutions.com) and [jim@lanetechnologysolutions.com] (mailto:jim@lanetechnologysolutions.com)	8:08:11 PM
DOnofrio	ok	8:08:17 PM
	let me check	8:08:23 PM
	is any possible to reply to ddonofrio@lanetechnologysolutions.com?	8:10:59 PM
Ashutosh Mishra	I can add the email in CC however approval is required from registered email.	8:11:40 PM
DOnofrio	yes I sent a message to the approval, give me one min	8:13:41 PM
Ashutosh Mishra	Thanks for the confirmation !	8:13:53 PM
DOnofrio	just let me know when you have it	8:14:11 PM
Ashutosh Mishra	Sure i am refreshing now.	8:14:23 PM
DOnofrio	thanks	8:14:28 PM
	She has to change her password? o with the same pass?	8:17:10 PM
Ashutosh Mishra	You can simply use the password I have just sent over the email.	8:18:01 PM
DOnofrio	the same email that Accounting?	8:18:33 PM
Ashutosh Mishra	Yes	8:18:52 PM
DOnofrio	give me a min to check	8:19:32 PM
Ashutosh Mishra	Sure	8:19:58 PM
DOnofrio	give me a second I just waiting for the confirmation	8:23:14 PM
Ashutosh Mishra	Yes we are still connected.	8:23:39 PM
DOnofrio	yes	8:23:48 PM
	waiting for accounting sent me that password. Could you sent to me ddonofrio@lanetechnologysolutions.com because they are very bussy and I have the client online	8:27:16 PM
Ashutosh Mishra	You would have received the password too on ddonofrio@lanetechnologysolutions.com as Jim added	8:27:46 PM

	you in CC.	
DOnofrio	oki	8:28:02 PM
	I put the password it said fail	8:31:20 PM
	let me show you	8:31:28 PM
	8:32:45 PMDOnofrio is sharing a file with you 1_image.png - (Size:141.41 KB)	8:32:45 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	8:33:50 PM
	It seems the user is connected now.	8:36:27 PM
	Ashutosh Mishra has ended this chat session	8:37:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 12:04:26 AM

#79156 David Weinstein

Email: david@davidweinsteincpa.com 📞 19149071180

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 32 Secs

City: FT LAUDERDALE


State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 3 Secs

David Weinstein	Hello, I am your Acebuddy	9 Jul, 12:04:27 AM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	12:04:27 AM
	Whom Would You Like to Connect With?	12:04:27 AM

David Weinstein	Technical Support (QB & App Hosting)	12:04:38 AM
Acebuddy	Welcome to Ace Support.	12:04:39 AM
	Please chose an option :	12:04:39 AM
David Weinstein	I'd like to report an Issue	12:04:43 AM
Acebuddy	Please select an option!	12:04:43 AM
David Weinstein	Password Reset	12:04:48 AM
Acebuddy	Please select an option below	12:04:48 AM
David Weinstein	Already Enrolled to Selfcare Portal	12:04:52 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:04:52 AM
	Do you need any further assistance on the topic?	12:04:52 AM
David Weinstein	Yes	12:04:58 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:04:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:04:58 AM
David Weinstein	I reset the password in the portal and its not working!!!!	12:05:15 AM
	<i>Gurwinder Singh accepted the chat transfer request.</i>	12:06:28 AM
Gurwinder Singh	Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today.	12:06:44 AM
David Weinstein	i can't log in	12:07:01 AM
Gurwinder Singh	Let me check the same, given me 2-3 mints to check your account.	12:07:22 AM
	David, is there any other user who is reporting the same issue on your end !	12:08:16 AM
	David, are we still connected.	12:11:21 AM
	Hi David, are we still connected.	12:14:01 AM
David Weinstein	yes	12:15:03 AM
Gurwinder Singh	Kindly try to login once, we have just rebooted the server.	12:15:36 AM
David Weinstein	ok	12:16:56 AM
	ty	12:16:56 AM
	i[m good ty	12:17:15 AM
Gurwinder Singh	Is there anything else I may help you with ?	12:17:56 AM
	<i>Gurwinder Singh has ended this chat session</i>	12:19:30 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 8:40:38 PM

#80003 Justin Hudd

Email: justin.hudd@poulinwilley.com ☎ 16303831111

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: CHARLESTON

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 9 Secs

Justin Hudd	Hello, I am your Acebuddy	31 Jul, 8:40:39 PM
Acebuddy	Hello Justin Hudd, I'm your Ace Buddy. I'll be happy to assist you!	8:40:40 PM
	Whom Would You Like to Connect With?	8:40:40 PM
Justin Hudd	Technical Support (QB & App Hosting)	8:40:47 PM
Acebuddy	Welcome to Ace Support.	8:40:47 PM
	Please chose an option :	8:40:47 PM
Justin Hudd	I'd like to report an Issue	8:40:54 PM
Acebuddy	Please select an option!	8:40:54 PM
Justin Hudd	Other Issue	8:40:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:40:58 PM
Justin Hudd	My account details can no longer be found and I need to add a Finance person to the account	8:41:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:41:31 PM
	Acebuddy (bot) forwarded the chat request	8:41:31 PM
	Yash Kalra accepted the chat transfer request.	8:41:43 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	8:41:46 PM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:41:48 PM
Justin Hudd	The account info I had saved was CID69309	8:42:10 PM
Yash Kalra	Kindly allow me two minutes to check the same.	8:42:33 PM
	Just to confirm, is this issue related to QuickBooks or something else? (Edited)	8:44:05 PM
	Could you please elaborate on the issue so that we can assist you better?	8:44:40 PM
Justin Hudd	I have an account that I can't login is the first problem	8:45:19 PM
	Second is that I need to add 'courtney.moody@poulinwilley.com' to the account to login and change billing info.	8:45:42 PM
Yash Kalra	Could you please share the username of the account you're experiencing login issues with? (Edited)	8:47:12 PM
Justin Hudd	I thought it was CID69309	8:47:42 PM
Yash Kalra	Justin, CID69309 refers to your Client ID. If you're experiencing issues accessing the server, we kindly request you to share a few details such as:	
	<div>1. The error message you're receiving.</div> <div>2. The username you're using to log in.</div>	8:50:34 PM
	Alternatively, you may provide remote access to your local computer so we can assist you further in resolving the issue. (Edited)	
Justin Hudd	I'm just trying to login to Ace Cloud Hosting and our account webpage. I assumed that I could add Courtney as an admin to the account. Not looking to get into Quickbooks	8:51:49 PM
Yash Kalra	Thank you for the clarification. Upon checking, we found that the following users currently have access to the account as account owners:	
	Justin Hudd – justin.hudd@poulinwilley.com 843-557-9735	
	Krystal Vargha – krystal.vargha@poulinwilley.com 843-991-9920	8:55:23 PM
	Shawna Carrera – shawna.carrera@poulinwilley.com 843-278-2127	
	If you would like Courtney to be added with the same level of access, kindly provide us with an approval via email after this chat session ends, using the registered email ID: justin.hudd@poulinwilley.com .	
Justin Hudd	No problem, what address should I send it to?	8:57:08 PM
Yash Kalra	You can mail us at support@acecloudhosting.com	8:57:33 PM
Justin Hudd	No problem.	8:57:55 PM
Yash Kalra	Is there anything else I may help you with ?	8:58:30 PM
	Justin, please make sure to provide us with the complete details of the user, including:	
	Full Name	9:00:17 PM
	Phone Number	
	Email Address (Edited)	

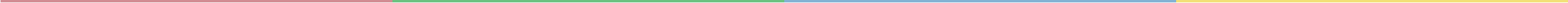
State: Cayman Islands
Country: CAYMAN ISLANDS

Chat Transcript

Chat Duration : 8 Mins 50 Secs

Emily Tibbetts	Hello, I am your Acebuddy	2 Jul, 9:35:56 PM
Acebuddy	Hello Emily Tibbetts, I'm your Ace Buddy. I'll be happy to assist you!	9:36:05 PM
	Whom Would You Like to Connect With?	9:36:05 PM
Emily Tibbetts	Technical Support (QB & App Hosting)	9:36:14 PM
Acebuddy	Welcome to Ace Support.	9:36:14 PM
	Please chose an option :	9:36:14 PM
Emily Tibbetts	I'd like to raise a Request	9:36:31 PM
Acebuddy	Please select your request type.	9:36:31 PM
Emily Tibbetts	Setback	9:36:47 PM
Acebuddy	Welcome to Ace Support.	9:36:47 PM
	Please chose an option :	9:36:47 PM
Emily Tibbetts	I'd like to report an Issue	9:36:54 PM
Acebuddy	Please select an option!	9:36:54 PM
Emily Tibbetts	Other Issue	9:36:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:37:07 PM
Emily Tibbetts	Our server was recently upgraded and we received new user names... has the gateway server details and remote computer credentials changed also?	9:38:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:38:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:38:31 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:38:56 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:39:00 PM
	I will surely help you with this issue.	9:40:05 PM
	Yes	9:40:54 PM
	Let me email with the user credentials and password along with it.	9:43:33 PM
	Is there anything else I may help you with ?	9:43:37 PM
Emily Tibbetts	for all three users?	9:43:59 PM
Manish Singh	Yes	9:44:26 PM
Emily Tibbetts	perfect, thank you	9:44:36 PM

Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:44:41 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:44:47 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:44:51 PM
	<i>Manish Singh has ended this chat session</i>	9:44:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jul, 12:54:25 AM


#79812 Trevor Brien
Email: trevor@mgvinc.com 📞 250-743-1222
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: 11 Secs
City: DUNCAN
State: British Columbia
Country: CANADA

Chat Transcript

Chat Duration : 20 Mins 15 Secs

Trevor Brien	Hello, I am your Acebuddy	26 Jul, 12:54:26 AM

Acebuddy	Hello Trevor Brien, I'm your Ace Buddy. I'll be happy to assist you!	12:54:27 AM
	Whom Would You Like to Connect With?	12:54:27 AM
Trevor Brien	Technical Support (QB & App Hosting)	12:54:33 AM
Acebuddy	Welcome to Ace Support.	12:54:34 AM
	Please chose an option :	12:54:34 AM
Trevor Brien	I'd like to report an Issue	12:54:41 AM
Acebuddy	Please select an option!	12:54:41 AM
Trevor Brien	Other Issue	12:54:52 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:54:52 AM
Trevor Brien	I am not able to connect to the Remote Desktop to access QB’s – see message below. Please advise.	12:55:35 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:55:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:55:35 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:56:31 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:56:37 AM
	Is this for account: Market Group Ventures Inc ?	12:57:20 AM
	Are we still connected here?	12:58:51 AM
Trevor Brien	Yes	12:59:07 AM
Abhay Kumar Saraswat	Please confirm.	12:59:18 AM
Trevor Brien	yes	12:59:29 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:59:59 AM
	May I take the remote access of your local computer?	1:00:21 AM
Trevor Brien	yes	1:00:32 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	1:00:37 AM
Trevor Brien	done	1:00:53 AM
Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/3882296310	1:01:08 AM
	Kindly paste this link in the browser of local computer and join the session.	1:01:11 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:03:00 AM
	Thank you for your patience.	1:13:19 AM
	As you confirmed over the remote session that your issue has been resolved.	1:13:48 AM

	Is there anything else I may help you with ?	1:14:04 AM
Trevor Brien	Thanks. All good.	1:14:16 AM
Abhay Kumar Saraswat	My pleasure to assist you.	1:14:25 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:14:30 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:14:35 AM
Trevor Brien	ok	1:14:37 AM
Abhay Kumar Saraswat	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:14:40 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:14:42 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79106 ar.partsfast

Email: ar.partsfast@gmail.com 📞 12817500340

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: HOUSTON

State: Texas

Country: UNITED STATES

8 Jul, 9:09:29 PM

Chat Transcript

Chat Duration : 11 Secs

ar.partsfast	Hello, I am your Acebuddy	8 Jul, 9:09:30 PM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	9:09:31 PM
	Whom Would You Like to Connect With?	9:09:31 PM
ar.partsfast	Technical Support (QB & App Hosting)	9:09:34 PM
Acebuddy	Welcome to Ace Support.	9:09:34 PM
	<div>【</div> <div>】</div> <div>We are currently experiencing higher than normal contact volume related to server connectivity issues.</div>	9:09:34 PM
	Are you also experiencing issues related to server connectivity?	9:09:34 PM
ar.partsfast	Yes	9:09:41 PM
Acebuddy	Please refer to our status page for further updates on the issue status.	9:09:41 PM
	Thank you contact Ace Support. Have a wonderful day!	9:09:41 PM
	<i>Acebuddy has ended this chat session</i>	9:09:41 PM



Visitor Details

19 Jul, 12:07:47 AM


#79605 Thecigarhub
Email: thecigarhub@gmail.com ☎ 805-638-0086
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: WILMINGTON
State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Months 5 Days

Thecigarhub	Hello, I am your Acebuddy	19 Jul, 12:07:48 AM
Acebuddy	Hello Thecigarhub, I'm your Ace Buddy. I'll be happy to assist you!	12:07:49 AM
	Whom Would You Like to Connect With?	12:07:49 AM
Thecigarhub	Technical Support (QB & App Hosting)	12:07:55 AM
Acebuddy	Welcome to Ace Support.	12:07:55 AM
	Please chose an option :	12:07:55 AM
Thecigarhub	I'd like to report an Issue	12:08:03 AM
Acebuddy	Please select an option!	12:08:03 AM
Thecigarhub	QuickBooks Issue	12:08:22 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:08:22 AM
Thecigarhub	QuickBooks is Frozen	12:08:32 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:08:32 AM
	Was that helpful?	12:08:32 AM
Thecigarhub	Restart	12:08:46 AM
Acebuddy	Hello Thecigarhub, I'm your Ace Buddy. I'll be happy to assist you!	12:08:46 AM
	Whom Would You Like to Connect With?	12:08:46 AM
Thecigarhub	Technical Support (QB & App Hosting)	12:08:53 AM
Acebuddy	Welcome to Ace Support.	12:08:53 AM
	Please chose an option :	12:08:53 AM
Thecigarhub	I'd like to report an Issue	12:09:00 AM
Acebuddy	Please select an option!	12:09:00 AM
Thecigarhub	QuickBooks Issue	12:09:06 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:09:06 AM
Thecigarhub	QuickBooks Login Issue	12:09:16 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:09:16 AM
	Was that helpful?	12:09:16 AM
Thecigarhub	No	12:09:38 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:09:38 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:09:38 AM
Thecigarhub	hi, QB will not load on Assaad's RDP	12:10:17 AM
	<i>Gaurava Tyagi has not responded for the transfer request.</i>	12:11:39 AM
	<i>Chat request was not picked up by the operators</i>	12:38:20 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jul, 12:06:06 AM

#79900 Rhonda Stallings
Email: rs@emersonrussell.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: 13 Secs
City: CHATTANOOGA
State: Tennessee
Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 42 Secs

Rhonda Stallings	Hello, I am your Acebuddy	30 Jul, 12:06:06 AM
Acebuddy	Hello Rs, I'm your Ace Buddy. I'll be happy to assist you!	12:06:07 AM
	Whom Would You Like to Connect With?	12:06:07 AM
Rhonda Stallings	Technical Support (QB & App Hosting)	12:06:30 AM
Acebuddy	Welcome to Ace Support.	12:06:30 AM
	Please chose an option :	12:06:30 AM
Rhonda Stallings	I'd like to report an Issue	12:06:39 AM
Acebuddy		

	Please select an option!	12:06:39 AM
Rhonda Stallings	QuickBooks Issue	12:06:43 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:06:43 AM
Rhonda Stallings	Other QB related issue	12:06:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:06:49 AM
Rhonda Stallings	Can not open attached	12:07:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:07:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:07:01 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:07:11 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:07:15 AM
	<i>12:08:06 AMRhonda Stallings is sharing a file with you</i> <u>SnipImage 002.JPG</u> - (Size:27.31 KB) <i>Error when i try opening attachments</i>	12:08:06 AM
	May I know what exactly the issue you are facing?	12:08:08 AM
Rhonda Stallings	see above	12:08:15 AM
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?	12:08:39 AM
Rhonda Stallings	I am the only one entering in mine right now. have one more that is checking	12:10:02 AM
Manish Singh	Alright!	12:10:19 AM
Rhonda Stallings	he can open	12:10:23 AM
Manish Singh	May I take the remote access of your server?	12:10:31 AM
Rhonda Stallings	yes please	12:10:39 AM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:10:44 AM
Rhonda Stallings	done	12:11:33 AM
Manish Singh	Kindly accept the session once.	12:12:11 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.	12:30:03 AM
	Are we still connected here?	12:34:39 AM
	Is there anything else I may help you with ?	12:46:27 AM
Rhonda Stallings	that will be it	12:47:35 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:47:42 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

Thanks!


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

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

12:47:45 AM

Manish Singh has ended this chat session

12:47:49 AM



Chat Transcript

Hello, I am your Acebuddy

8 Jul, 10:04:19 PM

#79125 Angie

Email: angie@fintaxcpas.com 📞 19255508271

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: 3 Secs

City: PLEASANT HILL

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 50 Secs

Angie	Hello, I am your Acebuddy	8 Jul, 10:04:20 PM
Acebuddy	Hello Angie, I'm your Ace Buddy. I'll be happy to assist you!	10:04:21 PM
	Whom Would You Like to Connect With?	10:04:21 PM
Angie	Technical Support (QB & App Hosting)	10:04:25 PM
Acebuddy	Welcome to Ace Support.	10:04:25 PM

	Please chose an option :	10:04:25 PM
Angie	I'd like to report an Issue	10:04:31 PM
Acebuddy	Please select an option!	10:04:31 PM
Angie	Other Issue	10:04:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:04:37 PM
Angie	unable to log to RDP	10:04:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:04:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:04:50 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:05:18 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:05:21 PM
	As you are on call with Sharath, we are disconnecting this chat.	10:08:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:08:06 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:08:09 PM
	<i>Manish Singh has ended this chat session</i>	10:08:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79802 Ryan Finnerud

Email: rfinnerud@motorhomesoftexas.com 📞 19364620234

Department: Support(QB & App Hosting)

Operator: Acebuddy

25 Jul, 9:40:32 PM

Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: NACOGDOCHES
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 58 Secs

Ryan Finnerud	Hello, I am your Acebuddy	25 Jul, 9:40:33 PM
Acebuddy	Hello Ryan Finnerud, I'm your Ace Buddy. I'll be happy to assist you!	9:40:34 PM
	Whom Would You Like to Connect With?	9:40:34 PM
Ryan Finnerud	Technical Support (QB & App Hosting)	9:40:44 PM
Acebuddy	Welcome to Ace Support.	9:40:44 PM
	Please chose an option :	9:40:44 PM
Ryan Finnerud	I'd like to raise a Request	9:40:50 PM
Acebuddy	Please select your request type.	9:40:50 PM
Ryan Finnerud	Other Request	9:40:59 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:40:59 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:40:59 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:25:31 PM
Ended due to chat idle timeout		10:25:31 PM



Chat Transcript

Hello, I am your Acebuddy

31 Jul, 9:30:29 PM

Visitor Details

#80008 Claire Speake

Email: claire@sgwfresno.com 📞 15593479965

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: 33 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 59 Secs

Claire Speake	Hello, I am your Acebuddy	31 Jul, 9:30:30 PM
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!	9:30:30 PM
	Whom Would You Like to Connect With?	9:30:30 PM
Claire Speake	Technical Support (QB & App Hosting)	9:30:33 PM
Acebuddy	Welcome to Ace Support.	9:30:33 PM
	Please chose an option :	9:30:33 PM
Claire Speake	I'd like to report an Issue	9:30:38 PM
Acebuddy	Please select an option!	9:30:38 PM
Claire Speake	QuickBooks Issue	9:30:43 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:30:46 PM
Claire Speake	Other QB related issue	9:30:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:30:52 PM
Claire Speake	I tried sending an email, and a log in window appeared. But the log in window has a "loading" icon that just keeps spinning and spinning. I cannot type anything in, to even try sending an email.	9:31:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:32:00 PM
	Acebuddy (bot) forwarded the chat request	9:32:00 PM
	Ashutosh Mishra accepted the chat transfer request.	9:32:36 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:32:47 PM
Claire Speake	I tried going into my company preferences and removing the email, i thought maybe IU could re-enter the email and start from scratch, but the loading window is still buffering and will not let me type anything in	9:33:21 PM
Ashutosh Mishra	Claire we apologize for the inconvenience caused. We would like to inform you that multiple users have reported a similar issue with QuickBooks sign-in. We are currently coordinating with Intuit Support to investigate and resolve the matter.	9:34:02 PM

Claire Speake	Ok. so there is nothing I can do at this moment?	9:34:17 PM
Ashutosh Mishra	Yes currently their is no fix that can be done from our end as it is likely an issue from the Inuit's side.	9:35:59 PM
Claire Speake	Ok, thank you	9:36:48 PM
Ashutosh Mishra	Rest assured we are actively coordinating with Intuit to identify the root cause and resolve it promptly.	9:36:54 PM
	We will keep you updated and share further information as soon as we receive it. Thank you for your patience and understanding.	9:36:59 PM
Claire Speake	Thank you!	9:37:10 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:37:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:37:21 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:37:24 PM

Ashutosh Mishra has ended this chat session

9:37:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 12:32:05 AM

#79275 Ezra Dilger
Email: reception@rortax.com 📞 7633189052
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: 2 Mins 38 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 44 Secs

Ezra Dilger	Hello, I am your Acebuddy	11 Jul, 12:32:06 AM
Acebuddy	Hello Ezra Dilger, I'm your Ace Buddy. I'll be happy to assist you!	12:32:07 AM
	Whom Would You Like to Connect With?	12:32:07 AM
Ezra Dilger	Technical Support (QB & App Hosting)	12:32:10 AM
Acebuddy	Welcome to Ace Support.	12:32:10 AM
	Please chose an option :	12:32:10 AM
Ezra Dilger	I'd like to report an Issue	12:32:14 AM
Acebuddy	Please select an option!	12:32:14 AM
Ezra Dilger	Other Issue	12:32:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:32:18 AM
Ezra Dilger	The TaxDome printer app on the cloud server needs an update finalized	12:33:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:33:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:33:07 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:34:40 AM
	<i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i>	12:34:50 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:34:53 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:34:56 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:35:00 AM
Ezra Dilger	Hi Yash	12:35:01 AM
	Server name is RORTax Username is Reception	12:35:16 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:35:26 AM
	May I take the remote access of your server?	12:42:31 AM
Ezra Dilger	Yes	12:42:40 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	12:43:02 AM
Ezra Dilger	Ok, done	12:43:11 AM

	Thank you! Will this update take effect across all users?	12:54:28 AM
Yash Kalra	Yes , this update will be reflected for all the users.	12:55:07 AM
	Is there anything else I may help you with ?	12:55:12 AM
Ezra Dilger	Thank you for your help! No, that will be all	12:55:19 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:55:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:55:39 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) (Edited)</p>	12:55:41 AM
	<i>Yash Kalra has ended this chat session</i>	12:55:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79476 alana

Email: alana@millergroup.cpa 📞 17606838630

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: HUDSON

State: New Hampshire

16 Jul, 12:14:41 AM

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 4 Secs

alana	Hello, I am your Acebuddy	16 Jul, 12:14:41 AM
Acebuddy	Hello Alana, I'm your Ace Buddy. I'll be happy to assist you!	12:14:42 AM
	Whom Would You Like to Connect With?	12:14:42 AM
alana	Technical Support (QB & App Hosting)	12:14:47 AM
Acebuddy	Welcome to Ace Support.	12:14:47 AM
	Please chose an option :	12:14:47 AM
alana	I'd like to report an Issue	12:15:18 AM
Acebuddy	Please select an option!	12:15:18 AM
alana	Other Issue	12:15:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:15:37 AM
alana	unable to rdp	12:15:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:15:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:15:45 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	12:15:57 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:16:02 AM
	Hello Alana	12:16:09 AM
	Kindly confirm if you're unable to login in RDP	12:16:25 AM
alana	yes	12:16:31 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:16:37 AM
alana	MillerCPA.myrealdata.net	12:17:04 AM
	MCG_Alana_Acct	12:17:12 AM
	ok its finally connecting	12:17:43 AM
Shubham Kataria	Alright, If you still need any assistance on this. I can connect you to the concerned team so that they can assist you futher.	12:19:11 AM
	Are we still connected here?	12:20:05 AM
	As You're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:20:44 AM
	<i>Shubham Kataria has ended this chat session</i>	12:20:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


19 Jul, 8:29:14 PM

#79621 test
Email: test@gmail.com 📞 +16887849764
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

Chat Duration : 32 Secs

test	Hello, I am your Acebuddy	19 Jul, 8:29:15 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	8:29:16 PM
	Whom Would You Like to Connect With?	8:29:16 PM
test	Technical Support (QB & App Hosting)	8:29:21 PM
Acebuddy	Welcome to Ace Support.	8:29:21 PM
	Please chose an option :	8:29:21 PM
test	I'd like to report an Issue	8:29:27 PM
Acebuddy	Please select an option!	8:29:27 PM
test	Other Issue	8:29:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:29:32 PM
test	qb	8:29:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:29:37 PM
Acebuddy (bot) forwarded the chat request		8:29:37 PM

Anurag Sharma accepted the chat transfer request.	8:29:45 PM
Anurag Sharma has ended this chat session	8:29:48 PM
<div></div>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	10 Jul, 8:50:44 PM
<p>#79257 diana</p> <p>Email: diana@dmbkinc.com ☎ 4155778892</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Acebuddy</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>City: NEW YORK</p> <p>State: New York</p> <p>Country: UNITED STATES</p>	

Chat Transcript	Chat Duration : 56 Secs
diana	Hello, I am your Acebuddy10 Jul, 8:50:45 PM
Acebuddy	Hello Diana Maldonado, I'm your Ace Buddy. I'll be happy to assist you!8:50:46 PM
	Whom Would You Like to Connect With?8:50:46 PM
diana	Technical Support (QB & App Hosting)8:51:06 PM
Acebuddy	Welcome to Ace Support.8:51:06 PM
	Please chose an option :8:51:06 PM
diana	I'd like to raise a Request8:51:12 PM
Acebuddy	Please select your request type.8:51:12 PM
diana	Application Update8:51:27 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.8:51:28 PM

	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	8:51:28 PM
diana	No	8:51:42 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:51:42 PM

Acebuddy has ended this chat session

8:51:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 9:47:07 PM

#79386 Elizabeth Miller
Email: emiller@willsaccounting.com
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 19 Secs
City: CHARLOTTESVILLE
State: Virginia
Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 24 Secs

Elizabeth Miller	Hello, I am your Acebuddy	14 Jul, 9:47:08 PM
Acebuddy	Hello Elizabeth Miller, I'm your Ace Buddy. I'll be happy to assist you!	9:47:09 PM
	Whom Would You Like to Connect With?	9:47:09 PM
Elizabeth Miller	Technical Support (QB & App Hosting)	9:50:33 PM
Acebuddy	Welcome to Ace Support.	9:50:33 PM
	Please chose an option :	9:50:33 PM

Elizabeth Miller	I'd like to report an Issue	9:50:39 PM
Acebuddy	Please select an option!	9:50:39 PM
Elizabeth Miller	Other Issue	9:50:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:50:59 PM
Elizabeth Miller	My remote desktop opens to a blank screen, and I can't access its applications	9:52:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:52:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:52:02 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:52:23 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:52:29 PM
	Hello Elizabeth	9:52:36 PM
Elizabeth Miller	Hello Sujeet, I'm having an issue with my remote desktop. It opens to a blank screen, and I can't access its applications. Can you help?	9:54:24 PM
Sujeet Kumar Suman	Our apologies for the inconvenience.	9:54:40 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:54:46 PM
Elizabeth Miller	If I have it right, the server name is Wills.myrealddata.net and the username should be elizabeth.m@myrealddata.net	9:57:25 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	9:58:14 PM
	May I take the remote access of your local computer?	9:59:31 PM
Elizabeth Miller	Sure, is there something I need to do to grant access?	10:00:39 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	10:00:53 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9672097036	10:01:03 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:06:25 PM
	Thank you for your patience.	10:11:38 PM
	As per discussion over the remote session, The issue is resolved	10:11:47 PM
	Is there anything else I may help you with ?	10:11:53 PM
Elizabeth Miller	No, thank you, I appreciate your efforts	10:12:13 PM
Sujeet Kumar Suman	Most welcome.	10:12:26 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p>	

Thanks!


10:12:29 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

10:12:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 5:55:15 PM

#79451 jennifer

Email: jennifer@lylecontractingsolutions.com 📞 (252) 327-7827

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: 27 Secs

City: CHARLOTTE

State: Mississippi

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 51 Secs

jennifer	Hello, I am your Acebuddy	15 Jul, 5:55:16 PM
Acebuddy	Hello Jennifer, I'm your Ace Buddy. I'll be happy to assist you!	5:55:17 PM
	Whom Would You Like to Connect With?	5:55:17 PM
jennifer	Technical Support (QB & App Hosting)	5:55:27 PM
Acebuddy	Welcome to Ace Support.	5:55:27 PM
	Please chose an option :	5:55:27 PM
jennifer		

	I'd like to report an Issue	5:55:33 PM
Acebuddy	Please select an option!	5:55:33 PM
jennifer	QuickBooks Issue	5:55:37 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:55:37 PM
jennifer	QuickBooks Login Issue	5:55:47 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	5:55:47 PM
	Was that helpful?	5:55:47 PM
jennifer	No	5:55:53 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:55:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:55:53 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	5:56:06 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	5:56:18 PM
jennifer	Hello	5:56:24 PM
Ashutosh Mishra	Hello Jennifer, I will be surely assisting you with this. Kindly help me with your server name and user name?	5:56:37 PM
jennifer	My Server name Is LyleContracting.myrealddata.net my username is JenG1. It is asking for my password when I go to log in. I was sent an email on how to reset my password by using the Ace Portal but I cannot log into the portal either.	5:57:41 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	5:59:34 PM
	May I take the remote access of your local computer to identify the issue you are facing with the portal?	6:00:23 PM
jennifer	Yes	6:00:54 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	6:01:05 PM
	Kindly paste this link in the browser of local computer and join the session.	6:01:19 PM
	https://assist.acecloudhosting.com/join/3622526620	6:01:22 PM
jennifer	Thank you for your help today!	6:12:37 PM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by reconfiguring the RDP.	6:12:53 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:12:57 PM
jennifer	I will do that!	6:13:03 PM
Ashutosh Mishra	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p>	

Thanks!


6:13:03 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

6:13:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 6:23:52 PM

#79194 Erin Roy

Email: erin@preferredfg.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: ANDERSON

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 2 Secs

Erin Roy	Hello, I am your Acebuddy	9 Jul, 6:23:53 PM
Acebuddy	Hello Erin Roy, I'm your Ace Buddy. I'll be happy to assist you!	6:23:54 PM
	Whom Would You Like to Connect With?	6:23:54 PM
Erin Roy	Technical Support (QB & App Hosting)	6:24:06 PM
Acebuddy	Welcome to Ace Support.	6:24:06 PM
	Please chose an option :	6:24:06 PM
Erin Roy	I'd like to report an Issue	6:24:35 PM

Acebuddy	Please select an option!	6:24:35 PM
Erin Roy	Other Issue	6:24:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:24:44 PM
Erin Roy	My Ace icon is no longer opening	6:25:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:25:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:25:05 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	6:26:55 PM
	<i>Ashutosh Mishra is transferring the chat to Sujeet Kumar Suman.</i>	6:27:07 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:28:20 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	6:28:33 PM
	Hello Erin	6:29:11 PM
Erin Roy	ok	6:30:21 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	6:30:36 PM
Erin Roy	yes	6:30:43 PM
Sujeet Kumar Suman	Prior providing the access, I would suggest you to close any important documents at your end.	6:30:53 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1072409857	6:31:22 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.	6:32:37 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:08:55 PM
	<i>Ended due to chat idle timeout</i>	7:08:55 PM



#79030 gina

Email: gina@bravuura.cpa ☎ 13035793707

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: 33 Secs

City: DENVER

State: Colorado


Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 4 Secs

gina	Hello, I am your Acebuddy	8 Jul, 1:43:19 AM
Acebuddy	Hello Gina, I'm your Ace Buddy. I'll be happy to assist you!	1:43:20 AM
	Whom Would You Like to Connect With?	1:43:20 AM
gina	Technical Support (QB & App Hosting)	1:43:40 AM
Acebuddy	Welcome to Ace Support.	1:43:40 AM
	Please chose an option :	1:43:40 AM
gina	I'd like to raise a Request	1:44:25 AM
Acebuddy	Please select your request type.	1:44:25 AM
gina	Office 365 Addition	1:45:17 AM
Acebuddy	Please specify if you already have an Office365 subscription	1:45:17 AM
gina	I already have O365 license	1:45:22 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	1:45:22 AM
	<div><div>• O365 E3</div><div>• O365 E5</div><div>• O365 Apps for Enterprise</div></div>	1:45:22 AM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	1:45:22 AM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	1:45:22 AM
	Do you need any further assistance on the topic?	1:45:22 AM
gina	Yes	1:46:10 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:46:10 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	1:46:10 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:48:07 AM
	<i>Sujeet Kumar Suman is transferring the chat to Abhay Kumar Saraswat.</i>	1:48:28 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:48:33 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:48:37 AM
	I will be surely assisting you with this.	1:49:20 AM
	Is this for account: Bravuura Advisory ?	1:49:29 AM
gina	Yep	1:49:32 AM
Abhay Kumar Saraswat	So, I would like to ask that which O365 license you have?	1:50:30 AM
gina	E3	1:50:42 AM
Abhay Kumar Saraswat	Okay.	1:51:01 AM
	And how may I help you with this?	1:51:23 AM
gina	I was just wanting your pricing for reselling 4 E3 licenses, plus Teams Essentials and Teams Phone Standard	1:52:12 AM
Abhay Kumar Saraswat	Sure, I'll definitely share our pricing details with you.	1:53:27 AM
	Kindly allow me two minutes to check the pricing as per your requirement.	1:54:01 AM
	Thank you for your patience.	1:58:01 AM
	As I confirmed, the price of Office 365 E3 (No Teams) , *\$24.90*/user/month.	1:59:37 AM
	For Microsoft Teams Enterprise (with calling feature), the price is: *\$6.30*/user/month.	2:01:11 AM
	Are we still connected here?	2:02:38 AM
gina	Yes thakn you	2:02:50 AM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	2:03:00 AM
gina	No that's all thank you	2:03:05 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:03:13 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p>	2:03:16 AM
	<p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p>	

	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.	2:03:19 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	2:03:23 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	10 Jul, 12:29:26 AM
<p>#79228 Sabastian Haynes</p> <p>Email: sabastian@mdiremodeling.com</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Abhay Kumar Saraswat</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 36 Secs</p> <p>City: BECKLEY</p> <p>State: West Virginia</p> <p>Country: UNITED STATES</p>	

Chat Transcript

Chat Duration : 44 Mins 9 Secs

Sabastian Haynes	Hello, I am your Acebuddy	10 Jul, 12:29:26 AM
Acebuddy	Hello Sabastian Haynes, I'm your Ace Buddy. I'll be happy to assist you!	12:29:27 AM
	Whom Would You Like to Connect With?	12:29:27 AM
Sabastian Haynes	Technical Support (QB & App Hosting)	12:29:45 AM
Acebuddy	Welcome to Ace Support.	12:29:45 AM
	Please chose an option :	12:29:45 AM
Sabastian Haynes	I'd like to raise a Request	12:29:50 AM
Acebuddy	Please select your request type.	12:29:50 AM

Sabastian Haynes	Password Reset	12:29:55 AM
Acebuddy	Please select an option below	12:29:55 AM
Sabastian Haynes	Already Enrolled to Selfcare Portal	12:30:00 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:30:00 AM
	Do you need any further assistance on the topic?	12:30:00 AM
Sabastian Haynes	Yes	12:30:28 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:30:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:30:28 AM
	<i>Anjainay Singh declined the transfer request.</i>	12:30:38 AM
Sabastian Haynes	Ticket ID: 714279	12:30:42 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:31:40 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:31:45 AM
	Kindly allow me two minutes to check the shared ticket number.	12:32:01 AM
Sabastian Haynes	I need assistance reseting mypassword	12:32:06 AM
	i do not know my CID number	12:32:13 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	12:32:40 AM
	Please allow me few minutes to look into your request.	12:32:57 AM
	To whom I'm speaking with?	12:33:23 AM
Sabastian Haynes	Sabastian Haynes	12:33:51 AM
Abhay Kumar Saraswat	Thanks for the confirming.	12:34:52 AM
	Could you please confirm me your username?	12:35:26 AM
	And is this for account: Stephen K Korsen Inc ?	12:35:46 AM
Sabastian Haynes	ye	12:36:20 AM
	sabastianRH	12:36:28 AM
Abhay Kumar Saraswat	Thank you for confirming username.	12:37:16 AM
	Kindly allow me two minutes to check the same.	12:37:22 AM
	Kindly allow me 5 minutes, as I can see multiple tickets and can see you disabled from this account.	12:41:27 AM
Sabastian Haynes	ok	12:42:43 AM
Abhay Kumar Saraswat	Thank you.	12:43:03 AM
	Please stay online.	12:43:10 AM

	Thank you for your patience.	12:47:27 AM
	I've checked the multiple tickets and found that as per Steve's request, we have disabled you from the server.	12:48:34 AM
Sabastian Haynes	Steve is here with me. I am not disabled from the server	12:49:13 AM
Abhay Kumar Saraswat	The ticket number you mentioned was also related to your password reset request. However, since we were unable to get in touch with you, that ticket has been closed.	12:50:11 AM
Sabastian Haynes	Are you able to reset my password	12:50:25 AM
	you may call me or steve	12:50:33 AM
Abhay Kumar Saraswat	Your account is temporarily disabled.	12:50:36 AM
Sabastian Haynes	can you reinstate my account	12:50:51 AM
Abhay Kumar Saraswat	Yes, we can.	12:52:03 AM
	But we need a fresh email from Steve regarding to enable your account and reset the password for you on our support email : support@acecloudhosting.com	
	Yes, definitely we can as I informed you above.	12:52:34 AM
	I deeply apologize but the password reset request works on email only.	12:53:23 AM
Sabastian Haynes	What does he need to put in the subject line	12:53:41 AM
	he is sending the email now. can you resolve this as soon as he sends the email?	12:54:44 AM
Abhay Kumar Saraswat	He just need to put in subject line "Password reset for *Sabastian*" and mentioned in the email to enable your account and reset the password.	12:55:06 AM
	Yes, once I receive his email, I'll reset the password and share the password link with you at the same time. (Edited)	12:55:45 AM
Sabastian Haynes	Just sent it	12:56:14 AM
Abhay Kumar Saraswat	Let me check.	12:56:18 AM
	Yes, I received.	12:56:56 AM
	Please allow me 5 minutes to enable your account and to share the password reset link.	12:57:33 AM
	Thank you for your patience.	1:02:39 AM
	I've just sent the password reset link on his email.	1:02:54 AM
	Could you please ask him to check.	1:03:10 AM
Sabastian Haynes	One moment	1:03:15 AM
Abhay Kumar Saraswat	Sure.	1:03:27 AM
Sabastian Haynes	I was able to login	1:05:07 AM
Abhay Kumar Saraswat	Is all good?	1:05:22 AM
	Is there anything else I may help you with ?	1:05:44 AM

	Are we still connected here?	1:08:22 AM
	Are we still connected here?	1:10:41 AM
	Are we still connected here?	1:12:04 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.	1:13:33 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:13:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 6:06:58 PM

#79986 Denise Baxley
Email: denise@thesouthernway.com 📞 18037831061
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 20 Secs
City: COLUMBIA
State: South Carolina
Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 54 Secs

Denise Baxley	Hello, I am your Acebuddy	31 Jul, 6:07:00 PM
Acebuddy	Hello Denise Baxley, I'm your Ace Buddy. I'll be happy to assist you!	6:07:02 PM
	Whom Would You Like to Connect With?	6:07:02 PM
Denise Baxley	Technical Support (QB & App Hosting)	6:07:08 PM
Acebuddy	Welcome to Ace Support.	6:07:08 PM

	Please chose an option :	6:07:08 PM
Denise Baxley	I'd like to report an Issue	6:07:12 PM
Acebuddy	Please select an option!	6:07:12 PM
Denise Baxley	QuickBooks Issue	6:07:16 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:07:16 PM
Denise Baxley	Other QB related issue	6:07:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:07:24 PM
Denise Baxley	I need to send an invoice with a payment link, and I also need to check for our merchant services deposit. When I try to login it just spins	6:08:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:08:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:08:52 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:10:40 PM
	<i>Sujeet Kumar Suman is transferring the chat to Manish Singh.</i>	6:10:48 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:12:08 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:12:15 PM
	I will surely help you with this issue.	6:12:33 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?	6:12:44 PM
Denise Baxley	Yes	6:15:09 PM
	No one else has tried to login to this intuit account	6:15:28 PM
	I'm the only one who works with this particular company	6:15:40 PM
Manish Singh	Alright	6:15:56 PM
	Kindly allow me two minutes to check the same.	6:16:00 PM
Denise Baxley	Thank you	6:17:19 PM
Manish Singh	May I take the remote access of your server?	6:19:21 PM
Denise Baxley	Yes	6:20:18 PM
	It is SouthernWay.myrealdata.net	6:20:32 PM
	User name is DeniseB	6:20:38 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	6:20:45 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.	6:21:13 PM
	We will update QuickBooks regarding the Intuit login issue in a company file.	6:48:20 PM

	Once the update is done we will update you over the email.	6:48:37 PM
	Is there anything else I may help you with ?	6:50:09 PM
Denise Baxley	Thank you. No. Will reconnect with support if the update does not fix this	6:50:58 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:52:50 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	6:52:54 PM
	<i>Manish Singh has ended this chat session</i>	6:52:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79941 jojocole21

Email: jojocole21@msn.com 📞 5418406008

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: 59 Secs

City: CENTRAL POINT

State: Oregon


Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 43 Secs

jojocole21	Hello, I am your Acebuddy	30 Jul, 8:15:25 PM
Acebuddy	Hello Jojocole21, I'm your Ace Buddy. I'll be happy to assist you!	8:15:26 PM
	Whom Would You Like to Connect With?	8:15:26 PM
jojocole21	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
jojocole21	I'd like to report an Issue	8:15:40 PM
Acebuddy	Please select an option!	8:15:40 PM
jojocole21	QuickBooks Issue	8:15:55 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:15:55 PM
jojocole21	Other QB related issue	8:16:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:16:02 PM
jojocole21	I am unable to print excel reports from qb. Also, need to know how I save things and move it to dropbox or another system from the cloud hosted system	8:16:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:16:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:16:46 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:16:50 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:17:00 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:17:17 PM
jojocole21	intendance.myrealdata.net	8:17:35 PM
	user name CID75234	8:18:38 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	8:19:17 PM
	Please also share you username.	8:19:56 PM
jojocole21	NicoleAnderson	8:21:03 PM
Ashutosh Mishra	Thanks for the confirmation !	8:22:42 PM
	Nicole, the Microsoft excel application is not installed on the server.	8:25:56 PM
	If you require MS Excel on the server, we will require a formal approval from registered contact email nicole@intendanceinc.com.	8:27:51 PM
jojocole21	Thats fine, send it over and I will approve it	8:28:13 PM
Ashutosh Mishra	Thanks for the confirmation ! we will also request approval for installing Dropbox on server.	8:29:12 PM
	Is there anything else I may help you with ?	8:29:15 PM
jojocole21	No, that will be it. Thanks	8:29:33 PM
Ashutosh Mishra		

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:29:59 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:30:03 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	8:30:06 PM

	<i>Ashutosh Mishra has ended this chat session</i>	8:30:09 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	8 Jul, 12:30:32 AM
<p>#79026 JI YUN</p> <p>Email: ji@backstoptax.com 📞 4158603066</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Acebuddy</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>City: WILMINGTON</p> <p>State: Delaware</p> <p>Country: UNITED STATES</p>	

Chat Transcript	Chat Duration : 3 Mins 57 Secs
JI YUN	Hello, I am your Acebuddy8 Jul, 12:30:34 AM
Acebuddy	Hello Ji Yun, I'm your Ace Buddy. I'll be happy to assist you!12:30:34 AM

	Whom Would You Like to Connect With?	12:30:34 AM
JI YUN	Technical Support (QB & App Hosting)	12:33:59 AM
Acebuddy	Welcome to Ace Support.	12:33:59 AM
	Please chose an option :	12:33:59 AM
JI YUN	I'd like to raise a Request	12:34:12 AM
Acebuddy	Please select your request type.	12:34:12 AM
JI YUN	Printer/Scanner Addition	12:34:19 AM
Acebuddy	Please select your desired option :	12:34:19 AM
JI YUN	Printer Addition	12:34:25 AM
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below.	12:34:25 AM
	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers list and select your desired printer when prompted.	12:34:25 AM
	Do you need any further assistance on the topic?	12:34:25 AM
JI YUN	No	12:34:31 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:34:32 AM
	<i>Acebuddy has ended this chat session</i>	12:34:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79490 Angelo Bocacao

Email: info@clmqbp.com 📞 639157602689

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: SANTA MESA
State: National Capital Region
Country: PHILIPPINES

Chat Transcript

Chat Duration : 12 Mins 25 Secs

Angelo Bocacao	Hello, I am your Acebuddy	16 Jul, 8:35:59 AM
Acebuddy	Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happy to assist you!	8:36:00 AM
	Whom Would You Like to Connect With?	8:36:00 AM
Angelo Bocacao	Technical Support (QB & App Hosting)	8:36:26 AM
Acebuddy	Welcome to Ace Support.	8:36:26 AM
	Please chose an option :	8:36:26 AM
Angelo Bocacao	I'd like to report an Issue	8:36:32 AM
Acebuddy	Please select an option!	8:36:32 AM
Angelo Bocacao	QuickBooks Issue	8:36:40 AM
Acebuddy	What type of QuickBooks Issue are you facing?	8:36:40 AM
Angelo Bocacao	Other QB related issue	8:36:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:36:44 AM
Angelo Bocacao	No excel installed	8:36:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:36:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:36:54 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:37:40 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:37:44 AM
	Hello Angelo	8:37:49 AM
Angelo Bocacao	Hello	8:37:51 AM
	CID75267	8:37:53 AM
	This is a new account server setup.	8:38:02 AM
	There was no Excel installed	8:38:08 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	8:38:23 AM
Angelo Bocacao	ok	8:38:27 AM
Shashwat Verma	Angelo, as we have checked, your account is still under the onboarding team. Hence, your resources are currently managed by them. Since MS Excel is a paid add-on, we will inform the concerned team about your requirement, and they will proceed with the installation for you.	8:42:56 AM
Angelo Bocacao	We need it now	8:43:14 AM

	they said on the email that Excel was installed	8:43:21 AM
	but when I checked now, it was not	8:43:29 AM
Shashwat Verma	I will surely help you with this issue.	8:43:47 AM
Angelo Bocacao	Please install now. We have deadlines today	8:44:09 AM
Shashwat Verma	Angelo, as per your requirement, we will proceed with the installation of MS Excel on the server. The charges and future updates related to Microsoft products will be handled by the onboarding team later. To ensure your work continues without interruption, we will complete the installation within 40-50 minutes.	8:46:38 AM
	Is that work for you?	8:46:55 AM
Angelo Bocacao	Okay	8:47:00 AM
Shashwat Verma	Sure	8:47:11 AM
	Is there anything else I may help you with ?	8:47:13 AM
Angelo Bocacao	none	8:47:19 AM
	Please install it ASAP	8:47:26 AM
Shashwat Verma	Sure, we have started the process, will get this done within 40 mins max.	8:47:56 AM
Angelo Bocacao	Okay.	8:48:08 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:48:15 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	8:48:21 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	8:48:25 AM



Chat Transcript

Hello, I am your Acebuddy

#79415 Brooke Day

Email: finance@blythandburrows.com ☎ 12073563820

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: PORTLAND

State: Maine

Country: UNITED STATES

Brooke Day	Hello, I am your Acebuddy	15 Jul, 1:31:07 AM
Acebuddy	Hello Brooke Day, I'm your Ace Buddy. I'll be happy to assist you!	1:31:08 AM
	Whom Would You Like to Connect With?	1:31:08 AM
Brooke Day	Technical Support (QB & App Hosting)	1:31:36 AM
Acebuddy	Welcome to Ace Support.	1:31:36 AM
	Please chose an option :	1:31:36 AM
Brooke Day	I'd like to report an Issue	1:31:44 AM
Acebuddy	Please select an option!	1:31:44 AM
Brooke Day	Other Issue	1:31:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:31:49 AM
Brooke Day	remote server keeps kicking me off	1:32:11 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:32:11 AM
Acebuddy (bot) forwarded the chat request		1:32:11 AM
Dharmendra Kumar accepted the chat transfer request.		1:32:54 AM
Dharmendra Kumar	Thank you for contacting Ace Cloud Hosting. My name is Dharmendra Kumar. I will be assisting you today.	1:33:00 AM
Brooke Day	ok	1:33:31 AM
Dharmendra Kumar	Let me access your account real quick in here.	1:33:59 AM
Brooke Day	ok	1:34:10 AM
Dharmendra Kumar is transferring the chat to Gurwinder Singh.		1:34:24 AM

	<i>Gurwinder Singh accepted the chat transfer request.</i>	1:34:27 AM
Gurwinder Singh	Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today.	1:34:33 AM
Brooke Day	ok	1:34:56 AM
Gurwinder Singh	Brooke, we are checking this issue in the backend, allow us few mints please	1:35:05 AM
Brooke Day	ok. both me and my colleague are having issues	1:35:39 AM
Gurwinder Singh	Thank you for the update.	1:35:53 AM
	Brooke, we are facing a temporary issue on our end due to which Servers are inaccessible for some time. This should get resolved in the next 30-40 mints	1:38:25 AM
Brooke Day	ok, can I get an email when it is resolved?	1:38:57 AM
Gurwinder Singh	We will surely update you once the issue gets resolved.	1:39:27 AM
	Once this chat gets ended, a ticket will be generated and we will ensure we will reply back to you over that email.	1:39:57 AM
Brooke Day	ok, thank you. I am hoping this is not an ongoing issue as I am now unable to work	1:40:28 AM
Gurwinder Singh	Brooke, we are already in touch with our Network team as this is an issue that is effecting many users. So we will ensure you get a complete resolution to this.	1:41:25 AM
Brooke Day	ok thank you	1:41:36 AM
Gurwinder Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:42:19 AM
	<i>Gurwinder Singh has ended this chat session</i>	1:42:34 AM



Chat Transcript

I need to reboot my server

Visitor Details

9 Jul, 11:53:03 PM

#79221 Sapp

Email: sapp.steve@gmail.com 📞 13053108043

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: https://www.acecloudhosting.com/knowledgebase/?s=how+do+i+reboot+my+server&post_type=knowledgebase&kb_search_nonce=f2d9c398e2&_wp_http_referer=%2Fknowledgebase%2F

Operating System: Microsoft Windows

Browser: Google Chrome


Device: Desktop

Average Response Time: 1 Min 12 Secs
City: OCALA
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 59 Secs

Sapp	I need to reboot my server	9 Jul, 11:53:04 PM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	11:53:09 PM
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>	11:53:19 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:53:49 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:53:56 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:54:07 PM
Sapp	ok	11:54:09 PM
	CID66582 Steven Sapp	11:54:58 PM
	SSALLC	11:55:07 PM
Shubham Kataria	Upon checking, found there are multiple users logged onto the server.	11:56:59 PM
	Kindly confirm if we can proceed with the reboot?	11:57:13 PM
Sapp	YES	11:57:38 PM
Shubham Kataria	I've initiated the server reboot and will inform you once the server up and running.	11:58:34 PM
Sapp	I see it	11:58:55 PM
Shubham Kataria	Server is up and running now	11:59:53 PM
	Is there anything else I may help you with ?	10 Jul, 12:02:32 AM
Sapp	yes	12:03:12 AM
	I tried to go into the self help portal and it has some unknown email address attaached to it	12:03:39 AM
Shubham Kataria	Alright, Let me check which email is registered on your account.	12:04:37 AM
Sapp	normally sapp.steve@gmail.com but when I use my cid to recover my password I do not recognize the email	12:05:57 AM
Shubham Kataria	May I take the remote access of your server to see once.	12:06:37 AM
Sapp	yes I am assumiing you are using Steve	12:08:13 AM
Shubham Kataria	Shall I go ahead and send the remote session request to the username StevenS_SSALLC (Edited)	12:08:59 AM
	This message has been deleted	12:09:02 AM
	Are we still connected here?	12:12:24 AM

	Are we still connected here?	12:15:17 AM
	Are we still connected here?	12:16:05 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.	12:17:05 AM
	<i>Shubham Kataria has ended this chat session</i>	12:17:08 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 10:26:50 PM

#80012 tjkaneda
Email: tjkaneda@vintegritywine.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: 15 Secs
City: KANSAS CITY
State: Missouri
Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 37 Secs

tjkaneda	Hello, I am your Acebuddy	31 Jul, 10:26:51 PM
Acebuddy	Hello Taiji Kaneda, I'm your Ace Buddy. I'll be happy to assist you!	10:26:51 PM
	Whom Would You Like to Connect With?	10:26:51 PM
tjkaneda	Technical Support (QB & App Hosting)	10:26:58 PM
Acebuddy	Welcome to Ace Support.	10:26:58 PM
	Please chose an option :	10:26:58 PM
tjkaneda	I'd like to report an Issue	10:27:07 PM

Acebuddy	Please select an option!	10:27:07 PM
tjkaneda	Other Issue	10:27:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:27:13 PM
tjkaneda	We have a few people on our end that are having issues connecting with external apps. More specifically outlook.	10:28:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:28:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:28:09 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	10:28:12 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	10:28:20 PM
tjkaneda	Hello, we have a few people on our end that are having issues emailing reports. Are you having network issues?	10:28:49 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:29:09 PM
tjkaneda	It is not mine but the one of the uses is Stacey and I am not sure how to check the server	10:31:13 PM
Sanyam Madan	If Stacy is experiencing that issue, I'll need remote access to her system so I can assist her effectively.	10:31:35 PM
tjkaneda	one second, I will have her connect to support	10:32:00 PM
Sanyam Madan	Yes sure	10:32:11 PM
tjkaneda	Is there a ticket number we should reference?	10:33:10 PM
Sanyam Madan	Taiji, ticket number will be generated once the chat ends	10:33:49 PM
tjkaneda	okay closing thanks	10:34:12 PM
Sanyam Madan	But I can manually create a Ticket for you (Edited)	10:34:13 PM
	Okay sure	10:34:28 PM
	Is there anything else I may help you with ?	10:34:32 PM
tjkaneda	no thanks	10:35:10 PM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:35:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:35:25 PM

Sanyam Madan has ended this chat session

10:35:28 PM



Hello, I am your Acebuddy

Visitor Details 18 Jul, 10:43:06 PM

Visitor Details

18 Jul, 10:43:06 PM

#79598 Erika Collins

Email: ecollins@rooftechconsulting.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: ST LOUIS

State: Missouri


Country: UNITED STATES

Chat Duration : 10 Mins 25 Secs

Erika Collins	Hello, I am your Acebuddy	18 Jul, 10:43:07 PM
Acebuddy	Hello Erika Collins, I'm your Ace Buddy. I'll be happy to assist you!	10:43:08 PM
	Whom Would You Like to Connect With?	10:43:08 PM
Erika Collins	Technical Support (QB & App Hosting)	10:43:12 PM
Acebuddy	Welcome to Ace Support.	10:43:12 PM
	Please chose an option :	10:43:12 PM
Erika Collins	I'd like to report an Issue	10:43:18 PM
Acebuddy	Please select an option!	10:43:18 PM
Erika Collins	Other Issue	10:43:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:43:22 PM
Erika Collins	Cant log in	10:43:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:43:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:43:33 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:43:58 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:44:02 PM
Erika Collins	I am trying to log in and it will not let me. I had a report connection today and now i cant log on	10:44:04 PM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:44:15 PM
Erika Collins	erikacollins	10:44:35 PM

	RoofTech.myrealdata.net	10:44:54 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:45:22 PM
	To help me assist you better, please answer the following questions:	
	1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message. 2. Were you able to connect to the server before, or is this your first time trying?	10:45:23 PM
Erika Collins	yes i was able but after our session no luck and no error just cant log on	10:45:56 PM
	asking my credentials then telling me it is incorrect	10:46:19 PM
	<i>Yash Kalra is transferring the chat to Manish Singh.</i>	10:47:00 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:47:04 PM
	Is that who helped me this morning?	10:47:27 PM
Manish Singh	I will surely help you with this issue.	10:47:35 PM
Erika Collins	Ok	10:47:40 PM
Manish Singh	Are any other users affected, or is it limited to your account only?	10:47:51 PM
Erika Collins	no just mine	10:47:58 PM
	its trying to have me connect to rdgnv.myrealdata.net	10:48:45 PM
Manish Singh	Alright!	10:49:06 PM
	May I take the remote access of your local computer?	10:49:10 PM
Erika Collins	yes	10:49:15 PM
Manish Singh	https://assist.acecloudhosting.com/join/7922168783	10:49:54 PM
	Kindly paste this link in the browser of local computer and join the session.	10:50:00 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:50:03 PM
Erika Collins	got it	10:50:23 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.	10:50:52 PM
	Is there anything else I may help you with ?	10:53:01 PM
Erika Collins	Okay cool! no that helps alot thanks	10:53:08 PM
	have a good weekend	10:53:11 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:53:12 PM
Erika Collins	ok	10:53:15 PM
Manish Singh	You too. Ericka	10:53:20 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:53:24 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:53:29 PM

	<i>Manish Singh has ended this chat session</i>	10:53:33 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	10 Jul, 12:27:52 AM
<p>#79227 allison</p> <p>Email: allison@cowestlandtrust.org 📞 19702635443</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Shubham Kataria</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Microsoft Edge</p> <p>Device: Desktop</p> <p>Average Response Time: 24 Secs</p> <p>City: GREELEY</p> <p>State: Colorado</p> <p>Country: UNITED STATES</p>	

Chat Transcript

Chat Duration : 51 Mins 44 Secs

allison	Hello, I am your Acebuddy	10 Jul, 12:27:53 AM
Acebuddy	Hello Allison Rehor, I'm your Ace Buddy. I'll be happy to assist you!	12:27:53 AM
	Whom Would You Like to Connect With?	12:27:53 AM

allison	Technical Support (QB & App Hosting)	12:27:57 AM
Acebuddy	Welcome to Ace Support.	12:27:57 AM
	Please chose an option :	12:27:57 AM
allison	I'd like to report an Issue	12:28:04 AM
Acebuddy	Please select an option!	12:28:04 AM
allison	Other Issue	12:28:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:28:12 AM
allison	Connection said I was not signed in. I shut down and restarted and now QB is crashing every time it opens.	12:28:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:28:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:28:54 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	12:29:43 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:29:52 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:30:06 AM
allison	QBLivePre1.myrealdata.net Username: myrealdata\AllisonR.Pre1	12:30:44 AM
Shubham Kataria	Thank you, Kindly confirm your business name as well which is registered with us.	12:31:24 AM
allison	Either Colorado West Land Trust or Mesa County Land Conservancy, can't remember which. CWLT is a DBA	12:31:47 AM
Shubham Kataria	Alright, let me check. please allow me a minute	12:32:32 AM
	Kindly confirm if you're receiving any error message as well on QB	12:34:07 AM
allison	No, it just starts up and then disappears	12:34:21 AM
Shubham Kataria	May I take the remote access of your server?	12:34:31 AM
allison	Yes	12:34:41 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	12:34:47 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.	12:35:08 AM
	Thank you for your patience.	12:52:07 AM
allison	No problem. I do have a meeting in about 30 minutes	12:52:42 AM
Shubham Kataria	Upon Checking, we found that the issue is related to a temporary profile. We'll need to reset your profile from the backend to resolve it.	12:53:30 AM
allison	Ok. Please let me know when to login again	12:54:03 AM
Shubham Kataria	Sure, please allow 2 to 4 minutes.	12:54:19 AM

	Please log onto the server once so that I can move your data to the new profile	12:55:13 AM
allison	Do you need me to do anything?	1:02:56 AM
Shubham Kataria	We are making required changes from registry as well	1:03:14 AM
	Please allow one minute more.	1:03:22 AM
	Thank you for your patience.	1:09:25 AM
	Please log onto the server now	1:09:32 AM
allison	I'm in	1:10:27 AM
Shubham Kataria	Please accept the remote request	1:10:37 AM
	Please login once more just to test the QB.	1:12:00 AM
	Hi Allison, I have discussed this with our escalation team and they have suggested to create a new user profile for you.	1:14:49 AM
	Could you please allow us sometime to create the profile, we will deliver the new credentials over email	1:15:22 AM
allison	Ok, I only have 15 minutes left before I have to go to a meeting	1:15:23 AM
	Ok. That works	1:15:30 AM
	You will then ensure my company file is available?	1:15:42 AM
Shubham Kataria	Yes, we will move all of your data to the new user profile	1:15:59 AM
	Once the user create request completed, we will inform you over email	1:17:51 AM
	Is there anything else I may help you with ?	1:18:00 AM
allison	No, thank you	1:18:19 AM
Shubham Kataria	You're welcome	1:18:47 AM
	"We are proactively working on this and will share the details with you via email as soon as possible.	1:19:23 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:19:29 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:19:34 AM
	<i>Shubham Kataria has ended this chat session</i>	1:19:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 10:48:35 PM

#79267 Daniel Barron
Email: dbarron@dmjtransportation.net 📞 7246893271
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 39 Secs
City: ALTOONA
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 55 Secs

Daniel Barron	Hello, I am your Acebuddy	10 Jul, 10:48:36 PM
Acebuddy	Hello Daniel Barron, I'm your Ace Buddy. I'll be happy to assist you!	10:48:37 PM
	Whom Would You Like to Connect With?	10:48:37 PM
Daniel Barron	Technical Support (QB & App Hosting)	10:48:43 PM
Acebuddy	Welcome to Ace Support.	10:48:43 PM
	Please chose an option :	10:48:43 PM
Daniel Barron	I'd like to report an Issue	10:48:48 PM
Acebuddy	Please select an option!	10:48:48 PM
Daniel Barron	QuickBooks Issue	10:48:53 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:48:53 PM
Daniel Barron	Other QB related issue	10:48:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:48:58 PM
Daniel Barron	My user KBARRON can't access quickbooks on the server. Message says restricted	10:49:38 PM

Acebuddy	Please wait while we connect you to a Support Representative	10:49:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:49:38 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:50:43 PM
	<i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i>	10:50:53 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:50:56 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:51:04 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:51:08 PM
Daniel Barron	Kbarron is the username	10:52:12 PM
	not sure of server name as I'm on my cell phone	10:52:29 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:53:12 PM
	May I take the remote access of your server?	10:56:16 PM
	Are we still connected here?	10:59:08 PM
	Are we still connected here?	11:01:38 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:04:26 PM
	<i>Yash Kalra has ended this chat session</i>	11:04:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79696 Ashley Johnson

Email: ajohnson@ipsiscan.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: 23 Secs

City: LANSDALE

22 Jul, 10:41:08 PM

State: Pennsylvania
Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 48 Secs

Ashley Johnson	Hello, I am your Acebuddy	22 Jul, 10:41:09 PM
Acebuddy	Hello Ashley Johnson, I'm your Ace Buddy. I'll be happy to assist you!	10:41:09 PM
	Whom Would You Like to Connect With?	10:41:09 PM
Ashley Johnson	Technical Support (QB & App Hosting)	10:41:15 PM
Acebuddy	Welcome to Ace Support.	10:41:15 PM
	Please chose an option :	10:41:15 PM
Ashley Johnson	I'd like to report an Issue	10:41:20 PM
Acebuddy	Please select an option!	10:41:20 PM
Ashley Johnson	QuickBooks Issue	10:41:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:41:23 PM
Ashley Johnson	QuickBooks Update	10:41:31 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	10:41:32 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:41:32 PM
	Do you need any further assistance on the topic?	10:41:32 PM
Ashley Johnson	Yes	10:41:45 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:41:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:41:45 PM
Ashley Johnson	Ticket ID: 738955	10:41:49 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	10:42:09 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	10:42:16 PM
	Kindly allow me two minutes to check the same.	10:42:28 PM
Ashley Johnson	Thank you - I responded to the email Subham Kataria sent in with a few screenshots of what we are seeing	10:44:10 PM
Sanyam Madan	I just checked that there's an open ticket for a critical QuickBooks update.	10:44:50 PM
	We have two options: we can either schedule the update during night hours when no users are logged in, or we can proceed with the update now and notify you via email.	10:45:00 PM

Ashley Johnson	Yes, and that was supposed to have been just been completed at 12:30	10:45:07 PM
	est	10:45:09 PM
Sanyam Madan	I deeply apologize for the delay (Edited)	10:45:27 PM
Ashley Johnson	Dear Ashley, Greetings from Ace Cloud! Ticket ID: 738955 Issue: Emailing issue (intuit sign in keep loading) Summary: As discussed during our recent chat, you reported being unable to send emails due to the Intuit sign-in screen continuously loading. Upon investigation, we identified multiple pending updates in QuickBooks. These updates have now been successfully installed, and there are no further updates pending. Please try sending an email now and let us know if the issue has been resolved.	10:45:30 PM
Sanyam Madan	we will install the updates again to make sure that error prompts comes up in future	10:46:31 PM
Ashley Johnson	so we have to get out again for another 30 minutess???	10:46:48 PM
Sanyam Madan	we can schedule it for night hours too if you want	10:47:12 PM
Ashley Johnson	no, this needs to be done now, as it is hindering our work	10:47:27 PM
Sanyam Madan	okay	10:47:31 PM
	we will start the updates right away	10:47:40 PM
	and we will notify you as soon as it completed	10:47:54 PM
	Is there anything else I may help you with ?	10:48:02 PM
Ashley Johnson	can you please double check that the updates were either not completed or that there isnt something else that is throwing this error?	10:48:51 PM
Sanyam Madan	Yes I will talk to Shubham personally about this	10:49:03 PM
Ashley Johnson	ok, i will wait, thank you	10:49:22 PM
Sanyam Madan	Is there anything else I may help you with ?	10:49:25 PM
Ashley Johnson	no, this is essential that we are back up and running with this	10:50:08 PM
Sanyam Madan	Don't worry Ashley, you server will be up and running very soon	10:50:45 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:50:48 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:50:53 PM
	<i>Sanyam Madan has ended this chat session</i>	10:50:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 5:31:16 AM

#79487 Hedley and Bennett Inc
Email: finances@hedleyb.com ☎ 12623910904
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: 18 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 40 Secs

Hedley and Bennett Inc	Hello, I am your Acebuddy	16 Jul, 5:31:17 AM
Acebuddy	Hello Anjali Reddy, I'm your Ace Buddy. I'll be happy to assist you!	5:31:18 AM
	Whom Would You Like to Connect With?	5:31:18 AM
Hedley and Bennett Inc	Technical Support (QB & App Hosting)	5:31:22 AM
Acebuddy	Welcome to Ace Support.	5:31:22 AM
	Please chose an option :	5:31:22 AM
Hedley and Bennett Inc	I'd like to report an Issue	5:31:29 AM
Acebuddy	Please select an option!	5:31:29 AM
Hedley and Bennett Inc	QuickBooks Issue	5:31:33 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:31:33 AM
Hedley and Bennett Inc	QuickBooks Login Issue	5:31:38 AM

Chat Transcript

Customer support

Visitor Details

16 Jul, 8:45:13 PM

#79505 Amy Salter

Email: amy.h.salter@gmail.com 📞 19035703459

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: https://www.acecloudhosting.com/account-login/

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: HUNTSVILLE

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 56 Secs

Amy Salter	Customer support	16 Jul, 8:45:14 PM
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	8:45:24 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>	8:45:31 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:46:00 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:46:06 PM
	<i>The visitor's phone number was changed from 2565207100 to 19035703459.</i>	8:46:10 PM
	Hello Amy	8:46:12 PM
	How may I assist you today?	8:46:18 PM
	Are we still connected here?	8:47:05 PM
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:48:17 PM
	<i>Shubham Kataria has ended this chat session</i>	8:48:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 5:58:47 PM

#78896 Caleb Maul
Email: cmaul@rvirtualcfo.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: CHARLOTTE
State: North Carolina
Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Secs

Caleb Maul	Hello, I am your Acebuddy	2 Jul, 5:58:48 PM
Acebuddy	Hello Caleb Maul, I'm your Ace Buddy. I'll be happy to assist you!	5:58:49 PM
	Whom Would You Like to Connect With?	5:58:49 PM
Caleb Maul	Technical Support (QB & App Hosting)	5:59:00 PM
Acebuddy	Welcome to Ace Support.	5:59:00 PM
	Please chose an option :	5:59:00 PM
Caleb Maul	I'd like to raise a Request	5:59:08 PM
Acebuddy	Please select your request type.	5:59:08 PM
Caleb Maul	Other Request	5:59:16 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.	5:59:16 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:59:16 PM
Caleb Maul	No, That'll be all!	5:59:25 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	5:59:25 PM
	Acebuddy has ended this chat session	5:59:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jul, 5:54:53 PM

#79840 taxes.ltdservices
Email: taxes.ltdservices@gmail.com 📞 9195229911
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
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 35 Secs

taxes.ltdservices	Hello, I am your Acebuddy	28 Jul, 5:54:53 PM
Acebuddy	Hello Taxes.ltdservices, I'm your Ace Buddy. I'll be happy to assist you!	5:54:54 PM
	Whom Would You Like to Connect With?	5:54:54 PM
taxes.ltdservices	Technical Support (QB & App Hosting)	5:55:07 PM
Acebuddy	Welcome to Ace Support.	5:55:07 PM
	Please chose an option :	5:55:07 PM
taxes.ltdservices	I'd like to raise a Request	5:55:17 PM
Acebuddy	Please select your request type.	5:55:17 PM
taxes.ltdservices	Application Update	5:55:21 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	5:55:21 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	5:55:21 PM

taxes.ltdservices	Yes	5:55:28 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:55:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:55:28 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	5:55:42 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	5:55:49 PM
taxes.ltdservices	Hi Ashutosh. Please update Drake Accounting 2025	5:56:18 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:57:05 PM
taxes.ltdservices	LTDServices	5:57:19 PM
	User1	5:57:33 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	5:58:02 PM
taxes.ltdservices	Thank you	5:58:30 PM
Ashutosh Mishra	We have started the updates.	6:01:36 PM
	The update has completed.	6:02:50 PM
	Is there anything else I may help you with ?	6:02:52 PM
taxes.ltdservices	No, thank you	6:02:59 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:03:17 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	6:03:20 PM
	<i>Ashutosh Mishra has ended this chat session</i>	6:03:29 PM



Chat Transcript

Hello, I am your Acebuddy

#79401 REBECCA HARDY
Email: rebecca@trelfalabs.com 📞 19784172525
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: 2 Mins 48 Secs
City: SALISBURY
State: Massachusetts
Country: UNITED STATES

REBECCA HARDY	Hello, I am your Acebuddy	15 Jul, 1:02:02 AM
Acebuddy	Hello Rebecca, I'm your Ace Buddy. I'll be happy to assist you!	1:02:03 AM
	Whom Would You Like to Connect With?	1:02:03 AM
REBECCA HARDY	Technical Support (QB & App Hosting)	1:02:06 AM
Acebuddy	Welcome to Ace Support.	1:02:06 AM
	Please chose an option :	1:02:06 AM
REBECCA HARDY	I'd like to report an Issue	1:02:12 AM
Acebuddy	Please select an option!	1:02:12 AM
REBECCA HARDY	Other Issue	1:02:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:02:17 AM
REBECCA HARDY	keep losing the remote desktop connection	1:02:30 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:02:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:02:30 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:03:08 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:03:21 AM
REBECCA HARDY	ok	1:04:12 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:04:23 AM
REBECCA HARDY	TrelfaLabs.myrealddata.net	1:04:57 AM
	RebeccaHardy	1:05:03 AM

Sanyam Madan	Kindly allow me two minutes to check the same.	1:05:35 AM
	May i take remote access of your local compputer (Edited)	1:09:29 AM
REBECCA HARDY	yes	1:09:49 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	1:10:29 AM
REBECCA HARDY	ok	1:10:39 AM
Sanyam Madan	https://assist.acecloudhosting.com/join/8932073929	1:12:28 AM
	Kindly paste this link in the browser of local computer and join the session.	1:12:36 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:14:14 AM
REBECCA HARDY	I never have to enter my password. I'm not sure what it is. I will have to check my file.	1:17:16 AM
Sanyam Madan	okay sure	1:18:48 AM
REBECCA HARDY	can we reset it	1:20:24 AM
	<i>The visitor's name and phone number were changed.</i>	1:27:05 AM
	Here?	1:42:46 AM
Sanyam Madan	<div>I Just confirmed from our senior that we are having connectivity issuse from our end</div>	1:42:48 AM
REBECCA HARDY	ok	1:43:06 AM
Sanyam Madan	Our team is resolving the issue , and they will connect with you in next 30 minutes	1:43:12 AM
REBECCA HARDY	ok	1:43:17 AM
Sanyam Madan	we deeply apologize foor the inconvinience caused to you	1:43:34 AM
	Is there anything else I may help you with ?	1:43:44 AM
REBECCA HARDY	no	1:43:49 AM
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:44:01 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:44:05 AM
	<i>Sanyam Madan has ended this chat session</i>	1:44:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


8 Jul, 7:27:20 PM

#79060 anewtonmanda
Email: anewton@riverviewtaxcpa.com 📞 +18136728297
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 51 Secs
City: ORLANDO
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 18 Secs

anewtonmanda	Hello, I am your Acebuddy	8 Jul, 7:27:21 PM
Acebuddy	Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you!	7:27:21 PM
	Whom Would You Like to Connect With?	7:27:21 PM
anewtonmanda	Technical Support (QB & App Hosting)	7:27:59 PM
Acebuddy	Welcome to Ace Support.	7:27:59 PM
	Please chose an option :	7:27:59 PM
anewtonmanda	I'd like to report an Issue	7:28:03 PM
Acebuddy	Please select an option!	7:28:03 PM
anewtonmanda	Other Issue	7:28:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:28:08 PM
anewtonmanda	Unable to connect to remote desktop or ace connect	7:28:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:28:28 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	7:28:28 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	7:28:43 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	7:29:08 PM
anewtonmanda	great	7:29:56 PM
	i cannot connect to my remote desktop	7:30:35 PM
Shivam Singh	Amanda, Sorry for the inconvenience. There is a technical outage currently, and we will respond to you within 30-50 minutes.	7:31:09 PM
anewtonmanda	oh good. glad it isn't just me. i'll try again in a bit	7:31:39 PM
	thank you!	7:31:40 PM
Shivam Singh	Thanks for your understanding, we will be back with you once the system is up and running.	7:32:57 PM
	Amanda, Is there anything else I may help you with ?	7:34:47 PM
anewtonmanda	nope.	7:34:55 PM
	i'm good, thank you	7:35:04 PM
Shivam Singh	Thanks for your understanding again	7:35:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:35:30 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	7:35:37 PM
	<i>Shivam Singh has ended this chat session</i>	7:35:39 PM
<div></div>		

#79923 Irene Ngan

Email: irene.ngan@9dots.com 📞 +852 96469384

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: KWUN TONG

State: Hong Kong

Country: HONG KONG

Chat Transcript

Chat Duration : 7 Mins 20 Secs

Irene Ngan	Hello, I am your Acebuddy	30 Jul, 9:35:02 AM
Acebuddy	Hello Irene Ngan, I'm your Ace Buddy. I'll be happy to assist you!	9:35:03 AM
	Whom Would You Like to Connect With?	9:35:03 AM
Irene Ngan	Technical Support (QB & App Hosting)	9:35:16 AM
Acebuddy	Welcome to Ace Support.	9:35:16 AM
	Please chose an option :	9:35:16 AM
Irene Ngan	I'd like to raise a Request	9:35:25 AM
Acebuddy	Please select your request type.	9:35:25 AM
Irene Ngan	Password Reset	9:35:37 AM
Acebuddy	Please select an option below	9:35:37 AM
Irene Ngan	Already Enrolled to Selfcare Portal	9:35:43 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:35:43 AM
	Do you need any further assistance on the topic?	9:35:43 AM
Irene Ngan	No	9:42:23 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:42:23 AM

Acebuddy has ended this chat session

9:42:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jul, 11:16:53 PM

#79894 Hedley and Bennett Inc
Email: finances@hedleyb.com ☎ 12623910904
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: 11 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 23 Secs

Hedley and Bennett Inc	Hello, I am your Acebuddy	29 Jul, 11:16:53 PM
Acebuddy	Hello Anjali.reddy, I'm your Ace Buddy. I'll be happy to assist you!	11:16:54 PM
	Whom Would You Like to Connect With?	11:16:54 PM
Hedley and Bennett Inc	Technical Support (QB & App Hosting)	11:17:08 PM
Acebuddy	Welcome to Ace Support.	11:17:08 PM
	Please chose an option :	11:17:08 PM
Hedley and Bennett Inc	I'd like to raise a Request	11:17:14 PM
Acebuddy	Please select your request type.	11:17:14 PM
Hedley and Bennett Inc	Change in Users	11:17:25 PM
Acebuddy	Please select your desired option!	11:17:25 PM
Hedley and Bennett Inc	User Addition	11:18:11 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	11:18:11 PM
	Do you need any further assistance on the topic?	11:18:11 PM

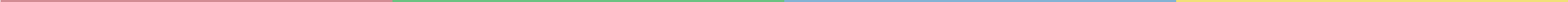
Hedley and Bennett Inc	Yes	11:18:20 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:18:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:18:20 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:19:12 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:19:23 PM
	I will be surely assisting you with this.	11:20:44 PM
	Is this for account: Hedley and Bennett Inc ?	11:21:20 PM
	Are we connected?	11:22:49 PM
	Are we still connected here?	11:23:36 PM
	Are we still connected here?	11:24:06 PM
Hedley and Bennett Inc	yes	11:25:00 PM
	i need two things	11:25:04 PM
Abhay Kumar Saraswat	Sure, please tell me.	11:25:13 PM
Hedley and Bennett Inc	i was recently setup as the primary contact	11:25:18 PM
Abhay Kumar Saraswat	Okay.	11:25:26 PM
Hedley and Bennett Inc	i need to be setup to use the portal to manage the account	11:25:36 PM
Abhay Kumar Saraswat	Okay, are you referring to MyPortal tool?	11:26:13 PM
Hedley and Bennett Inc	yes	11:27:48 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:27:54 PM
	As I checked, you are already have an admin rights on MyPortal tool.	11:28:22 PM
Hedley and Bennett Inc	what is my login	11:28:37 PM
Abhay Kumar Saraswat	Have you ever tried to login on MyPortal tool?	11:28:39 PM
Hedley and Bennett Inc	no	11:28:41 PM
Abhay Kumar Saraswat	No worrries.	11:28:50 PM
	I'll assist you.	11:28:54 PM
	https://myportal.acecloudhosting.com/login	11:28:58 PM
	Please copy this link and paste it in your local PC browser and save it in Bookmarks. (Edited)	11:29:25 PM
		11:30:22 PM

	Do you know your ACE server login password, by which you access QuickBooks ? (Edited)	
	Are we still connected here?	11:32:04 PM
Hedley and Bennett Inc	one moment	11:33:51 PM
Abhay Kumar Saraswat	Sure, please take your time.	11:33:59 PM
Hedley and Bennett Inc	Hedley2025!	11:34:20 PM
Abhay Kumar Saraswat	Is this your server password?	11:34:39 PM
	Please open the above given link and put this CID number as your username. CID69985	11:35:39 PM
	And your server password in password option.	11:35:57 PM
	Please confirm once you have logged into the MyPortal tool.	11:36:41 PM
Hedley and Bennett Inc	that is my server passowrd	11:36:56 PM
	that did not work	11:37:01 PM
Abhay Kumar Saraswat	Okay.	11:37:11 PM
	May I take the remote access of your local computer?	11:37:16 PM
	Let me check then.	11:37:29 PM
Hedley and Bennett Inc	sure	11:38:25 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:38:32 PM
	https://assist.acecloudhosting.com/join/5262182031	11:38:49 PM
	Kindly paste this link in the browser of local computer and join the session.	11:38:55 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.	11:40:36 PM
	Are we still connected here?	11:43:49 PM
	Please check your registered contact number and email for the OTP.	11:43:58 PM
	<i>The visitor's name and phone number were changed.</i>	11:48:13 PM
	Thank you for your patience.	11:49:14 PM
	As we checked, you are successfully logged in to MyPortal.	11:49:44 PM
	Is there anything else I may help you with ?	11:49:49 PM
Hedley and Bennett Inc	that's all	11:50:00 PM
	thank you	11:50:01 PM

Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:50:08 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:50:11 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:50:14 PM

Abhay Kumar Saraswat has ended this chat session

11:50:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Jul, 1:22:03 PM

#78995 Sierre568

Email: sierre568@hotmail.com 📞 2514896321

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 4 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 2 Mins 37 Secs

Sierre568	Hello, I am your Acebuddy	5 Jul, 1:22:05 PM
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Device: Desktop
City: CLAXTON
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 5 Secs

jmadewell	Hello, I am your Acebuddy	18 Jul, 11:45:36 PM
Acebuddy	Hello Jeff Madewell, I'm your Ace Buddy. I'll be happy to assist you!	11:45:37 PM
	Whom Would You Like to Connect With?	11:45:37 PM
jmadewell	Technical Support (QB & App Hosting)	11:45:51 PM
Acebuddy	Welcome to Ace Support.	11:45:51 PM
	Please chose an option :	11:45:51 PM
jmadewell	I'd like to raise a Request	11:46:00 PM
Acebuddy	Please select your request type.	11:46:00 PM
jmadewell	Other Request	11:46:35 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:46:35 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:46:35 PM
jmadewell	No, That'll be all!	11:46:41 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	11:46:41 PM
	<i>Acebuddy has ended this chat session</i>	11:46:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 9:36:51 PM

#79511 johnismerio

Email: johnismerio@gmail.com ☎ 18183998208

Department: Support(QB & App Hosting)

Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: KEMANGGISAN
State: Banten
Country: INDONESIA

Chat Transcript

Chat Duration : 27 Mins 21 Secs

johnismerio	Hello, I am your Acebuddy	16 Jul, 9:36:51 PM
Acebuddy	Hello Johnismerio, I'm your Ace Buddy. I'll be happy to assist you!	9:36:52 PM
	Whom Would You Like to Connect With?	9:36:52 PM
johnismerio	Technical Support (QB & App Hosting)	9:36:55 PM
Acebuddy	Welcome to Ace Support.	9:36:55 PM
	Please chose an option :	9:36:55 PM
johnismerio	I'd like to report an Issue	9:37:01 PM
Acebuddy	Please select an option!	9:37:01 PM
johnismerio	Other Issue	9:37:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:37:08 PM
johnismerio	keep disconnect	9:37:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:37:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:37:19 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:37:28 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:37:34 PM
johnismerio	hi	9:38:08 PM
Shubham Kataria	Hello Johnismerio	9:38:18 PM
	<i>9:38:19 PMjohnismerio is sharing a file with you</i> <i>image.png - (Size:13.57 KB)</i> <i>it keeps get this way</i> <i>but my connection is okay</i>	9:38:19 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:38:27 PM
	<i>9:38:35 PMjohnismerio is sharing a file with you</i>	9:38:35 PM

	1_image.png - (Size:14.28 KB)	
	9:38:57 PMjohnismerio is sharing a file with you image.png - (Size:12.76 KB)	9:38:57 PM
	again	
johnismerio	cloud 2	9:39:05 PM
	RDGHTN.myrealdata.net	9:39:24 PM
Shubham Kataria	Kindly confirm your business name and username	9:39:41 PM
johnismerio	last week i report slow and the cs remote and change it to HTN	9:39:43 PM
	ISTAXPro and username Cloud2	9:40:00 PM
Shubham Kataria	Thank you for the information. Please allow me one minute to check the same.	9:40:19 PM
	Kindly confirm if you're the only user who is facing this issue.	9:41:08 PM
johnismerio	yes	9:41:47 PM
	only this user	9:41:53 PM
Shubham Kataria	Are all the users using the server from same location or same internet	9:42:25 PM
johnismerio	not the same	9:43:08 PM
Shubham Kataria	Alright	9:43:33 PM
	May I take the remote access of your local computer?	9:43:37 PM
johnismerio	yes	9:43:46 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	9:43:59 PM
johnismerio	ok i have 2 screen	9:44:14 PM
Shubham Kataria	https://assist.acecloudhosting.com/join/7282567651	9:44:14 PM
	Kindly paste this link in the browser of local computer and join the session.	9:44:22 PM
johnismerio	ok?	9:45:49 PM
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:46:01 PM
	Thank you for your patience.	10:03:26 PM
johnismerio	yes	10:03:28 PM
Shubham Kataria	As per the remote conversation your issue has been resolved	10:03:41 PM
	Is there anything else I may help you with ?	10:03:44 PM
johnismerio	that is all thank you	10:03:55 PM
Shubham Kataria	you're welcome	10:03:59 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on	10:04:03 PM

	smileys at the end of this chat.	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:04:08 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:04:10 PM
	<i>Shubham Kataria has ended this chat session</i>	10:04:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	29 Jul, 7:35:59 PM
<p>#79879 Brooke Day</p> <p>Email: finance@blythandburrows.com ☎ 12073563820</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Sujeet Kumar Suman</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 1 Min 51 Secs</p> <p>City: PORTLAND</p> <p>State: Maine</p> <p>Country: UNITED STATES</p>	

Chat Transcript	Chat Duration : 51 Mins 39 Secs
Brooke Day	Hello, I am your Acebuddy29 Jul, 7:36:00 PM
Acebuddy	Hello Brooke Day, I'm your Ace Buddy. I'll be happy to assist you!7:36:02 PM

	Whom Would You Like to Connect With?	7:36:02 PM
Brooke Day	Technical Support (QB & App Hosting)	7:36:10 PM
Acebuddy	Welcome to Ace Support.	7:36:10 PM
	Please chose an option :	7:36:10 PM
Brooke Day	I'd like to report an Issue	7:36:17 PM
Acebuddy	Please select an option!	7:36:17 PM
Brooke Day	Other Issue	7:36:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:36:21 PM
Brooke Day	I am having issues with my remote login, it opens but the screen is shaded and the wheel just spins round and round	7:36:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:36:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:36:28 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:36:37 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:36:41 PM
	Hello Brooke	7:36:46 PM
Brooke Day	Hello	7:36:52 PM
Sujeet Kumar Suman	How are you doing today?	7:36:58 PM
Brooke Day	im ok	7:37:05 PM
Sujeet Kumar Suman	Kindly help me with your server name and user name?	7:37:22 PM
Brooke Day	where do I find my server name?	7:37:46 PM
	mirandagroupBB.myrealddata.net ?	7:38:32 PM
Sujeet Kumar Suman	Correct.	7:38:52 PM
	Thanks for the confirmation !	7:39:00 PM
	Kindly allow 2 minutes to check the same.	7:39:17 PM
Brooke Day	ok	7:39:22 PM
	user name is BrookeDay@myrealddata.net, tho my college AlexandraHall@myrealddata.net is also unable to login	7:40:06 PM
Sujeet Kumar Suman	Could you please confirm if you are the only one facing this issue, or are your colleagues experiencing the same problem as well?	7:40:28 PM
Brooke Day	Both me and AlexandraHall@myrealddata.net are having issues. Our other colleague is not in yet so I cannot check	7:41:21 PM
Sujeet Kumar Suman	Are you currently at the same location as your colleagues?	7:41:23 PM
Brooke Day	yes. It is not an internet issue as I am currently using said internet to chat with you	7:41:45 PM

Sujeet Kumar Suman	No worry, I can help with that. Let me look into it for you.	7:42:06 PM
	May I take the remote access of your local computer?	7:42:53 PM
	<i>7:42:56 PM</i> Brooke Day is sharing a file with you <i>image.png</i> - (<i>Size:785.09 KB</i>) <i>this is what the screen looks like</i>	7:42:56 PM
Brooke Day	yes you may	7:43:00 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	7:43:15 PM
Brooke Day	done. I just did a speed test and my internet is "very fast"	7:43:56 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:44:11 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6552545531	7:44:14 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.	7:45:36 PM
Brooke Day	ok	7:45:43 PM
Sujeet Kumar Suman	Thank you for your patience.	7:56:22 PM
	We are still working on resolving your issue from the backend. Kindly stay connected.	7:56:23 PM
Brooke Day	ok	7:56:50 PM
	any update?	8:06:05 PM
Sujeet Kumar Suman	Thank you for your patience.	8:06:16 PM
	As per our investigation, we found that the server was running low on disk space. We have added additional space to the server. Additionally, there are some pending updates for the operating system. We are currently applying these updates from the backend, and the server will reboot shortly as part of the update process.	8:06:44 PM
Brooke Day	ok	8:06:57 PM
	I am unsure how we could be running out of disk space? We have not added anything	8:07:39 PM
Sujeet Kumar Suman	The recent storage addition was made specifically to the C: drive , where critical system files, application installations, user login data, and application updates are typically stored.	8:08:39 PM
Brooke Day	we did not install anything new.	8:09:34 PM
	the last time this happened it ended up being something that was added on the back end.	8:09:53 PM
	as in not by us	8:09:58 PM
Sujeet Kumar Suman	I understand your concern. However, please note that the updates are automatically triggered by the system, and the storage consumed is a result of the files installed during these updates. This is part of the standard operating system maintenance process to ensure optimal performance and security. (Edited)	8:12:17 PM

Brooke Day	Well obviously not "ensuring optimal performance" as it's not working.	8:13:27 PM
Sujeet Kumar Suman	As the issue is persisting for two users, we need to check certain backend parameters on their systems. This includes verifying the internet speed, which should be at least 20 Mbps for optimal performance. Additionally, frequent restarts or extended shutdown times can contribute to latency and performance issues.	8:17:26 PM
Brooke Day	They are on the same internet as me	8:18:05 PM
Sujeet Kumar Suman	Rest assured, we are taking the necessary steps to streamline access and resolve the issue effectively. We sincerely appreciate your patience so far. The updates are still in progress, and once completed, we recommend checking again to confirm if the issue is resolved.	8:19:28 PM
Brooke Day	ok	8:19:42 PM
Sujeet Kumar Suman	I will share an email once the updates are successfully completed.	8:20:36 PM
	The server is currently rebooting to apply the changes. Once the process is complete and the server is back online, we will update you via email accordingly.	8:21:46 PM
	Is there anything else I may help you with ?	8:21:50 PM
Brooke Day	Do you know how long I can expect this to take?	8:22:31 PM
Sujeet Kumar Suman	The updates are still in progress. Once completed, we will notify you via email.	8:24:07 PM
Brooke Day	Yes, I saw that. I am unable to work until this is fixed. 15mins? 30? and hour? I would just like an estimate	8:24:43 PM
Sujeet Kumar Suman	Our apologies for the inconvenience, but it will up in 15 mins.	8:25:11 PM
Brooke Day	ok thank you.	8:25:21 PM
Sujeet Kumar Suman	Is there anything else I may help you with ?	8:25:36 PM
Brooke Day	I await your email	8:26:24 PM
Sujeet Kumar Suman	Sure.	8:26:48 PM
	Thanks for the confirmation !	8:26:51 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	8:26:57 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:27:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


8 Jul, 5:44:39 PM

#79047 PURAVERDE LLC
Email: peter@buffaloroze.com ☎ 6175139730
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 38 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 56 Secs

PURAVERDE LLC	Hello, I am your Acebuddy	8 Jul, 5:44:39 PM
Acebuddy	Hello Peter, I'm your Ace Buddy. I'll be happy to assist you!	5:44:40 PM
	Whom Would You Like to Connect With?	5:44:40 PM
PURAVERDE LLC	Technical Support (QB & App Hosting)	5:44:45 PM
Acebuddy	Welcome to Ace Support.	5:44:45 PM
	Please chose an option :	5:44:45 PM
PURAVERDE LLC	I'd like to report an Issue	5:44:53 PM
Acebuddy	Please select an option!	5:44:53 PM
PURAVERDE LLC	QuickBooks Issue	5:44:56 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:44:56 PM
PURAVERDE LLC	QuickBooks Update	5:45:03 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	5:45:03 PM

	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	5:45:03 PM
	Do you need any further assistance on the topic?	5:45:03 PM
PURAVERDE LLC	Yes	5:45:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:45:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:45:13 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	5:45:33 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	5:45:55 PM
PURAVERDE LLC	Here is my active case number - 723266, My QB is still not updated. Can you please help as I need access this AM.	5:46:00 PM
	Nice to chat with you!	5:46:10 PM
Shivam Singh	Thanks for the information . I will be surely assisting you with this.	5:46:53 PM
PURAVERDE LLC	Anything I have to do on my end?	5:49:57 PM
Shivam Singh	Please allow me a downtime of 30 minutes, and I will prioritize completing the installation within that time.	5:51:11 PM
PURAVERDE LLC	Confirmed. I will wait here for confirmation that I can proceed with Quickbooks.	5:51:38 PM
Shivam Singh	We will Update your QuickBooks 24.	5:51:41 PM
	If you wish, you can end the chat, and I will inform you over the email on the same ticket.	5:52:52 PM
PURAVERDE LLC	Yes that would be perfect and thanks in advance for the help.	5:53:31 PM
	<i>peter has ended this chat session</i>	5:53:36 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79864 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

29 Jul, 11:35:45 AM

Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 42 Secs
City: VADODARA
State: Gujarat
Country: INDIA

Chat Transcript

Chat Duration : 13 Mins 49 Secs

ankit	Hello, I am your Acebuddy	29 Jul, 11:35:46 AM
Acebuddy	Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you!	11:35:48 AM
	Whom Would You Like to Connect With?	11:35:48 AM
ankit	Technical Support (QB & App Hosting)	11:35:50 AM
Acebuddy	Welcome to Ace Support.	11:35:50 AM
	Please chose an option :	11:35:50 AM
ankit	I'd like to report an Issue	11:35:56 AM
Acebuddy	Please select an option!	11:35:56 AM
ankit	QuickBooks Issue	11:35:59 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:35:59 AM
ankit	Other QB related issue	11:36:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:36:05 AM
ankit	Slowness	11:36:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:36:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:36:16 AM
ankit	Hi	11:36:20 AM
	<i>Tushar accepted the chat transfer request.</i>	11:36:24 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	11:36:33 AM
ankit	Hi Tushar	11:36:50 AM
	Slownesa in working with QUICKBOOK from long time	11:37:28 AM
	Whats the matter	11:37:35 AM
Tushar	Hello Ankit, apologies for the slowness.	11:37:36 AM
ankit	We connent n reboot 15 times in last 2 weeka	11:37:58 AM
	Weeks	11:38:00 AM

	I want the permenent solution and ETA FOR THAT	11:38:28 AM
	OTHERWISE I WILL COMPLAINT ABOUT IT TO HIGHER MANAGEMENT	11:38:58 AM
Tushar	Our escalation team will be available after 2hr, they are actively working on your issue and will update you about the current situation.	11:39:21 AM
ankit	EVERYTIME FROM URSIDE TOLD THAT WE WILL FIX THE ISSUE FROM BACKEND AND FIX IT SHORTLY but Not done yet	11:39:44 AM
	We have to give answer to our clients and Its not good to reboot regularly	11:40:56 AM
Tushar	I understand your frustration regarding the matter I will personally speak with my supervisor regarding this situation. (Edited)	11:41:12 AM
ankit	Please	11:41:33 AM
	I want the permanent solution in Priority basis	11:41:59 AM
Tushar	rest assured we will update you about the situation after 2 hr from our escalation team.	11:42:11 AM
ankit	U can check,. Howmany times our employee contacted you in last 2 weeks, same problem everytime	11:42:50 AM
	So for 2 hour we have to stop work? Not possible	11:43:33 AM
Tushar	I am actively tracking all the chat session and ticket that have been created up till now and will ping them to our escalation team again, rest assured you will have response soon from them.	11:44:48 AM
ankit	Please reboot the server for present situation so that we can work properly	11:44:58 AM
Tushar	For now, we can resolve it temporarily by rebooting the server.	11:45:13 AM
ankit	And give me update later with ur escalation team	11:45:46 AM
	Ok	11:45:55 AM
	Thanks	11:45:59 AM
Tushar	Sure I will update you with our escalation team findings regarding the issue. Also kindly provide us with your contact number if required we will schedule a call as well.	11:47:09 AM
ankit	9586345145 call me after 4pm(IST)	11:47:50 AM
Tushar	Thank you for the details Ankit, also the server is rebooted.	11:47:56 AM
ankit	Ok thanks	11:48:08 AM
Tushar	Kindly check if it made a difference in performance for the time being.	11:48:29 AM
ankit	But put my issue on priority level	11:48:29 AM
Tushar	sure we will put your issue on priority.	11:48:55 AM
ankit		11:49:02 AM
Tushar	Is there anything else I may help you with ?	11:49:14 AM
ankit	No thanks	11:49:20 AM
Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:49:27 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

conversation, along with a ticket number and survey feedback form.

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

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

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

11:49:32 AM

Tushar has ended this chat session

11:49:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 7:43:34 PM

#79368 Steve Frisbie
Email: sfrisbie@ifsgroupusa.com ☎ 18165478338
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: 31 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript


Chat Duration : 14 Mins 23 Secs

Steve Frisbie	Hello, I am your Acebuddy	14 Jul, 7:43:36 PM
Acebuddy	Hello Steve Frisbie, I'm your Ace Buddy. I'll be happy to assist you!	7:43:37 PM
	Whom Would You Like to Connect With?	7:43:37 PM
Steve Frisbie	Technical Support (QB & App Hosting)	7:43:47 PM
Acebuddy		

	Welcome to Ace Support.	7:43:47 PM
	Please chose an option :	7:43:47 PM
Steve Frisbie	I'd like to raise a Request	7:43:57 PM
Acebuddy	Please select your request type.	7:43:57 PM
Steve Frisbie	Other Request	7:44:09 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.	7:44:09 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:44:09 PM
Steve Frisbie	Yes, I'm facing issues with my server	7:44:26 PM
Acebuddy	Please select an option!	7:44:26 PM
Steve Frisbie	Other Issue	7:44:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:44:30 PM
Steve Frisbie	Your shutting down my system becasue of set time	7:45:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:45:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:45:13 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	7:45:21 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	7:45:30 PM
Steve Frisbie	we getting a notice that we only have 60 minuets a session. what's up	7:45:55 PM
Ashutosh Mishra	Hello Steve, I will be surely assisting you with this. Kindly help me with your server name and user name?	7:46:40 PM
Steve Frisbie	IFSUSA	7:46:50 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	7:47:29 PM
	I am making some changes from backend that will resolve this issue.	7:49:26 PM
	We have made the required changes, and the issue will not reappear. (Edited)	7:52:59 PM
	Are we still connected here?	7:54:03 PM
	Are we still connected here?	7:55:17 PM
	Are we still connected here?	7:56:38 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.	7:57:56 PM

Ashutosh Mishra has ended this chat session

7:57:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jul, 11:11:09 PM

#79770 LEAH LOPEZ

Email: leah@anthonyelectric.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: 29 Secs

City: SANTA FE SPRINGS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 17 Secs

LEAH LOPEZ	Hello, I am your Acebuddy	24 Jul, 11:11:10 PM
Acebuddy	Hello Leah Lopez, I'm your Ace Buddy. I'll be happy to assist you!	11:11:11 PM
	Whom Would You Like to Connect With?	11:11:11 PM
LEAH LOPEZ	Technical Support (QB & App Hosting)	11:11:28 PM
Acebuddy	Welcome to Ace Support.	11:11:28 PM
	Please chose an option :	11:11:28 PM
LEAH LOPEZ	I'd like to report an Issue	11:11:38 PM
Acebuddy	Please select an option!	11:11:38 PM
LEAH LOPEZ	QuickBooks Issue	11:11:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:11:45 PM
LEAH LOPEZ	Other QB related issue	11:11:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:11:51 PM
LEAH LOPEZ	the printer keeps on changing even though i have my default printer set up. can you please fix this? it	11:12:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:12:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:12:43 PM

	Abhay Kumar Saraswat accepted the chat transfer request.	11:12:51 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:12:57 PM
	Is this for account: RGA Electric Inc DBA ANTHONY ELECTRIC ?	11:13:58 PM
LEAH LOPEZ	yes	11:14:09 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:14:15 PM
	I will be surely assisting you with this.	11:14:47 PM
	But could you please elaborate your concern regarding printing issue? (Edited)	11:15:00 PM
LEAH LOPEZ	when i print it keeps on going to different printers instead of the default printer that I already have in my printer settings	11:15:53 PM
Abhay Kumar Saraswat	Okay.	11:16:20 PM
	Could you please confirm me your default printer name or model?	11:16:40 PM
LEAH LOPEZ	the brother printer on the list L23200	11:17:22 PM
Abhay Kumar Saraswat	Okay. And are you trying to print from your local PC or through the server or QuickBooks ?	11:18:26 PM
LEAH LOPEZ	quickbooks	11:18:37 PM
Abhay Kumar Saraswat	Great.	11:18:49 PM
	Could you please confirm the username you are using to log into the server and QuickBooks ?	11:19:42 PM
LEAH LOPEZ	QuickBooks: Leah	11:20:59 PM
	Ace: the username ace assigned me	11:21:58 PM
Abhay Kumar Saraswat	Okay.	11:22:10 PM
	Could you please confirm the different printer names where the prints are being sent?	11:23:04 PM
LEAH LOPEZ	different everytime: OneNote, MSprint to PF, Kyocera, Uniprint, etc.	11:24:10 PM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	11:24:31 PM
LEAH LOPEZ	okay	11:24:42 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:25:24 PM
	May I take the remote access of your local computer?	11:25:29 PM
LEAH LOPEZ	okay	11:25:50 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:26:03 PM
	https://assist.acecloudhosting.com/join/4922394979	11:26:15 PM
	Kindly paste this link in the browser of local computer and join the session.	11:26:21 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.	11:28:44 PM
	LEAH LOPEZ, Is there anything else I may help you with?	11:49:24 PM
	I deeply apologize for the inconvenience caused to you.	11:49:51 PM
	Are we still connected here?	11:50:38 PM
	Are we still connected here?	11:51:50 PM
	Are we still connected here?	11:52:46 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:53:24 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:53:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 9:08:06 PM

#79303 Laura Bauml
Email: laura@cloudtechfi.com 📞 16605705720
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: SEDALIA
State: Missouri
Country: UNITED STATES

Chat Transcript

Chat Duration : 54 Secs

Laura Bauml	Hello, I am your Acebuddy	11 Jul, 9:08:07 PM
Acebuddy	Hello Laura Bauml, I'm your Ace Buddy. I'll be happy to assist you!	9:08:08 PM
	Whom Would You Like to Connect With?	9:08:08 PM

Laura Bauml	Technical Support (QB & App Hosting)	9:08:17 PM
Acebuddy	Welcome to Ace Support.	9:08:18 PM
	Please chose an option :	9:08:18 PM
Laura Bauml	I'd like to raise a Request	9:08:29 PM
Acebuddy	Please select your request type.	9:08:29 PM
Laura Bauml	Password Reset	9:08:36 PM
Acebuddy	Please select an option below	9:08:36 PM
Laura Bauml	Not Enrolled to Selfcare Portal	9:08:52 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:08:52 PM
	Do you need any further assistance on the topic?	9:08:52 PM
Laura Bauml	No	9:09:02 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:09:02 PM
	<i>Acebuddy has ended this chat session</i>	9:09:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 29 Jul, 12:17:49 AM

#79856 Kelly
Email: kelly@dixxon.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: 2 Mins 26 Secs
City: MESA
State: Arizona
Country: UNITED STATES

Kelly	Hello, I am your Acebuddy	29 Jul, 12:17:50 AM
Acebuddy	Hello Kelly, I'm your Ace Buddy. I'll be happy to assist you!	12:17:51 AM
	Whom Would You Like to Connect With?	12:17:51 AM
Kelly	Technical Support (QB & App Hosting)	12:17:55 AM
Acebuddy	Welcome to Ace Support.	12:17:55 AM
	Please chose an option :	12:17:55 AM
Kelly	I'd like to raise a Request	12:18:01 AM
Acebuddy	Please select your request type.	12:18:01 AM
Kelly	Server Resource Addition	12:18:08 AM
Acebuddy	Please select the resource type you'd like to add	12:18:08 AM
Kelly	RAM/Memory	12:18:14 AM
Acebuddy	We understand that you want to increase the memory on your Ace Server.	12:18:14 AM
	Based on your Request, Please share the amount of RAM you would like us to increase on your server by sending an email at support@acecloudhosting.com	12:18:14 AM
	Do note that adding additional memory is usually required only when you experience server performance issues or if you plan to run a lot of memory intensive application/tasks at the same time.	12:18:14 AM
	Hence, It is advised to connect with our support representatives before you decide to add additional memory so we can analyze the current resource utilization and suggest options accordingly.	12:18:14 AM
	Do you need any further assistance on the topic?	12:18:14 AM
Kelly	Yes	12:18:26 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:18:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:18:26 AM
	<i>Gaurav Kumar declined the transfer request.</i>	12:18:51 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:18:56 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:19:02 AM
Kelly	Hello, we are out of space on the server.	12:19:23 AM
Manish Singh	I will surely help you with this issue.	12:19:30 AM
	Kindly allow me two minutes to check the same.	12:19:33 AM
	Yes, C:/ drive almost full I will try to remove the junk files and let you know.	12:22:02 AM

Kelly	Thanks	12:22:22 AM
Manish Singh	It will take some time I will share the details over the email, Kelly.	12:30:01 AM
	Is there anything else I may help you with ?	12:30:04 AM
Kelly	That is it, thanks!	12:30:20 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:32:13 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:32:21 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:32:24 AM
	<i>Manish Singh has ended this chat session</i>	12:32:26 AM



