

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 May, 6:48:44 PM

**#77020 Elizabeth Cox**  
**Email:** tc\_industrial@yahoo.com 📞 1-649-941-4051  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 51 Secs

Elizabeth Cox	Hello, I am your Acebuddy	14 May, 6:48:45 PM
Acebuddy	Hello Tc_industrial, I'm your Ace Buddy. I'll be happy to assist you!	6:48:46 PM
	Whom Would You Like to Connect With?	6:48:46 PM
Elizabeth Cox	Technical Support (QB & App Hosting)	6:48:56 PM
Acebuddy	Welcome to Ace Support.	6:48:56 PM
	Please chose an option :	6:48:56 PM
Elizabeth Cox	I'd like to report an Issue	6:49:19 PM
Acebuddy	Please select an option!	6:49:19 PM
Elizabeth Cox	QuickBooks Issue	6:49:24 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:49:24 PM
Elizabeth Cox	QuickBooks Login Issue	6:49:30 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	6:49:30 PM
	Was that helpful?	6:49:30 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:23:37 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 May, 6:51:27 PM

**#76878 David Le**  
**Email:** david.le@amjgroups.ca 📞 15066884681  
**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 : 39 Mins 27 Secs

David Le	Hello, I am your Acebuddy	11 May, 6:51:30 PM
Acebuddy	Hello David Le, I'm your Ace Buddy. I'll be happy to assist you!	6:51:31 PM
	Whom Would You Like to Connect With?	6:51:31 PM
David Le	Technical Support (QB & App Hosting)	6:51:48 PM
Acebuddy	Welcome to Ace Support.	6:51:48 PM
	Please chose an option :	6:51:48 PM
David Le	I'd like to report an Issue	6:52:04 PM
Acebuddy	Please select an option!	6:52:04 PM
David Le	QuickBooks Issue	6:52:13 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:52:14 PM
David Le	QuickBooks Update	6:52:23 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.	6:52:23 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.	6:52:23 PM
	Do you need any further assistance on the topic?	6:52:23 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.	7:30:58 PM
Ended due to chat idle timeout		7:30:58 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 8:56:49 PM

**#77139 Kevinder**  
**Email:** k.singh@innercircle.cpa  
**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:** 53 Secs  
**City:** JALANDHAR CITY  
**State:** Himachal Pradesh  
**Country:** INDIA

Chat Transcript

Chat Duration : 45 Mins 6 Secs

Kevinder	Hello, I am your Acebuddy	16 May, 8:56:50 PM
Acebuddy	Hello K.singh, I'm your Ace Buddy. I'll be happy to assist you!	8:56:50 PM
	Whom Would You Like to Connect With?	8:56:50 PM
Kevinder	Technical Support (QB & App Hosting)	8:56:54 PM

Acebuddy	Welcome to Ace Support.	8:56:54 PM
	Please chose an option :	8:56:54 PM
Kevinder	I'd like to report an Issue	8:56:59 PM
Acebuddy	Please select an option!	8:56:59 PM
Kevinder	QuickBooks Issue	8:57:02 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:57:02 PM
Kevinder	Other QB related issue	8:57:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:57:09 PM
Kevinder	I am unable to extract reports in excel	8:58:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:58:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:58:44 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:58:55 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:59:09 PM
Kevinder	okay	8:59:49 PM
Anjainay Singh	Could you please elaborate your issue so that we can assist you accurately .	9:00:25 PM
Kevinder	I am still unable to pull reports in excel format in QB	9:00:36 PM
Anjainay Singh	Please allow me two minutes so that I can look into the issue.	9:01:00 PM
Kevinder	okay	9:01:04 PM
	We have also raised a ticket regarding this issur earlier	9:01:32 PM
Anjainay Singh	May I take the remote access of your server?	9:02:06 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:02:13 PM
Kevinder	yes	9:02:14 PM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/2612603518">https://assist.acecloudhosting.com/join/2612603518</a>	9:02:36 PM
	Please copy this URL at your server end on browser so that I can assist you accordingly .	9:03:06 PM
Kevinder	oky	9:03:15 PM
Anjainay Singh	Our escalation team member is assisting you remotely	9:06:00 PM
Kevinder	okay	9:06:15 PM
Anjainay Singh	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:41:56 PM
	<i>Ended due to chat idle timeout</i>	9:41:56 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details


31 May, 5:07:49 AM

**#77674 dmh**  
**Email:** dmh@hayesacs.com 📞 4089817015  
**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:** CINCINNATI  
**State:** Ohio  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 4 Secs

dmh	Hello, I am your Acebuddy	31 May, 5:07:50 AM
Acebuddy	Hello Daniel Hayes, I'm your Ace Buddy. I'll be happy to assist you!	5:07:51 AM
	Whom Would You Like to Connect With?	5:07:51 AM
dmh	Technical Support (QB & App Hosting)	5:07:54 AM
Acebuddy	Welcome to Ace Support.	5:07:55 AM
	Please chose an option :	5:07:55 AM
dmh	I'd like to report an Issue	5:08:00 AM
Acebuddy	Please select an option!	5:08:01 AM
dmh	Password Reset	5:08:05 AM
Acebuddy	Please select an option below	5:08:05 AM
dmh	Not Enrolled to Selfcare Portal	5:08:11 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	5:08:11 AM
	Do you need any further assistance on the topic?	5:08:11 AM

	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:39:55 AM
	Ended due to chat idle timeout	5:39:55 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 1:02:45 PM

**#77128 jolai.clover**  
**Email:** jolai.clover@gmail.com 📞 85294261088  
**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:** ABERDEEN  
**State:** Hong Kong  
**Country:** HONG KONG

Chat Transcript

Chat Duration : 5 Mins 28 Secs

jolai.clover	Hello, I am your Acebuddy	16 May, 1:02:46 PM
Acebuddy	Hello Jolai.clover, I'm your Ace Buddy. I'll be happy to assist you!	1:02:48 PM
	Whom Would You Like to Connect With?	1:02:48 PM
jolai.clover	Technical Support (QB & App Hosting)	1:02:52 PM
Acebuddy	Welcome to Ace Support.	1:02:52 PM
	Please chose an option :	1:02:52 PM
jolai.clover	I'd like to report an Issue	1:03:01 PM
Acebuddy	Please select an option!	1:03:01 PM
jolai.clover	QuickBooks Issue	1:03:07 PM
Acebuddy	What type of QuickBooks Issue are you facing?	1:03:07 PM

jolai.clover	QuickBooks Update	1:03:13 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.	1:03:13 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.	1:03:13 PM
	Do you need any further assistance on the topic?	1:03:13 PM
jolai.clover	No	1:08:14 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:08:15 PM

Acebuddy has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 May, 11:48:40 PM

#76467 info

**Email:** info@brkimcpa.com 📞 9729724930

**Department:** Support(QB & App Hosting)

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 12 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 12 Mins

info	Hello, I am your Acebuddy	1 May, 11:48:41 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	11:48:41 PM



	Whom Would You Like to Connect With?	11:48:41 PM
info	Technical Support (QB & App Hosting)	11:48:50 PM
Acebuddy	Welcome to Ace Support.	11:48:50 PM
	Please chose an option :	11:48:50 PM
info	I'd like to report an Issue	11:49:03 PM
Acebuddy	Please select an option!	11:49:03 PM
info	QuickBooks Issue	11:49:08 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:49:08 PM
info	Other QB related issue	11:49:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:49:18 PM
info	The QB for Hana Distribution and Sales LLC won't open. It says someone else has it open, but no one has actually opened it. Please check and assist.	11:51:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:51:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:51:10 PM
	<i>Gaurav Kumar declined the transfer request.</i>	11:51:55 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:52:00 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:52:05 PM
	Hello	11:52:07 PM
info	hello	11:52:15 PM
Shashwat Verma	I will surely help you with this issue.	11:52:20 PM
	May I know the username from which you are accessing the server?	11:53:07 PM
info	Juhee_BK	11:53:22 PM
Shashwat Verma	Thanks for the confirmation !	11:53:30 PM
	May I take the remote access of your server?	11:53:34 PM
info	yes	11:53:52 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:53:53 PM
	Kindly accept the invite	11:54:07 PM
	Kindly select the file	11:54:53 PM
	Are you sure that no one is using this credentials? (Edited)	11:55:48 PM
info	yse	11:56:01 PM
Shashwat Verma	Okay let me close all other instance of QB on the server, then try to access the file	11:56:24 PM
info	ok	11:56:41 PM



	please let me know when you close	11:57:26 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	11:57:34 PM
	try now	11:58:24 PM
info	and could you let me know who is opening?	11:58:34 PM
Shashwat Verma	There were multiple users using the QB	11:58:54 PM
	Looks like its opening now	11:59:45 PM
	Perfect	11:59:52 PM
info	thank you!	2 May, 12:00:01 AM
Shashwat Verma	Is there anything else I may help you with ?	12:00:02 AM
info	no	12:00:29 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:00:30 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:00:35 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	12:00:39 AM
	<i>Shashwat Verma has ended this chat session</i>	12:00:41 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77585 susanromo999

Email: susanromo999@gmail.com 📞 512-848-4970

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

29 May, 8:05:38 PM

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** HUTTO

**State:** Texas


**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 12 Secs

susanromo999	Hello, I am your Acebuddy	29 May, 8:05:39 PM
Acebuddy	Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you!	8:05:40 PM
	Whom Would You Like to Connect With?	8:05:40 PM
susanromo999	Technical Support (QB & App Hosting)	8:05:43 PM
Acebuddy	Welcome to Ace Support.	8:05:43 PM
	Please chose an option :	8:05:43 PM
susanromo999	I'd like to report an Issue	8:05:48 PM
Acebuddy	Please select an option!	8:05:48 PM
susanromo999	QuickBooks Issue	8:05:56 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:05:56 PM
susanromo999	QuickBooks Login Issue	8:06:05 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:06:07 PM
	Was that helpful?	8:06:07 PM
susanromo999	No	8:06:11 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:06:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:06:12 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	8:06:47 PM
	<i>Anurag Sharma is transferring the chat to Ankit.</i>	8:06:54 PM
	<i>Ankit accepted the chat transfer request.</i>	8:07:24 PM
susanromo999	Good Morning, I am trying to log into the server, but when I click on the Quickbooks pro icon, it just spins and then stops, will not let me log in	8:07:27 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	8:07:32 PM
	Hello Susan, How are you doing today?	8:08:37 PM
susanromo999		

	I would be better if I could start working lol	8:08:58 PM
	did you read the issue?	8:09:07 PM
Ankit	I deeply apologize for the inconvenience caused to you.	8:09:27 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:09:38 PM
susanromo999	myrealdata\susanR.pro1	8:11:02 PM
	business name Melissa Banuelos	8:11:18 PM
	my name is Susan Romo	8:11:26 PM
Ankit	Thank you for the details.	8:11:34 PM
	Kindly allow me two minutes to check the same.	8:12:30 PM
susanromo999	Yes, please ro	8:12:43 PM
	do	8:12:45 PM
Ankit	Susan ,Thank you for your patience. I believe this issue can be better assisted via a remote session. Please let me know if I can go ahead and send a remote session request to your server.	8:15:02 PM
susanromo999	yes, can we move quicker as well?	8:15:18 PM
Ankit	Prior providing the access, I would suggest you to close any important documents at your end.	8:15:25 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:16:20 PM
	Susan, thank you for your time and patience I would request you to please try accessing the server now, as it is up and running now.	8:28:10 PM
susanromo999	ok	8:28:28 PM
	Looks good. Thank you for your help	8:30:00 PM
Ankit	As discussed during the remote session, your issue has now been resolved following a server reboot.	8:30:05 PM
	Is there anything else I may help you with ?	8:30:07 PM
susanromo999	can you disconnect remote as well?	8:30:22 PM
Ankit	I did.	8:30:35 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:30:40 PM
susanromo999	thank you for all your help	8:30:45 PM
Ankit	<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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal</p>	8:30:49 PM

	(https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
susanromo999	you too	8:30:51 PM
	Ankit has ended this chat session	8:30:52 PM
<div></div>		



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 7:52:17 PM

**#76766 Ezra Dilger**  
**Email:** reception@rortax.com 📞 7633189052  
**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:** 1 Min 56 Secs  
**City:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 8 Secs

Ezra Dilger	Hello, I am your Acebuddy	8 May, 7:52:18 PM
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!	7:52:20 PM
	Whom Would You Like to Connect With?	7:52:20 PM
Ezra Dilger	Technical Support (QB & App Hosting)	7:52:23 PM
Acebuddy	Welcome to Ace Support.	7:52:23 PM
	Please chose an option :	7:52:23 PM
Ezra Dilger	I'd like to report an Issue	7:52:27 PM
Acebuddy		

	Please select an option!	7:52:27 PM
Ezra Dilger	Other Issue	7:52:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:52:31 PM
Ezra Dilger	Unable to open up Lacerte 2024 in the cloud server	7:52:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:52:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:52:43 PM
	<i>Rohan Prajapati declined the transfer request.</i>	7:52:45 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:53:44 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:53:51 PM
	Since when you are facing this issue .	7:54:51 PM
Ezra Dilger	I just noticed this just now	7:55:03 PM
	Multiple users are facing the same issue	7:55:18 PM
Anjainay Singh	Thankyou for your confirmation.	7:56:10 PM
	I am looking into it , please be patient with us .	8:01:55 PM
Ezra Dilger	No worries	8:02:02 PM
	Are we still connected?	8:11:26 PM
Anjainay Singh	Yes I am working on it .	8:11:42 PM
Ezra Dilger	Ok, thanks!	8:11:48 PM
Anjainay Singh	We need to reboot the server in order to resolve the issue .	8:14:19 PM
Ezra Dilger	Ok, I will make sure everyone logs off	8:14:30 PM
Anjainay Singh	Sure	8:14:57 PM
Ezra Dilger	I think we are good to reboot now	8:15:56 PM
Anjainay Singh	Thankyou for letting me know .	8:17:37 PM
	I have rebooted the server.	8:17:50 PM
Ezra Dilger	Thank you! I will log back in and see if I can open Lacerte 24	8:18:34 PM
	Ok, I seem to still be having trouble getting it to open	8:20:48 PM
Anjainay Singh	Please allow me just another 5 minutes.	8:21:25 PM
Ezra Dilger	Ok. Do you want me to sign out?	8:21:38 PM
Anjainay Singh	No , please stay on chat .	8:22:06 PM
Ezra Dilger	Ok	8:22:11 PM
Anjainay Singh	I am running the setup file which may resolve the issue .	8:27:55 PM
Ezra Dilger	Ok!	8:28:18 PM

Anjainay Singh	it may take sometime , once it is getting completed we will inform you over an email .	8:32:06 PM
Ezra Dilger	Ok, thanks for letting me know. Do you have an idea of how long this might take?	8:32:34 PM
Anjainay Singh	It mat take 15 minutes more.	8:32:46 PM
Ezra Dilger	Ok, thank you!	8:32:53 PM
	I'll watch for the email	8:32:57 PM
Anjainay Singh	Is there anything else I may help you with ?	8:33:08 PM
Ezra Dilger	No, that is it	8:33:24 PM
Anjainay Singh	We need to reboot the server as it is completed .	8:34:49 PM
Ezra Dilger	Oh, alright	8:35:08 PM
Anjainay Singh	Please confirm when we can proceed.	8:35:31 PM
Ezra Dilger	Please proceed now	8:35:39 PM
Anjainay Singh	We have restarted the server .	8:36:00 PM
Ezra Dilger	Are we good to log back in now, or do we still need to wait about 15 minutes?	8:36:32 PM
Anjainay Singh	You can login back .	8:38:03 PM
	It is getting launched .	8:38:22 PM
Ezra Dilger	Perfect, thank you	8:39:35 PM
Anjainay Singh	Please provide you poistive feedback.	8:40:01 PM
	You may end this remote session.	8:40:12 PM
Reception has ended this chat session		8:40:29 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77074 chuck

Email: chuck@echotaxaz.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

15 May, 8:53:31 PM

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 12 Secs

chuck	Hello, I am your Acebuddy	15 May, 8:53:31 PM
Acebuddy	Hello Chuck, I'm your Ace Buddy. I'll be happy to assist you!	8:53:32 PM
	Whom Would You Like to Connect With?	8:53:32 PM
chuck	Technical Support (QB & App Hosting)	8:53:38 PM
Acebuddy	Welcome to Ace Support.	8:53:38 PM
	Please chose an option :	8:53:38 PM
chuck	I'd like to report an Issue	8:53:42 PM
Acebuddy	Please select an option!	8:53:42 PM
chuck	Other Issue	8:53:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:53:46 PM
chuck	My UltraTax program thinks it's already operating and won't open. This happened yesterday as well and the server needed to be restarted. Not sure why this is happening.	8:55:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:55:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:55:06 PM
	<i>Gaurav Kumar declined the transfer request.</i>	8:55:48 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:55:52 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:55:55 PM
	Hello Chuck	8:55:59 PM
chuck	Hello	8:56:10 PM
Shashwat Verma	I will surely help you with this issue.	8:56:10 PM
	Kindly allow me two minutes to check the same.	8:56:13 PM
	Try now to access the Ultra tax	8:57:55 PM
	Are we still connected here?	9:01:18 PM
chuck	Yes, it's working now, thanks. Any idea why this is happening?	9:03:10 PM



Shashwat Verma	We have just close the session of the application and restarted it	9:05:05 PM
	If you again face the same issue, let us know	9:05:36 PM
chuck	ok	9:06:05 PM
Shashwat Verma	We'll keep this ticket in open for the follow up	9:06:31 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:06:39 PM
	<i>Shashwat Verma has ended this chat session</i>	9:06:44 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 May, 9:15:05 PM

**#77589 LESLIE STEPHENS**  
**Email:** stephenshardwood@highland.net 📞 14236632564  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 38 Secs  
**City:** PINE KNOT  
**State:** Kentucky  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 18 Secs

LESLIE STEPHENS	Hello, I am your Acebuddy	29 May, 9:15:06 PM
Acebuddy	Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you!	9:15:07 PM
	Whom Would You Like to Connect With?	9:15:07 PM
LESLIE STEPHENS	Technical Support (QB & App Hosting)	9:15:13 PM
Acebuddy	Welcome to Ace Support.	9:15:13 PM
	Please chose an option :	9:15:13 PM

LESLIE STEPHENS	I'd like to report an Issue	9:15:19 PM
Acebuddy	Please select an option!	9:15:19 PM
LESLIE STEPHENS	Other Issue	9:15:23 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:15:23 PM
LESLIE STEPHENS	Unable to open Quickbooks.	9:15:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:15:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:15:36 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:15:46 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:15:51 PM
	I will surely help you with this issue.	9:16:04 PM
	We have checked and found that your server was under Maintenace, kindly try now to access the server	9:17:21 PM
LESLIE STEPHENS	Okay	9:17:48 PM
	It works. Thank yo.	9:19:15 PM
Shashwat Verma	Perfect	9:19:22 PM
	Is there anything else I may help you with ?	9:19:24 PM
	Are we still connected here?	9:20:41 PM
LESLIE STEPHENS	Yes. That is all. Thank you.	9:20:59 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:21:18 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:21:20 PM
	<i>Shashwat Verma has ended this chat session</i>	9:21:24 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 May, 4:04:24 PM

#77232 Rafael Laquindanum

Email: sales@optechfy.com ☎ 639982278170

Department: Support(QB & App Hosting)

**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 1 Min 14 Secs  
**City:** TALIPAPA  
**State:** Bulacan  
**Country:** PHILIPPINES

Chat Transcript

Chat Duration : 17 Mins 29 Secs

Rafael Laquindanum	Hello, I am your Acebuddy	20 May, 4:04:27 PM
Acebuddy	Hello Rafael Laquindanum, I'm your Ace Buddy. I'll be happy to assist you!	4:04:28 PM
	Whom Would You Like to Connect With?	4:04:28 PM
Rafael Laquindanum	Technical Support (QB & App Hosting)	4:04:32 PM
Acebuddy	Welcome to Ace Support.	4:04:32 PM
	Please chose an option :	4:04:32 PM
Rafael Laquindanum	I'd like to report an Issue	4:04:39 PM
Acebuddy	Please select an option!	4:04:39 PM
Rafael Laquindanum	Other Issue	4:04:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:04:43 PM
Rafael Laquindanum	696396 Case number	4:05:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:05:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:05:03 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:05:15 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:05:18 PM
	Hello Rafael	4:05:27 PM
Rafael Laquindanum	I would like to follow up the status	4:05:35 PM
	I was waiting for the call	4:05:41 PM
	Here is my case no 696396	4:05:54 PM
	Ticket ID	4:06:05 PM
	Hello	4:06:54 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	4:07:03 PM
	Kindly allow me two minutes to check the same.	4:07:10 PM

Rafael Laquindanum	Ok thanks	4:07:16 PM
Anurag Sharma	Thank you for your patience.	4:08:57 PM
Rafael Laquindanum	Ok	4:09:20 PM
Anurag Sharma	Rafael as I can check on the ticket ID you shared. Seems like you are unable to export reports from QuickBooks. (Edited)	4:09:49 PM
Rafael Laquindanum	Yes that is correct	4:10:06 PM
	Its been days	4:10:10 PM
	Can it be fix today	4:10:21 PM
Anurag Sharma	I deeply apologize for the delay Rafael.	4:11:17 PM
	As I can check your issue has been escalated already. And our escalation team is working on resolving your issue.	4:11:49 PM
Rafael Laquindanum	Its ok, i just need it to be working today	4:11:55 PM
	Can I expect this to be resolved today?	4:12:14 PM
	Its been days since I requested this, i need to generate reports	4:12:33 PM
Anurag Sharma	I can really understand your urgency. I would like to inform you that our escalation team will provide an update regarding this issue by today.	4:14:09 PM
	You can rest assured.	4:14:13 PM
	Is there anything else I may help you with ?	4:14:27 PM
Rafael Laquindanum	I badly needed this	4:14:53 PM
	Can your team call me	4:15:01 PM
Anurag Sharma	I can certainly arrange a callback for you, Rafael. However, I'd like to inform you that our team has already started working on this issue and is committed to providing a resolution within today. Personally, I don't believe a callback is necessary at this point, but if you still prefer one, we'll be happy to arrange it for you. (Edited)	4:16:55 PM
	You can also reach out to us directly on our toll free phone number which is Phone: <b>1-888-415-5240</b> (Edited)	4:17:32 PM
Rafael Laquindanum	Can you send me the transcript of this via email	4:18:17 PM
Anurag Sharma	Yes, of course. After this chat, you will definitely receive a transcript of our conversation via email.	4:19:10 PM
	Is there anything else I may help you with ?	4:20:11 PM
Rafael Laquindanum	That is all	4:20:39 PM
	I will wait for the update and email	4:20:48 PM
	Today	4:20:50 PM
	Thank you	4:20:52 PM
Anurag Sharma	Thanks for the confirmation !	4:21:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:21:52 PM

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at [quality@acecloudhosting.com](mailto: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>]). ](<https://selfcare.acecloudhosting.com>)).)

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

4:21:55 PM

*Anurag Sharma has ended this chat session*

4:21:56 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 May, 7:24:45 PM

**#77023 Karen Shanley**

**Email:** [leslie.ciriaco@promogearusa.com](mailto:leslie.ciriaco@promogearusa.com) 📞 19493509384

**Department:** Support(QB & App Hosting)

**Operator:** Ankit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 40 Secs

Karen Shanley	Hello, I am your Acebuddy	14 May, 7:24:46 PM
Acebuddy	Hello Leslie Ciriaco, I'm your Ace Buddy. I'll be happy to assist you!	7:24:47 PM
	Whom Would You Like to Connect With?	7:24:47 PM
Karen Shanley		

	Technical Support (QB & App Hosting)	7:24:49 PM
Acebuddy	Welcome to Ace Support.	7:24:49 PM
	Please chose an option :	7:24:49 PM
Karen Shanley	I'd like to raise a Request	7:24:56 PM
Acebuddy	Please select your request type.	7:24:56 PM
Karen Shanley	Change in Users	7:25:06 PM
Acebuddy	Please select your desired option!	7:25:07 PM
Karen Shanley	User Addition	7:25:13 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!	7:25:13 PM
	Do you need any further assistance on the topic?	7:25:13 PM
Karen Shanley	Yes	7:25:21 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:25:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:25:21 PM
	<i>Ankit accepted the chat transfer request.</i>	7:25:34 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	7:25:38 PM
Karen Shanley	Hi, I added a new User: agent.p@myrealdata.net	7:25:50 PM
Ankit	Hello Leslie !! How are you doing today?	7:26:03 PM
Karen Shanley	The Username is: agent.p@myrealdata.net	7:26:19 PM
	But what is the Server Name? It is asking for this when I go to download the RDP tool.	7:26:50 PM
Ankit	I will surely help you with this issue.	7:27:01 PM
	Please confirm if this is your business name : Promogear USA Inc. ?	7:27:35 PM
Karen Shanley	yes, that is correct	7:27:52 PM
Ankit	Thank you for the confirmation.	7:28:07 PM
	Server name is : PromogearUSA.myrealdata.net	
	Is there anything else I may help you with ?	7:28:24 PM
Karen Shanley	ok - thank you! So is that the Server Name for all of the users?	7:29:02 PM
Ankit	That is correct. The server name is the same for all users; however, each user has a different username.	7:29:58 PM
Karen Shanley	ok - thank you!	7:30:21 PM
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:30:22 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at [quality@acecloudhosting.com](mailto: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>). ](<https://selfcare.acecloudhosting.com>).)

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

7:30:24 PM

Ankit has ended this chat session

7:30:27 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 May, 5:44:51 PM

**#77013 jean duvall**

**Email:** [jean@marinecitycontracting.com](mailto:jean@marinecitycontracting.com) ☎ 18105313586

**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:** TULLAMORE

**State:** Clare

**Country:** IRELAND

Chat Transcript

Chat Duration : 25 Mins 18 Secs


jean duvall	Hello, I am your Acebuddy	14 May, 5:44:52 PM
Acebuddy	Hello Jean, I'm your Ace Buddy. I'll be happy to assist you!	5:44:53 PM
	Whom Would You Like to Connect With?	5:44:53 PM
jean duvall	Technical Support (QB & App Hosting)	5:45:27 PM
Acebuddy	Welcome to Ace Support.	5:45:27 PM



	Please chose an option :	5:45:27 PM
jean duvall	I'd like to raise a Request	5:46:10 PM
Acebuddy	Please select your request type.	5:46:10 PM
jean duvall	Password Reset	5:47:02 PM
Acebuddy	Please select an option below	5:47:02 PM
jean duvall	Already Enrolled to Selfcare Portal	5:47:15 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	5:47:15 PM
	Do you need any further assistance on the topic?	5:47:15 PM
jean duvall	Yes	5:47:25 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:47:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:47:26 PM
jean duvall	login	5:47:31 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:48:49 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:49:04 PM
jean duvall	I'm having trouble logging in	5:49:42 PM
	My password doesn't work	5:50:00 PM
Anjainay Singh	Please allow me two minutes so that I can look into it .	5:50:09 PM
	May I take the remote access of your local computer?	5:51:21 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:51:28 PM
jean duvall	yes	5:51:29 PM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/4392294884">https://assist.acecloudhosting.com/join/4392294884</a>	5:51:42 PM
	Please copy this URL at your local machine browser so that I can access your machine.	5:52:13 PM
	I am accessing your machine.	5:55:24 PM
	Could you please send us an authorisation email regarding password reset request .	6:05:49 PM
	Are we still connected .	6:06:35 PM
	Are we still connected ?	6:07:31 PM
	Are we still connected ?	6:09:24 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:09:37 PM

*Anjainay Singh has ended this chat session*

6:10:11 PM



# Chat Transcript

I have a user on my account that needs to set up her RD on her computer.

Visitor Details


2 May, 9:27:39 PM

**#76515 Jeannie Bates**  
**Email:** jeannie@goldenpaws.org 📞 12392230787  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/knowledgebase/ace-cloud-server-login-configuration/>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 25 Secs  
**City:** NAPLES  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 56 Secs

Jeannie Bates	I have a user on my account that needs to set up her RD on her computer.	2 May, 9:27:39 PM
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you further.	9:27:43 PM
	Sure Ashley, let me connect you to support for this.	9:28:18 PM
	<i>Riten is transferring the chat to Support(QB &amp; App Hosting).</i>	9:28:26 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:28:52 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:28:55 PM
	Hello	9:28:57 PM
	I will surely help you with this issue.	9:29:06 PM
	Kindly confirm the username	9:29:23 PM
Jeannie Bates	KimberlyAr	9:30:02 PM
Shashwat Verma	May I take the remote access of the Pc in which you want to setup the same?	9:30:23 PM
	Are we still connected here?	9:32:15 PM
	Are we still connected here?	9:34:16 PM
Jeannie Bates		

	yes	9:36:25 PM
	the pic isnt at my location	9:36:40 PM
Shashwat Verma	okay, you can ask them to connect	9:37:59 PM
Jeannie Bates	i will have them reach out to support	9:38:36 PM
Shashwat Verma	Sure	9:38:42 PM
	Yes, we know that, just ask them to raise the chat or connect us on call.	9:39:17 PM
Jeannie Bates	i'm not sure they are available at the moment	9:39:41 PM
	i will have them reach out at a later time	9:39:49 PM
Shashwat Verma	Okay, no problem	9:40:02 PM
Jeannie Bates	as the admin will i need to give an approval for them?	9:40:13 PM
Shashwat Verma	If they already have their credentials then there is no need for approval	9:40:36 PM
	We'll help them to setup the same	9:40:50 PM
Jeannie Bates	ok thank you. I will have them reach out at their convenience.	9:41:16 PM
Shashwat Verma	Sure. Perfect	9:41:19 PM
	Is there anything else I may help you with ?	9:41:23 PM
Jeannie Bates	no thank you	9:41:27 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:41:31 PM
	<i>Visitor changed the visitor's Phone number from 2397751660 to 12392230787.</i>	9:41:33 PM
	<i>Visitor changed the visitor's Email to jeannie@goldenpaws.org.</i>	9:41:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:41:35 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:41:37 PM
	<i>Shashwat Verma has ended this chat session</i>	9:41:39 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 May, 7:44:20 PM

#77527 Alexis

Email: alexisa@sentryusa.com 📞 16057530880

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins

Alexis	Hello, I am your Acebuddy	28 May, 7:44:21 PM
Acebuddy	Hello Alexisa, I'm your Ace Buddy. I'll be happy to assist you!	7:44:22 PM
	Whom Would You Like to Connect With?	7:44:22 PM
Alexis	Technical Support (QB & App Hosting)	7:44:31 PM
Acebuddy	Welcome to Ace Support.	7:44:31 PM
	Please chose an option :	7:44:31 PM
Alexis	I'd like to report an Issue	7:44:35 PM
Acebuddy	Please select an option!	7:44:35 PM
Alexis	QuickBooks Issue	7:44:42 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:44:42 PM
Alexis	Other QB related issue	7:44:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:44:46 PM
Alexis	Server or Quickbooks is very slow this weke	7:45:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:45:06 PM
	Acebuddy (bot) forwarded the chat request	7:45:06 PM

	<i>Anurag Sharma accepted the chat transfer request.</i>	7:45:26 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	7:45:30 PM
Alexis	Hi Anurag	7:45:38 PM
Anurag Sharma	Hello Alexisa	7:45:38 PM
Alexis	I'm not sure if it's a server issue or a QBs issue but both are operating very slowly this week	7:46:34 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	7:47:23 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:47:29 PM
Alexis	Sentry.myrealddata.net, I am Sentry_Alexis	7:47:51 PM
Anurag Sharma	Thanks for the confirmation !	7:48:29 PM
	Kindly allow me two minutes to check the same.	7:48:33 PM
	Thank you for your patience.	7:52:56 PM
	Alexisa can I reboot your server once?	7:53:07 PM
Alexis	Does everyone need to log off?	7:53:31 PM
Anurag Sharma	Yes	7:54:16 PM
	Could you please ask the users to save there work?	7:54:28 PM
Alexis	Yes let me see who is logged in quick	7:54:43 PM
	Will it take very long?	7:55:01 PM
	<i>7:56:21 PMAnurag Sharma is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:13.18 KB )</i>  <i>These are the active users on the server</i>	7:56:21 PM
	Maybe I will get back in touch towards the end of the day so the team can continue working, is that OK?	7:57:36 PM
Anurag Sharma	Okay, sure	7:59:22 PM
	Is there anything else I may help you with ?	7:59:29 PM
Alexis	No thank you	7:59:35 PM
Anurag Sharma	Thanks for the confirmation !	8:00:14 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:00:17 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>). ](<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).)</p>	8:00:18 PM

# Chat Transcript

## Hello, I am your Acebuddy

Visitor Details

1 May, 6:46:17 PM

**#76437 Robert Zeigen**  
**Email:** rzeigen@szcpa.tax 📞 15613920620  
**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:** BOCA RATON  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 16 Secs

Robert Zeigen	Hello, I am your Acebuddy	1 May, 6:46:17 PM
Acebuddy	Hello Rob Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	6:46:19 PM
	Whom Would You Like to Connect With?	6:46:19 PM
Robert Zeigen	Technical Support (QB & App Hosting)	6:46:24 PM
Acebuddy	Welcome to Ace Support.	6:46:24 PM
	Please chose an option :	6:46:24 PM
Robert Zeigen	I'd like to raise a Request	6:46:28 PM
Acebuddy	Please select your request type.	6:46:28 PM
Robert Zeigen	Change in Applications	6:46:35 PM
Acebuddy	Please select your desired option!	6:46:41 PM

Robert Zeigen	Application Addition	6:46:44 PM
Acebuddy	Please select your Application	6:46:44 PM
Robert Zeigen	Other Application	6:46:48 PM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email.	6:46:48 PM
	<ul style="list-style-type: none"><li>• Application name and version</li><li>• Setup/Installer download link (if any)</li><li>• Activation Code / License information</li><li>• Any other info/guide needed to install the application.</li></ul>	6:46:48 PM
	We will update you via email once the installation is complete.	6:46:48 PM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	6:46:48 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.	7:18:34 PM
	Ended due to chat idle timeout	7:18:34 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 20 May, 7:47:22 PM

**#77240 bhardwick**  
**Email:** bhardwick@certasitepro.com 📞 317-223-4789  
**Department:** Support(QB & App Hosting)  
**Operator:** Ankit Kumar  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 27 Secs  
**City:** INDIANAPOLIS  
**State:** Indiana  
**Country:** UNITED STATES



bhardwick	Hello, I am your Acebuddy	20 May, 7:47:23 PM
Acebuddy	Hello Bhardwick, I'm your Ace Buddy. I'll be happy to assist you!	7:47:24 PM
	Whom Would You Like to Connect With?	7:47:24 PM
bhardwick	Technical Support (QB & App Hosting)	7:47:29 PM
Acebuddy	Welcome to Ace Support.	7:47:29 PM
	Please chose an option :	7:47:29 PM
bhardwick	I'd like to report an Issue	7:47:37 PM
Acebuddy	Please select an option!	7:47:37 PM
bhardwick	Other Issue	7:47:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:47:42 PM
bhardwick	Status of ticket 693464	7:47:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:47:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:47:55 PM
	<i>Ankit accepted the chat transfer request.</i>	7:48:23 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	7:48:27 PM
bhardwick	Can you please tell me the status of my ticket 693464	7:49:06 PM
Ankit	I will surely help you with this issue.	7:49:59 PM
	Kindly allow me 3-4 minutes to check the same.	7:50:07 PM
	Thank you for waiting, Becky, our concerned team, is actively working on this. I will request them to share an update along with the expected turnaround time.	7:55:15 PM
bhardwick	Do you have an ETA?	7:55:32 PM
Ankit	I will request them to share an update along with the expected ETA.	7:55:53 PM
bhardwick	if it will not be completed by 12 EST.. If it won't be done by then I need to cancel the order.	7:56:51 PM
Ankit	I deeply apologize for the inconvenience caused to you. You can expect an update from the concerned team within the next 2-3 hours.	7:57:53 PM
	They will also share an ETA for the completion of the entire process.	7:58:11 PM
	I do understand you have been waiting for a long time. I will ask the team to expedite and streamline the process to ensure it is completed as soon as possible.	7:59:45 PM
bhardwick	ok	8:00:14 PM
Ankit	Thank you for understanding.	8:00:31 PM

	Is there anything else I may help you with ?	8:00:34 PM
bhardwick	no	8:00:45 PM
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:00:56 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>). ](<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:01:10 PM
	<i>Ankit has ended this chat session</i>	8:01:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 8:35:27 PM

**#76768 justin carpenter**  
**Email:** [jcarpenter1906@gmail.com](mailto:jcarpenter1906@gmail.com) 📞 14432203368  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 2 Mins 5 Secs  
**City:** ATLANTA  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 43 Secs

justin carpenter	Hello, I am your Acebuddy	8 May, 8:35:27 PM
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Acebuddy	Hello Justin Carpenter, I'm your Ace Buddy. I'll be happy to assist you!	8:35:28 PM
	Whom Would You Like to Connect With?	8:35:28 PM
justin carpenter	Technical Support (QB & App Hosting)	8:35:36 PM
Acebuddy	Welcome to Ace Support.	8:35:36 PM
	Please chose an option :	8:35:36 PM
justin carpenter	I'd like to raise a Request	8:35:41 PM
Acebuddy	Please select your request type.	8:35:41 PM
justin carpenter	Other Request	8:35:44 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:35:44 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:35:44 PM
justin carpenter	Yes, I'm facing issues with my server	8:35:50 PM
Acebuddy	Please select an option!	8:35:50 PM
justin carpenter	Other Issue	8:35:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:35:54 PM
justin carpenter	i want to reactivate my server	8:36:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:36:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:36:04 PM
	<i>Rohan Prajapati declined the transfer request.</i>	8:36:25 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	8:37:28 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	8:37:31 PM
	Hello Justin	8:37:36 PM
justin carpenter	Hi can you reactivate my server	8:38:23 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:38:31 PM
justin carpenter	carpenter tax accounting	8:40:51 PM
Anurag Sharma	Thanks for the confirmation !	8:42:36 PM
	Kindly allow me two minutes to check the same.	8:42:41 PM
justin carpenter	ok	8:42:47 PM
	hello	8:47:42 PM
Anurag Sharma	Please stay connected for a while	8:47:52 PM
	I am working on this.	8:47:58 PM
justin carpenter	ok	8:48:01 PM

Anurag Sharma	Justin, I just checked with the concerned team. They are working on resolving this issue.	8:51:25 PM
	I have mentioned to the team to work on your issue on priority.	8:52:11 PM
	They will fix your issue within half an hour.	8:52:55 PM
	Is there anything else I may help you with ?	8:53:02 PM
	Are we still connected here?	8:54:23 PM
	Are we still connected here?	8:55:12 PM
	Are we still connected here?	8:56:05 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:56:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:56:08 PM
	<i>Anurag Sharma has ended this chat session</i>	8:56:11 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 May, 1:39:58 AM

#77612 Dana Kellier

**Email:** dana.kellier@chiefofstaffusa.com

**Department:** Support(QB & App Hosting)

**Operator:** Ashutosh Mishra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** VERNON ROCKVILLE

**State:** Connecticut

**Country:** UNITED STATES

Chat Transcript	Chat Duration : 44 Mins 41 Secs
Dana Kellier	Hello, I am your Acebuddy

Acebuddy	Hello Dana Kellier, I'm your Ace Buddy. I'll be happy to assist you!	1:39:59 AM
	Whom Would You Like to Connect With?	1:39:59 AM
Dana Kellier	Technical Support (QB & App Hosting)	1:40:06 AM
Acebuddy	Welcome to Ace Support.	1:40:06 AM
	Please chose an option :	1:40:06 AM
Dana Kellier	I'd like to raise a Request	1:40:14 AM
Acebuddy	Please select your request type.	1:40:14 AM
Dana Kellier	Setup Ace Server	1:40:21 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	1:40:21 AM
Dana Kellier	MacOS	1:40:28 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	1:40:28 AM
	Do you need any further assistance on the topic?	1:40:28 AM
Dana Kellier	Yes	1:40:35 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:40:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:40:36 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:41:08 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:41:16 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:41:31 AM
Dana Kellier	server name arinc.myrealdata.net	1:42:27 AM
	and username is myrealdatta/danakellier	1:43:03 AM
	if able to accomodate acall that may be easiest if possible	1:43:37 AM
	Ticket # ticket ID 703333	1:43:46 AM
Ashutosh Mishra	Thanks for the confirmation !	1:44:57 AM
	Kindly allow me two minutes to check the same.	1:45:03 AM
Dana Kellier	ok	1:45:11 AM
Ashutosh Mishra	Is this the first time you are facing this issue?	1:46:41 AM
	May I take the remote access of your local computer?	1:47:09 AM
Dana Kellier	Yes thank you	1:47:49 AM
	we can do a remot session	1:47:58 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	1:48:07 AM
Dana Kellier	ok no problem	1:48:27 AM

Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	1:50:05 AM
	<a href="https://assist.acecloudhosting.com/join/5232856324">https://assist.acecloudhosting.com/join/5232856324</a>	1:50:06 AM
Dana Kellier	just joined	1:51:58 AM
Ashutosh Mishra	Yes we are connected.	1:52:25 AM
	We need approval from account holder to reset the password.	1:56:48 AM
	As per discussion over the remote session, The issue is resolved by resetting password for the account and updating windows app for Mac.	2:20:00 AM
Dana Kellier	Yes all set thank you	2:24:26 AM
Ashutosh Mishra	Thanks for the confirmation !	2:24:30 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:24:35 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	2:24:37 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:24:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77530 steven

Email: [steven@lynncpas.com](mailto:steven@lynncpas.com) 📞 17204703581

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

28 May, 8:24:20 PM


**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 38 Secs  
**City:** DENVER  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 41 Secs

steven	Hello, I am your Acebuddy	28 May, 8:24:21 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	8:24:22 PM
	Whom Would You Like to Connect With?	8:24:22 PM
steven	Technical Support (QB & App Hosting)	8:24:34 PM
Acebuddy	Welcome to Ace Support.	8:24:34 PM
	Please chose an option :	8:24:34 PM
steven	I'd like to report an Issue	8:24:44 PM
Acebuddy	Please select an option!	8:24:45 PM
steven	Other Issue	8:24:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:24:47 PM
steven	login issues again	8:24:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:24:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:24:54 PM
	<i>Ankit accepted the chat transfer request.</i>	8:25:03 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	8:25:08 PM
	Hello Steven, How are you doing today?	8:25:35 PM
steven	ok	8:26:11 PM
	i am having the same issue again	8:26:23 PM
	my login is not working	8:26:33 PM
Ankit	I deeply apologize for the inconvenience caused to you.	8:26:33 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:26:37 PM
steven	the same issue as the last 2 days	8:26:44 PM
	Lynn.myrealdata.net	8:27:36 PM
Ankit	Steven, thank you for the details. Could you please confirm if you are encountering any error while trying to access the server?	8:28:22 PM



steven	yes	8:28:47 PM
Ankit	I will request you to share the error once, So that I can assist you further with the issue.	8:29:53 PM
steven	ok	8:30:00 PM
	It just times out and wont login	8:30:10 PM
	ill wait for the error	8:30:15 PM
Ankit	May I take the remote access of your local computer?	8:30:20 PM
steven	ok	8:30:40 PM
	<i>8:31:45 PM</i> steven is sharing a file with you <a href="#">1_image.png</a> - ( Size:22.31 KB )	8:31:45 PM
Ankit	Prior providing the access, I would suggest you to close any important documents at your end.	8:32:05 PM
steven	ok	8:32:22 PM
Ankit	<a href="https://assist.acecloudhosting.com/join/6992680014">https://assist.acecloudhosting.com/join/6992680014</a>	8:32:24 PM
	Please click on the link and yes for the prompts for remote access.	8:33:01 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:37:05 PM
	Steven, As discussed over the remote, the issue is resolved now.	9:03:40 PM
	Is there anything else I may help you with ?	9:03:43 PM
steven	no	9:03:49 PM
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:03:57 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	9:03:59 PM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ankit has ended this chat session</i>	9:04:02 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 May, 3:11:38 AM

#76609 Kuntal Patel

Email: kjp@rkhospitality.net 📞 12034883901

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: MADISON

State: Connecticut

Country: UNITED STATES

Chat Transcript

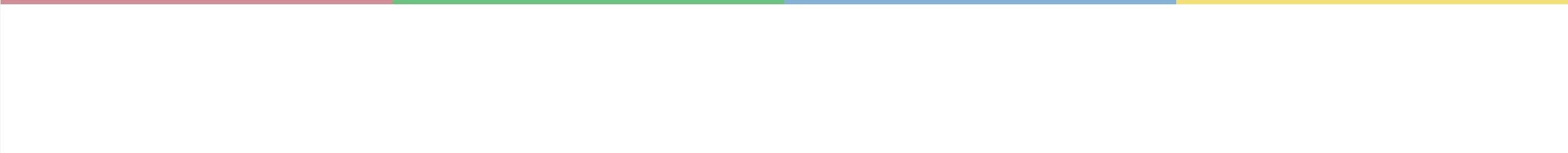
Chat Duration : 16 Mins 51 Secs

Kuntal Patel	Hello, I am your Acebuddy	6 May, 3:11:40 AM
Acebuddy	Hello Kuntal Patel, I'm your Ace Buddy. I'll be happy to assist you!	3:11:40 AM
	Whom Would You Like to Connect With?	3:11:40 AM
Kuntal Patel	Technical Support (QB & App Hosting)	3:12:04 AM
Acebuddy	Welcome to Ace Support.	3:12:04 AM
	Please chose an option :	3:12:04 AM
Kuntal Patel	I'd like to raise a Request	3:12:11 AM
Acebuddy	Please select your request type.	3:12:11 AM
Kuntal Patel	Other Request	3:12:19 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:12:19 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:12:19 AM
Kuntal Patel	Yes, I'm facing issues with my server	3:12:27 AM
Acebuddy	Please select an option!	3:12:27 AM
Kuntal Patel	Other Issue	3:12:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:12:30 AM

Kuntal Patel	user is locked out	3:12:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:12:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:12:41 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:12:48 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:12:56 AM
	I will surely help you with this issue. Please share user name?	3:13:12 AM
Kuntal Patel	Mukesh Desai	3:13:24 AM
	<i>The visitor's phone number was changed to 12034883901.</i>	3:13:30 AM
Ashutosh Mishra	Thanks for the confirmation !	3:14:49 AM
	I have unlocked the account, just use existing password to connect.	3:16:00 AM
	Is there anything else I may help you with ?	3:16:09 AM
Kuntal Patel	was it locked on your end?	3:16:34 AM
Ashutosh Mishra	It was not locked by backend team, It can get locked if the user account is not accessed for a while due to security reasons.	3:17:27 AM
Kuntal Patel	then hold on. still maybe an issue	3:17:56 AM
	let me try	3:18:00 AM
Ashutosh Mishra	Sure	3:18:13 AM
Kuntal Patel	yes, it works	3:19:15 AM
Ashutosh Mishra	Great!	3:19:22 AM
Kuntal Patel	can you check if there is MFA turned on for this user	3:19:26 AM
Ashutosh Mishra	Sure, just allow me few minutes to check.	3:20:49 AM
	The user has TFA enabled through email, he will get code on the email.	3:26:09 AM
Kuntal Patel	ok. thanks	3:26:31 AM
Ashutosh Mishra	Thanks for confirmation. Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you (Edited)	3:26:57 AM

*Ashutosh Mishra has ended this chat session*

3:28:31 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 May, 7:56:28 PM

#76573 Karen Shanley

Email: leslie.ciriaco@promogearusa.com 📞 19493509384

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: MERRICK

State: New York

Country: UNITED STATES

Chat Transcript		Chat Duration : 34 Mins 2 Secs
Karen Shanley	Hello, I am your Acebuddy	5 May, 7:56:29 PM
Acebuddy	Hello Leslie Ciriaco, I'm your Ace Buddy. I'll be happy to assist you!	7:56:30 PM
	Whom Would You Like to Connect With?	7:56:30 PM
Karen Shanley	Technical Support (QB & App Hosting)	7:56:35 PM
Acebuddy	Welcome to Ace Support.	7:56:35 PM
	Please chose an option :	7:56:35 PM
Karen Shanley	I'd like to report an Issue	7:56:43 PM
Acebuddy	Please select an option!	7:56:43 PM
Karen Shanley	Other Issue	7:56:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:56:49 PM
Karen Shanley	Hi. I have a new computer. My IT person put the icon to log into server on my desktop. When I go to log in and type in my password, it says incorrect password.	7:57:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:57:34 PM
	Acebuddy (bot) forwarded the chat request	7:57:34 PM
	Anjainay Singh accepted the chat transfer request.	7:57:51 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:58:10 PM

Karen Shanley	thank you	7:58:19 PM
Anjainay Singh	May I take the remote access of your local computer?	7:59:08 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:59:18 PM
	<a href="https://assist.acecloudhosting.com/join/5672461603">https://assist.acecloudhosting.com/join/5672461603</a>	7:59:31 PM
	Please copy this URL at your local machine browser so that I can access your machine .	8:00:09 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:30:32 PM
Ended due to chat idle timeout		8:30:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 11:36:08 PM

#77152 office.fusionfab

**Email:** office.fusionfab@gmail.com

**Department:** Support(QB & App Hosting)

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** FT COLLINS

**State:** Colorado

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 48 Secs

office.fusionfab	Hello, I am your Acebuddy	16 May, 11:36:09 PM
	im back	11:36:18 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:37:32 PM
	Is the concern related to ticket ID #695473.	11:39:56 PM

office.fusionfab	yes	11:41:08 PM
Ashutosh Mishra	I understand you wanted to setup Ace server on Mike's computer, is that correct?	11:42:16 PM
	Are we still connected here?	11:44:12 PM
	Are we still connected here?	11:46:51 PM
	Are we still connected here?	11:49:04 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:50:05 PM
Ashutosh Mishra has ended this chat session		11:50:10 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 May, 3:35:17 AM

#77562 Gerald Graves

**Email:** ggraves@blessmaninternational.org ☎ 15153435920

**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:** WAUKEE

**State:** Iowa

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 34 Secs

Gerald Graves	Hello, I am your Acebuddy	29 May, 3:35:18 AM
Acebuddy	Hello Gerald Graves, I'm your Ace Buddy. I'll be happy to assist you!	3:35:19 AM
	Whom Would You Like to Connect With?	3:35:19 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:08:52 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 May, 3:27:53 AM

**#76669 Arlene Singh**  
**Email:** asingh@minnesotamedtec.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:** OSSEO  
**State:** Minnesota  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 57 Secs

Arlene Singh	Hello, I am your Acebuddy	7 May, 3:27:55 AM
Acebuddy	Hello Arlene Singh, I'm your Ace Buddy. I'll be happy to assist you!	3:27:57 AM
	Whom Would You Like to Connect With?	3:27:57 AM
Arlene Singh	Technical Support (QB & App Hosting)	3:28:15 AM
Acebuddy	Welcome to Ace Support.	3:28:15 AM
	Please chose an option :	3:28:15 AM
Arlene Singh	I'd like to report an Issue	3:28:41 AM
Acebuddy	Please select an option!	3:28:41 AM
Arlene Singh	QuickBooks Issue	3:28:56 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:28:56 AM
Arlene Singh	QuickBooks Login Issue	3:29:44 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	3:29:44 AM
	Was that helpful?	3:29:44 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:10:54 AM

Ended due to chat idle timeout

4:10:54 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 May, 8:43:29 PM

**#76447 Janis Gaudette**  
**Email:** shopabbyleigh@comcast.net 📞 16153081816  
**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 59 Secs  
**City:** NASHVILLE  
**State:** Tennessee  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 18 Secs

Janis Gaudette	Hello, I am your Acebuddy	1 May, 8:43:30 PM
Acebuddy	Hello Janis Gaudette, I'm your Ace Buddy. I'll be happy to assist you!	8:43:31 PM
	Whom Would You Like to Connect With?	8:43:31 PM
Janis Gaudette	Technical Support (QB & App Hosting)	8:43:35 PM
Acebuddy	Welcome to Ace Support.	8:43:35 PM
	Please chose an option :	8:43:35 PM
Janis Gaudette	I'd like to report an Issue	8:43:44 PM

Acebuddy	Please select an option!	8:43:44 PM
Janis Gaudette	QuickBooks Issue	8:43:48 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:43:48 PM
Janis Gaudette	QuickBooks Login Issue	8:43:56 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:43:56 PM
	Was that helpful?	8:43:56 PM
Janis Gaudette	No	8:44:00 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:44:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:44:00 PM
	<i>Deepak Taneja declined the transfer request.</i>	8:44:11 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:44:15 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:44:25 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:44:48 PM
Janis Gaudette	Abby Leigh Gifts JanisGaudette	8:45:29 PM
	I had a support ticket 686099	8:45:54 PM
	Quickbooks Enterprise Silver was installed but I cannot access my company file. I am not prompted to login.	8:47:17 PM
Ashutosh Mishra	I will surely help you with this issue.	8:47:40 PM
	Kindly allow me two minutes to check the same.	8:47:45 PM
	Are you logged in the server?	8:52:16 PM
Janis Gaudette	not yet but I can	8:52:56 PM
Ashutosh Mishra	Please login.	8:53:10 PM
Janis Gaudette	i have	8:53:51 PM
Ashutosh Mishra	May I take the remote access of your server?	8:54:25 PM
Janis Gaudette	yes	8:54:29 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	8:54:33 PM
Janis Gaudette	ok!	8:54:40 PM
	Yes, I understand now. Thank you!!!	9:04:53 PM
Ashutosh Mishra	As per discussion over the remote session, The issue was resolved by showing you how to open company files over remote session.	9:05:18 PM
	Is there anything else I may help you with ?	9:05:23 PM
Janis Gaudette	No I think I'm good for now! thanks again!	9:05:37 PM

Ashutosh Mishra	Thanks for the confirmation !	9:05:43 PM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	9:05:46 PM
Ashutosh Mishra has ended this chat session		9:05:49 PM
<div></div>		



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 May, 7:36:45 AM

#76672 Rob Riss/ Go West

Email: rob@justgowest.com 📞 19704938441

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: 34 Secs

City: LOVELAND

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 48 Secs

Rob Riss/ Go West	Hello, I am your Acebuddy	7 May, 7:36:46 AM
Acebuddy	Hello Rob, I'm your Ace Buddy. I'll be happy to assist you!	7:36:47 AM
	Whom Would You Like to Connect With?	7:36:47 AM
Rob Riss/ Go West	Technical Support (QB & App Hosting)	7:36:50 AM
Acebuddy	Welcome to Ace Support.	7:36:50 AM
	Please chose an option :	7:36:50 AM
Rob Riss/ Go West	I'd like to raise a Request	7:36:56 AM
Acebuddy	Please select your request type.	7:36:56 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 May, 6:13:46 PM

**#76564 Michelle Rowe**  
**Email:** accounting@encompass-usa.com 📞 17342767986  
**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:** 15 Secs  
**City:** ANN ARBOR  
**State:** Michigan  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 5 Secs

Michelle Rowe	Hello, I am your Acebuddy	5 May, 6:13:48 PM
Acebuddy	Hello Michelle Rowe, I'm your Ace Buddy. I'll be happy to assist you!	6:13:49 PM
	Whom Would You Like to Connect With?	6:13:49 PM
Michelle Rowe	Technical Support (QB & App Hosting)	6:14:00 PM
Acebuddy	Welcome to Ace Support.	6:14:00 PM
	Please chose an option :	6:14:00 PM
Michelle Rowe	I'd like to report an Issue	6:14:13 PM
Acebuddy	Please select an option!	6:14:13 PM
Michelle Rowe	Other Issue	6:14:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:14:21 PM
Michelle Rowe	Trying to login to portal but i don't know my password and have not received code to verify idenity	6:15:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:15:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:15:00 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:15:12 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:15:27 PM

	Please confirm whether you are not able to receive code to reset the password.	6:16:32 PM
Michelle Rowe	I have not received the code. Also when entering the CID number do I use the CID prefix or just the numbers?	6:17:44 PM
Anjainay Singh	May I take the remote access of your local computer?	6:18:08 PM
Michelle Rowe	yep	6:18:23 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	6:18:24 PM
	<a href="https://assist.acecloudhosting.com/join/8512606583">https://assist.acecloudhosting.com/join/8512606583</a>	6:18:41 PM
Michelle Rowe	ok	6:18:43 PM
Anjainay Singh	Please copy this URL at your local machine browser so that I can have access.	6:19:05 PM
	Are we still connected here?	6:40:49 PM

Anjainay Singh has ended this chat session

6:54:53 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 7:03:28 PM

**#77183 samona**  
**Email:** samona@aabs.tax 📞 7198200159  
**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:** 37 Secs  
**City:** WEST UNITY  
**State:** Ohio  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 46 Secs

samona	Hello, I am your Acebuddy	19 May, 7:03:28 PM

Acebuddy	Hello Samona Pheils, I'm your Ace Buddy. I'll be happy to assist you!	7:03:31 PM
	Whom Would You Like to Connect With?	7:03:31 PM
samona	Technical Support (QB & App Hosting)	7:03:44 PM
Acebuddy	Welcome to Ace Support.	7:03:44 PM
	Please chose an option :	7:03:44 PM
samona	I'd like to report an Issue	7:03:50 PM
Acebuddy	Please select an option!	7:03:50 PM
samona	Other Issue	7:03:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:03:54 PM
samona	need to uninstall and reinstall	7:04:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:04:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:04:12 PM
samona	Office Tools	7:04:22 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:04:32 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:04:39 PM
	<i>Samona Pheils has initiated a remote assistance session. Would you like to access Samona Pheils's screen?</i>	7:05:00 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:05:28 PM
samona	aabs	7:06:21 PM
Sanyam Madan	can you please elaborate your issue ?	7:06:40 PM
samona	i need office tolls that has several issues uninstalled and reinstalled	7:07:02 PM
	office tools rep is on chat	7:07:17 PM
Sanyam Madan	okay Samona , we will uninstall and reinstall the office tools and inform you at the earliest via mail.	7:08:58 PM
	Are we still connected here?	7:10:16 PM
samona	yes	7:10:33 PM
	that would be great	7:10:44 PM
Sanyam Madan	Is there anything else I may help you with ?	7:10:52 PM
samona	can i have a number to call for Office tools rep and you / ACE can talk	7:11:12 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	7:12:08 PM
	<b>you can call us at 888-415-5240 at your own leisure and we will help you immediately.</b>	7:13:09 PM
	Are we still connected here?	7:15:15 PM
samona	yes	7:15:22 PM



Sanyam Madan	<b>you can call us at [888-415-5240](tel:888-415-5240) at your own leisure and we will help you immediately.</b>	7:15:31 PM
	till then , we will uninstall and reinstall the office tools and inform you at the earliest via mail.	7:15:53 PM
	Is there anything else I may help you with ?	7:17:30 PM
	Are we still connected here?	7:19:40 PM
	Are we still connected here?	7:22:24 PM
	Are we still connected here?	7:24:25 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.	7:25:13 PM

*Sanyam Madan has ended this chat session*

7:25:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 May, 7:22:13 PM


**#76570 William Block**  
**Email:** wbb@block1.us 📞 19104719492  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 25 Secs  
**City:** WILMINGTON  
**State:** North Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 12 Secs

William Block	Hello, I am your Acebuddy	5 May, 7:22:14 PM
Acebuddy	Hello William Block, I'm your Ace Buddy. I'll be happy to assist you!	7:22:15 PM
	Whom Would You Like to Connect With?	7:22:15 PM

William Block	Technical Support (QB & App Hosting)	7:22:19 PM
Acebuddy	Welcome to Ace Support.	7:22:19 PM
	Please chose an option :	7:22:19 PM
William Block	I'd like to raise a Request	7:22:30 PM
Acebuddy	Please select your request type.	7:22:30 PM
William Block	Other Request	7:22:36 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.	7:22:36 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:22:36 PM
William Block	Yes, I'm facing issues with my server	7:22:46 PM
Acebuddy	Please select an option!	7:22:46 PM
William Block	Other Issue	7:22:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:22:51 PM
William Block	I need to speak via chat or on the phone with support!	7:23:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:23:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:23:07 PM
	<i>Rohan Prajapati declined the transfer request.</i>	7:23:38 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:23:46 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:24:01 PM
William Block	Hi. I've been trying to call. Your automated host does not work when I press 2 for support!	7:24:29 PM
	I need help with a current customer and a Quickbooks upgrade	7:24:49 PM
	It's complicated--better over the phone	7:25:00 PM
	Can you call me?	7:25:02 PM
	?	7:26:37 PM
Anjainay Singh	Sure could you please provide your call back details in below format so that I can arrange a call back for you ? Call back number- Time Zone- Suitable time for call-	7:27:04 PM
	We are arranging a call back , please provide details in above format shared .	7:29:17 PM
	Our agents are busy on another call so please provide your direct reachable number to reach you asap .	7:31:59 PM
	Are we still connected here?	7:34:14 PM
	Are we still connected here ?	7:37:57 PM

	In order to better assist you we are arranging a call back over number (*9104719492*) to assist you in real time .	7:39:05 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.	7:40:58 PM
	<i>Anjainay Singh has ended this chat session</i>	7:41:27 PM
<div></div>		



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 May, 9:04:36 PM

**#76577 jackee**  
**Email:** jdouglas@jvsindustrial.net  
**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:** 59 Secs  
**City:** HILLSBOROUGH  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 12 Secs

jackee	Hello, I am your Acebuddy	5 May, 9:04:38 PM
Acebuddy	Hello Jackee, I'm your Ace Buddy. I'll be happy to assist you!	9:04:38 PM
	Whom Would You Like to Connect With?	9:04:38 PM
jackee	Technical Support (QB & App Hosting)	9:04:44 PM
Acebuddy	Welcome to Ace Support.	9:04:44 PM
	Please chose an option :	9:04:44 PM
jackee	I'd like to report an Issue	9:04:55 PM
Acebuddy	Please select an option!	9:04:55 PM

jackee	Other Issue	9:04:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:04:59 PM
jackee	Cannot connect with remote desktop	9:05:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:05:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:05:13 PM
	<i>Rohan Prajapati declined the transfer request.</i>	9:05:19 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:06:28 PM
	<i>Anjainay Singh is transferring the chat to Shivam Singh.</i>	9:06:43 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:06:44 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	9:07:00 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:07:05 PM
jackee	Computer is JVSICCmyrealdata.net	9:07:32 PM
	username: jackeeg@myrealdata.net	9:07:42 PM
Shivam Singh	Thanks for the confirmation !	9:08:45 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	9:08:51 PM
jackee	Just me, I asked a coworker and they were fine getting in	9:09:06 PM
Shivam Singh	May I take the remote access of your local computer?	9:09:50 PM
jackee	yes	9:10:11 PM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:10:35 PM
jackee	ok i"m good	9:10:44 PM
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.	9:11:18 PM
	This message has been deleted	9:11:20 PM
	<a href="https://assist.acecloudhosting.com/join/2122398775">https://assist.acecloudhosting.com/join/2122398775</a>	9:11:33 PM
	we are connected now.	9:12:57 PM
jackee	ok you can control	9:13:11 PM
Shivam Singh	Jackee, Is there anything else I may help you with?	9:15:49 PM
jackee	Thank you- I'm good!	9:15:51 PM
	Have a great day- bye	9:16:35 PM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:16:45 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

9:16:48 PM

*Shivam Singh has ended this chat session*

9:16:50 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 2:18:26 AM


**#77045 Salome Franco**  
**Email:** sfranco@synergybc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 26 Secs  
**City:** QUITO  
**State:** Pichincha  
**Country:** ECUADOR

Chat Transcript

Chat Duration : 25 Mins 31 Secs

Salome Franco	Hello, I am your Acebuddy	15 May, 2:18:26 AM
Acebuddy	Hello Sfranco, I'm your Ace Buddy. I'll be happy to assist you!	2:18:27 AM
	Whom Would You Like to Connect With?	2:18:27 AM
Salome Franco	Technical Support (QB & App Hosting)	2:18:31 AM
Acebuddy	Welcome to Ace Support.	2:18:31 AM
	Please chose an option :	2:18:31 AM

Salome Franco	I'd like to raise a Request	2:18:43 AM
Acebuddy	Please select your request type.	2:18:43 AM
Salome Franco	Retrasar	2:18:56 AM
Acebuddy	Welcome to Ace Support.	2:18:56 AM
	Please chose an option :	2:18:56 AM
Salome Franco	I'd like to report an Issue	2:18:59 AM
Acebuddy	Please select an option!	2:18:59 AM
Salome Franco	Other Issue	2:19:04 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:19:04 AM
Salome Franco	I cannot login into Outlook, i already have a ticket 694320	2:19:33 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:19:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:19:34 AM
	<i>Arjun Sikarwar declined the transfer request.</i>	2:19:38 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:20:09 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:20:13 AM
	Hello Sfranco	2:20:22 AM
	Kindly allow me two minutes to check the same.	2:21:07 AM
Salome Franco	Sorry, I just called back, but I’m in a really noisy spot right now. Thanks!	2:22:23 AM
Shashwat Verma	So you are getting assistance on call right?	2:22:50 AM
Salome Franco	I was, but I hung up because there’s construction going on next door	2:23:36 AM
Shashwat Verma	Okay	2:24:43 AM
	No problem	2:24:50 AM
	So you are getting issue in outlook?	2:25:03 AM
Salome Franco	Yes, exactly. I’m trying to log in via RDC, but the notification that's supposed to arrive on the Authenticator app never comes through, so I can’t log in to the server	2:26:44 AM
Shashwat Verma	Okay	2:27:04 AM
	Let me see at your end	2:27:10 AM
	May I take the remote access of your local computer?	2:27:13 AM
Salome Franco	Yes please	2:27:30 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	2:27:42 AM
	<a href="https://assist.acecloudhosting.com/join/9492828293">https://assist.acecloudhosting.com/join/9492828293</a>	2:27:43 AM
	Kindly Click on the link and open the downloaded file.	2:27:47 AM

	As per the remote session, we assist you there, hence ending this chat for now	2:43:55 AM
	<i>Shashwat Verma has ended this chat session</i>	2:43:58 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	29 May, 3:03:37 AM
<p><b>#77558 Adam Schipani</b></p> <p><b>Email:</b> info@mjschipanielectric.com ☎ 19084470805</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Tushar Pharswan</p> <p><b>Website:</b> https://www.acecloudhosting.com/support-chat.php</p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Mozilla Firefox</p> <p><b>Device:</b> Desktop</p> <p><b>Average Response Time:</b> 28 Secs</p> <p><b>City:</b> ANNANDALE</p> <p><b>State:</b> New Jersey</p> <p><b>Country:</b> UNITED STATES</p>	


Chat Transcript

Chat Duration : 29 Mins 10 Secs

Adam Schipani	Hello, I am your Acebuddy	29 May, 3:03:38 AM
Acebuddy	Hello Adam Schipani, I'm your Ace Buddy. I'll be happy to assist you!	3:03:38 AM
	Whom Would You Like to Connect With?	3:03:38 AM
Adam Schipani	Technical Support (QB & App Hosting)	3:03:43 AM
Acebuddy	Welcome to Ace Support.	3:03:43 AM
	Please chose an option :	3:03:43 AM
Adam Schipani	I'd like to report an Issue	3:04:02 AM
Acebuddy	Please select an option!	3:04:03 AM
Adam Schipani	QuickBooks Issue	3:04:07 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:04:07 AM



Adam Schipani	QuickBooks Login Issue	3:04:14 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	3:04:14 AM
	Was that helpful?	3:04:14 AM
Adam Schipani	No	3:04:18 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:04:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:04:19 AM
	<i>Gaurav Kumar declined the transfer request.</i>	3:04:37 AM
Adam Schipani	adamS.q1	3:04:53 AM
	<i>Tushar accepted the chat transfer request.</i>	3:05:11 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	3:05:16 AM
Adam Schipani	thank you	3:05:40 AM
Tushar	Are you not able to login to your cloud server or login inside QuickBooks	3:06:07 AM
Adam Schipani	yes correct	3:06:26 AM
	would you like to take remote access	3:06:34 AM
Tushar	Kindly try to login again, if it does not work then we will proceed further with the remote session.	3:07:43 AM
Adam Schipani	no says file is on another computer	3:08:55 AM
Tushar	Kindly allow me two minutes to check the same.	3:10:15 AM
Adam Schipani	hello u still there	3:21:57 AM
Tushar	Kindly allow me few minutes to check the same.	3:22:06 AM
	It is taking time to investigate the issue	3:22:21 AM
Adam Schipani	ok	3:22:29 AM
	want to make sure we were not disconnected	3:22:40 AM
Tushar	Definitely Do not worry I am doing the needful on my end.	3:23:10 AM
	Can you please connect to the server.	3:24:40 AM
	I would like to take remote session of your server.	3:24:51 AM
	In order to rectify this issue.	3:24:58 AM
	Are we still connected here?	3:27:36 AM
Adam Schipani	yes	3:28:04 AM
Tushar	Can you please connect to the server.	3:28:11 AM
Adam Schipani	im on server\	3:28:52 AM
Tushar	May I take the remote access of your server?	3:28:58 AM

	Prior providing the access, I would suggest you to close any important documents at your end.	3:29:04 AM
Adam Schipani	yes	3:29:05 AM
Tushar	Kindly Accept the remote session request	3:29:24 AM
Adam Schipani	it was not working a miunte ago	3:30:21 AM
Tushar	We made some changs from back end.	3:30:37 AM
	its working now.	3:30:44 AM
	Is there anything else I may help you with ?	3:30:45 AM
Adam Schipani	i just want to test again	3:31:07 AM
Tushar	Sure, please take your time	3:31:20 AM
Adam Schipani	seems to be all okay	3:31:46 AM
Tushar	okay.	3:32:32 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	3:32:35 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:32:42 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">[https://selfcare.acecloudhosting.com)</a>. ](<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	3:32:46 AM
	<i>Tushar has ended this chat session</i>	3:32:48 AM
		

**Email:** karmenti-yahl@rwhsgcpa.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:** SUWANEE  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Min 39 Secs

karmenti-yahl	Hello, I am your Acebuddy	5 May, 10:47:58 PM
Acebuddy	Hello Kimberly Armenti-yahl, I'm your Ace Buddy. I'll be happy to assist you!	10:47:58 PM
	Whom Would You Like to Connect With?	10:47:58 PM
karmenti-yahl	Technical Support (QB & App Hosting)	10:48:09 PM
Acebuddy	Welcome to Ace Support.	10:48:09 PM
	Please chose an option :	10:48:09 PM
karmenti-yahl	I'd like to raise a Request	10:48:16 PM
Acebuddy	Please select your request type.	10:48:16 PM
karmenti-yahl	Other Request	10:48:40 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:48:40 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:48:40 PM
karmenti-yahl	No, That'll be all!	10:49:37 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	10:49:37 PM
	<i>Acebuddy has ended this chat session</i>	10:49:37 PM



**#76837 Burcu Bryan**  
**Email:** burcubryan@ayeya.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 21 Secs  
**City:** OLYMPIA  
**State:** Washington  
**Country:** UNITED STATES

Burcu Bryan	Hello, I am your Acebuddy	9 May, 9:17:41 PM
Acebuddy	Hello Burcu Bryan, I'm your Ace Buddy. I'll be happy to assist you!	9:17:42 PM
	Whom Would You Like to Connect With?	9:17:42 PM
Burcu Bryan	Technical Support (QB & App Hosting)	9:17:53 PM
Acebuddy	Welcome to Ace Support.	9:17:53 PM
	Please chose an option :	9:17:53 PM
Burcu Bryan	I'd like to raise a Request	9:18:06 PM
Acebuddy	Please select your request type.	9:18:06 PM
Burcu Bryan	Other Request	9:18:19 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.	9:18:19 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:18:19 PM
Burcu Bryan	Restart	9:18:40 PM
Acebuddy	Hello Burcu Bryan, I'm your Ace Buddy. I'll be happy to assist you!	9:18:40 PM
	Whom Would You Like to Connect With?	9:18:40 PM
Burcu Bryan	Technical Support (QB & App Hosting)	9:18:54 PM
Acebuddy	Welcome to Ace Support.	9:18:54 PM
	Please chose an option :	9:18:54 PM
Burcu Bryan	I'd like to report an Issue	9:19:00 PM
Acebuddy	Please select an option!	9:19:00 PM

Burcu Bryan	Other Issue	9:19:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:19:07 PM
Burcu Bryan	691889 This is my ticket number. I need help logging in please	9:19:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:19:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:19:35 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:20:01 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:20:14 PM
	Hello Burcu (Edited)	9:20:23 PM
	I will surely help you with this issue.	9:20:47 PM
Burcu Bryan	Hi! Shashwat! I need help logging as a new user please	9:20:51 PM
	I got the user set up email notification but I don't see user name or password	9:21:11 PM
Shashwat Verma	May I take the remote access of your local computer?	9:21:38 PM
Burcu Bryan	sure	9:21:49 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:22:07 PM
	<a href="https://assist.acecloudhosting.com/join/9322586861">https://assist.acecloudhosting.com/join/9322586861</a>	9:22:38 PM
Burcu Bryan	OK	9:22:40 PM
Shashwat Verma	Kindly Click on the link and open the downloaded file.	9:22:41 PM
Burcu Bryan	I have	9:24:47 PM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:25:16 PM
	as per the remote session, we have helped you to setup the rdp file	9:36:44 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:36:46 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>). ](<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:36:48 PM
	<i>Shashwat Verma has ended this chat session</i>	9:36:50 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 May, 9:30:50 PM

**#76703 Tammy Boles Melton**  
**Email:** tmelton1007@gmail.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 38 Secs  
**City:** MYRTLE BEACH  
**State:** South Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 33 Secs

Tammy Boles Melton	Hello, I am your Acebuddy	7 May, 9:30:53 PM
Acebuddy	Hello Tammy Melton, I'm your Ace Buddy. I'll be happy to assist you!	9:30:56 PM
	Whom Would You Like to Connect With?	9:30:56 PM
Tammy Boles Melton	Technical Support (QB & App Hosting)	9:31:05 PM
Acebuddy	Welcome to Ace Support.	9:31:05 PM
	Please chose an option :	9:31:05 PM
Tammy Boles Melton	I'd like to report an Issue	9:31:11 PM
Acebuddy	Please select an option!	9:31:11 PM
Tammy Boles Melton	QuickBooks Issue	9:31:18 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:31:18 PM
Tammy Boles Melton	Other QB related issue	9:31:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:31:25 PM
Tammy Boles Melton	Printer will not connect	9:31:41 PM



Acebuddy	Please wait while we connect you to a Support Representative	9:31:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:31:42 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:31:54 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:32:06 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:32:31 PM
Tammy Boles Melton	CID70015	9:33:03 PM
	tAMMY	9:33:09 PM
	I'm sorry the user name is CID70015 I dont know what you are asking for server name	9:34:44 PM
	PCCLC.myrealdata.net	9:35:16 PM
Ashutosh Mishra	Thanks for the confirmation !	9:35:25 PM
	Kindly allow me two minutes to check the same.	9:35:30 PM
Tammy Boles Melton	on	9:35:35 PM
	ok	9:35:37 PM
Ashutosh Mishra	May I take the remote access of your server?	9:40:25 PM
Tammy Boles Melton	ok how	9:41:20 PM
Ashutosh Mishra	I will send message on server please accept that.	9:41:35 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:41:39 PM
	May I take the remote access of your local computer?	9:56:49 PM
Tammy Boles Melton	ok	9:57:59 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:58:31 PM
	Click on the following link to start session	9:59:14 PM
	<a href="https://assist.acecloudhosting.com/join/9652593406">https://assist.acecloudhosting.com/join/9652593406</a>	9:59:16 PM
	As per discussion over the remote session, The issue is with the printer itself as it shows the printer is offline and cannot print from local computer too. We can see the print jobs are being sent from server as well as local computer but due to printer being offline it is not executed.	10:08:21 PM
	I suggest checking with local IT team who can troubleshoot printer devices on local machines.	10:08:58 PM
	Is there anything else I may help you with ?	10:09:47 PM
	Are we still connected here?	10:10:32 PM
	Are we still connected here?	10:12:23 PM
	Are we still connected here?	10:14:12 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:15:25 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:15:29 PM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 8:05:26 PM

#77184 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

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: 28 Secs

City: RIVERSIDE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 53 Secs

Mohita Chadha	Hello, I am your Acebuddy	19 May, 8:05:27 PM
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	8:05:28 PM
	Whom Would You Like to Connect With?	8:05:28 PM
Mohita Chadha	Technical Support (QB & App Hosting)	8:05:33 PM
Acebuddy	Welcome to Ace Support.	8:05:33 PM
	Please chose an option :	8:05:33 PM
Mohita Chadha	I'd like to report an Issue	8:05:44 PM
Acebuddy	Please select an option!	8:05:44 PM
Mohita Chadha	Other Issue	8:05:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:05:47 PM
Mohita Chadha	Hello - I need to delete a user immediately	8:05:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:06:00 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:06:00 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:06:14 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:06:24 PM
	I understand your request please share an quick email with the username you would want to delete.	8:07:41 PM
Mohita Chadha	I think I have disabled it on my end using the account login. can you please confirm?	8:08:09 PM
	it should be disabled for tax@kaurtax.com	8:08:15 PM
Shivam Singh	yes you already made it.	8:08:39 PM
	I can see, it is getting reflected on my end.	8:08:56 PM
	Mohita, Is there anything else I may help you with?	8:09:08 PM
	Are we still connected here?	8:11:03 PM
Mohita Chadha	yes	8:11:19 PM
	thank you	8:11:20 PM
Shivam Singh	thanks for your confirmation. (Edited)	8:12:06 PM
	Are we still connected here?	8:14:08 PM
	Are we still connected here?	8:16:11 PM
	Are we still connected here?	8:18:17 PM
	As there was no response, we are disconnecting the chat now. Also,We're delighted to see that you've successfully carried out User removal via My Portal! Thank you so much for using our platform. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:20:19 PM
	<i>Shivam Singh has ended this chat session</i>	8:20:21 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76638 Test Account

Email: test@test.com 📞 +917878787878

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

6 May, 7:46:48 PM

**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

Chat Transcript

Chat Duration : 58 Secs

Test Account	Hello, I am your Acebuddy	6 May, 7:46:50 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	7:46:50 PM
Test Account	Whom Would You Like to Connect With?	7:46:50 PM
	Technical Support (QB & App Hosting)	7:46:52 PM
Acebuddy	Welcome to Ace Support.	7:46:52 PM
	Please chose an option :	7:46:52 PM
Test Account	I'd like to report an Issue	7:46:58 PM
Acebuddy	Please select an option!	7:46:58 PM
Test Account	Password Reset	7:47:01 PM
Acebuddy	Please select an option below	7:47:01 PM
Test Account	Already Enrolled to Selfcare Portal	7:47:04 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:47:04 PM
	Do you need any further assistance on the topic?	7:47:04 PM
Test Account	Setback	7:47:09 PM
Acebuddy	Please select an option below	7:47:09 PM
Test Account	Setback	7:47:13 PM
Acebuddy	Please select an option!	7:47:13 PM
Test Account	QuickBooks Issue	7:47:17 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:47:17 PM
Test Account	QuickBooks is Frozen	7:47:20 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	7:47:21 PM
	Was that helpful?	7:47:21 PM
	<i>test has ended this chat session</i>	7:47:49 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 7:35:06 PM

**#77065 Carla Weiser**  
**Email:** jbarcllc@gmail.com ☎ 3073312453  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 40 Secs  
**City:** DENVER  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 39 Secs

Carla Weiser	Hello, I am your Acebuddy	15 May, 7:35:06 PM
Acebuddy	Hello Carla Weiser, I'm your Ace Buddy. I'll be happy to assist you!	7:35:07 PM
	Whom Would You Like to Connect With?	7:35:07 PM
Carla Weiser	Technical Support (QB & App Hosting)	7:35:13 PM
Acebuddy	Welcome to Ace Support.	7:35:13 PM
	Please chose an option :	7:35:13 PM
Carla Weiser	I'd like to report an Issue	7:35:19 PM
Acebuddy	Please select an option!	7:35:19 PM
Carla Weiser	QuickBooks Issue	7:35:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:35:23 PM
Carla Weiser	Other QB related issue	7:35:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:35:31 PM
Carla Weiser	When trying to email reports, invoices etc from QB I'm getting and error message that there's a missing component and it can't do it. Then it suggests to use the troubleshoot tool	7:36:41 PM

Acebuddy	Please wait while we connect you to a Support Representative	7:36:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:36:41 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	7:36:48 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	7:36:52 PM
	Hello Carla	7:36:59 PM
Carla Weiser	Hi Anurag	7:37:12 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	7:38:00 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:38:04 PM
Carla Weiser	no worries.....myrealdata\CarlaW	7:38:40 PM
Anurag Sharma	Thanks for the confirmation !	7:39:50 PM
	May I take the remote access of your server?	7:39:53 PM
Carla Weiser	yes for sure	7:40:12 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	7:40:17 PM
Carla Weiser	done	7:40:25 PM
Anurag Sharma	Please accept the remote session request on the server.	7:40:36 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:40:38 PM
Carla Weiser	ok. thank ypu	7:40:56 PM
Anurag Sharma	.	7:59:56 PM
	Please stay connected for a while	8:06:06 PM
	I am working on it.	8:06:12 PM
Carla Weiser	ok will do	8:06:22 PM
	thank you	8:06:23 PM
Anurag Sharma	Carla as I can check we are getting some issues while repairing the QB application.	8:10:45 PM
Carla Weiser	?	8:11:06 PM
Anurag Sharma	Thus, we are scheduling a clean re-installation of quickbooks during the night hours when users are less login into the server.	8:11:15 PM
Carla Weiser	OK that sounds good to me :)	8:11:32 PM
Anurag Sharma	We will notify you via email once it is completed.	8:11:55 PM
	Is there anything else I may help you with ?	8:11:58 PM
Carla Weiser	Thank you for your help and hopefully tomorrow it will be all lined out	8:11:59 PM
	Nope, that's my only current issue	8:12:10 PM

	Have a great day :)	8:12:16 PM
Anurag Sharma	Thanks for the confirmation !	8:12:37 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:12:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:12:42 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>). ](<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:12:44 PM

Anurag Sharma has ended this chat session

8:12:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76583 johnathon

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

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 27 Secs

City: PENSACOLA

State: Florida

Country: UNITED STATES

5 May, 10:24:54 PM

Chat Transcript

Chat Duration : 35 Mins 43 Secs

johnathon	Hello, I am your Acebuddy	5 May, 10:24:54 PM
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!	10:24:55 PM
	Whom Would You Like to Connect With?	10:24:55 PM
johnathon	Technical Support (QB & App Hosting)	10:25:04 PM
Acebuddy	Welcome to Ace Support.	10:25:04 PM
	Please chose an option :	10:25:04 PM
johnathon	I'd like to report an Issue	10:25:08 PM
Acebuddy	Please select an option!	10:25:08 PM
johnathon	Other Issue	10:25:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:25:17 PM
johnathon	accessing files	10:25:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:25:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:25:26 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:25:36 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:25:43 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:26:02 PM
johnathon	We only have one server and our CID is 68317	10:27:06 PM
Ashutosh Mishra	Please share the business name that is registered with Ace?	10:28:47 PM
johnathon	Island Entertainment	10:28:55 PM
Ashutosh Mishra	Under this CID the business name is McInnis Industries.	10:29:59 PM
johnathon	okay yes.	10:30:09 PM
Ashutosh Mishra	Thanks for the confirmation !	10:30:29 PM
	<i>10:31:14 PMjohnathon is sharing a file with you</i> <a href="#">76815448854_4E82F589-AD61-4CF3-A323-6E0081FFBE5E.jpg</a> - ( Size:502.92 KB )	10:31:14 PM
johnathon	I have two users getting this error when trying to access files on the D drive. Users are Accountantfb and controllerfb	10:31:39 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	10:32:09 PM
	Are other users able to access the file?	10:33:10 PM
johnathon	yes	10:33:14 PM
Ashutosh Mishra	Thanks for the confirmation !	10:38:17 PM
	I see that currently users Accountantfb and controllerfb do not have access to MS Excel 2016.	10:41:28 PM
	I can grant access to both users for MS Excel 2016. This would incur additional charge of \$5.99 per	



	user per month.	10:43:08 PM
johnathon	Can we give that access please.	10:43:09 PM
	ok, proceed.	10:43:18 PM
Ashutosh Mishra	Sure, i will proceed with granting access.	10:43:32 PM
	I have provided the access.	10:47:36 PM
	Is there anything else I may help you with ?	10:47:48 PM
johnathon	Okay, do they need to restart or log off and back on for them to access it.	10:48:12 PM
Ashutosh Mishra	They can sign off and sign back in and it should work.	10:49:12 PM
johnathon	Having them try it now	10:49:57 PM
Ashutosh Mishra	Sure, i have noticed that the recently added users do not have MFA enabled. All other users have the MFA enabled for added security would you also like to enable the MFA for the three users ControllerFB, AccountantFB and Malia.P.	10:52:05 PM
johnathon	Not yet. I have to get their phone numbers and then we will add it later	10:54:15 PM
Ashutosh Mishra	Yes, you can get it added later as per you convenience. Are the users able to access the MS Excel?	10:55:38 PM
johnathon	Haven't heard back yet	10:56:09 PM
Ashutosh Mishra	I see, would it be fine if we close the chat session and I will send you ticket ID for this concern. Rest assured there shouldn't be any issues accessing excel now however if by any chance you get issue you can reply to the email too and we will be glad to assist further. Additionally, I will send you request approval for MFA addition. Once you have got the numbers for the users you can simply reply and approve, and we will get it done from the backend.	10:59:09 PM
johnathon	Okay thank you	10:59:52 PM
Ashutosh Mishra	Thanks for the confirmation !	11:00:16 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:00:27 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	11:00:34 PM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	11:00:37 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 May, 7:20:58 PM

**#76637 Stevie Slaughter**  
**Email:** stevie@paigefiduciary.com 📞 14088581714  
**Department:** Support(QB & App Hosting)  
**Operator:** Ankit Kumar  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 24 Secs  
**City:** SAN JOSE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 52 Mins 37 Secs

Stevie Slaughter	Hello, I am your Acebuddy	6 May, 7:20:59 PM
Acebuddy	Hello Stevie Slaughter, I'm your Ace Buddy. I'll be happy to assist you!	7:21:00 PM
	Whom Would You Like to Connect With?	7:21:00 PM
Stevie Slaughter	Technical Support (QB & App Hosting)	7:21:11 PM
Acebuddy	Welcome to Ace Support.	7:21:11 PM
	Please chose an option :	7:21:11 PM
Stevie Slaughter	I'd like to report an Issue	7:21:21 PM
Acebuddy	Please select an option!	7:21:21 PM
Stevie Slaughter	QuickBooks Issue	7:21:27 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:21:27 PM
Stevie Slaughter	Other QB related issue	7:21:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:21:33 PM
Stevie Slaughter	I need to reset a password on a file	7:22:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:22:32 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	7:22:32 PM
	<i>Rohan Prajapati declined the transfer request.</i>	7:22:54 PM
Stevie Slaughter	Do I send the password reset to myrealdata.com or acecloudhosting.com?	7:22:59 PM
	<i>Ankit accepted the chat transfer request.</i>	7:23:01 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	7:23:07 PM
	Hello Stevie. (Edited)	7:23:26 PM
Stevie Slaughter	Ok There are space issues and software issues as well as a password issue	7:23:28 PM
	I only have 16 min so want to start with password	7:23:38 PM
	if you can help me as fast as possible I would appreciate it	7:23:45 PM
	Schellenger file needs pass word reset. Which email to I ask to send it to?	7:23:56 PM
	Login is Admin	7:24:05 PM
	Password will be PFS2059!	7:24:13 PM
Ankit	I will surely help you with all this issue.	7:24:30 PM
	Kindly help me with your server name and username?	7:24:49 PM
Stevie Slaughter	I don't need reassurance etc, let's just work on the issue for time sake	7:24:49 PM
	above	7:24:55 PM
	the qb is Schellenger Trust	7:25:25 PM
	i am with paige fiduciary services	7:25:49 PM
	ticket 689847	7:26:18 PM
	Ok, I will send to acecloud?	7:26:28 PM
	I just need the token please	7:26:43 PM
Ankit	Stevie, would it be okay if I send a request for a remote session?	7:28:05 PM
	So that I can check and assist you further in the real time.	7:28:28 PM
Stevie Slaughter	if we can be quick	7:28:46 PM
	I just need the token emailed to s*****t@acecloudhosting.com	7:29:09 PM
	Please	7:29:15 PM
	your response times are really long	7:29:31 PM
Ankit	Stevie, The ticket number is #689847	7:29:58 PM
Stevie Slaughter	ok	7:30:03 PM
	what is the token please????	7:30:07 PM
	Do you want me to resend? why are you not responding?	7:31:03 PM
Ankit	We will provide a ticket number related to the issue reported to us.	7:31:03 PM

	Prior providing the access, I would suggest you to close any important documents at your end.	7:31:06 PM
Stevie Slaughter	go	7:31:14 PM
	please	7:31:15 PM
	we now have 10 min	7:31:21 PM
	just need the token now	7:31:52 PM
Ankit	Okay, Got it	7:32:00 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.	7:33:06 PM
	Stevie, Please create a new password	7:33:19 PM
Stevie Slaughter	give me a min	7:33:28 PM
	Looks like it is working thank ou	7:34:30 PM
Ankit	Sure !!	7:34:31 PM
Stevie Slaughter	I have 2 more tasks out as well.	7:34:37 PM
	server says I'm running out of space. I sent in those tickets. wecan disconnect now I got to get to work	7:34:58 PM
Ankit	For disk space, I am trying to clear some of the junk file from backend.	7:35:10 PM
Stevie Slaughter	thank you	7:35:28 PM
Ankit	Sure !! I will share the disk space details over the email.	7:35:45 PM
Stevie Slaughter	one more questoin	7:35:52 PM
Ankit	Is there anything else I may help you with ?	7:35:53 PM
Stevie Slaughter	my asst usually does this	7:35:57 PM
	how do I get this P&L mailed or sent ot me	7:36:06 PM
	oh shoot. I tried to email it to myself and now it is frozen	7:37:28 PM
	I had this problem last time too	7:37:51 PM
	I'm sorry but this really rarely works	7:37:59 PM
	eyp it's frozen	7:38:24 PM
	I'm going to be late	7:38:27 PM
Ankit	Kindly allow me two minutes to check the same.	7:38:28 PM
Stevie Slaughter	please hurry	7:38:34 PM
	I tink you need to reboot	7:38:50 PM
Ankit	Okay, let me log you off from the server once.	7:39:14 PM
Stevie Slaughter	can you unfreeze it first??	7:39:47 PM
Ankit		7:39:49 PM

	I will check the details from backend and will share the details over email	
Stevie Slaughter	I need to get access to qB	7:39:53 PM
Ankit	Please try now and check if you are able to access the same.	7:42:00 PM
Stevie Slaughter	OK I moved my meeting 15 min	7:42:01 PM
	it just spins. trying to log in	7:42:09 PM
	I am telling you, my staff uses this, I don't but I am telling you whenever I do, it's broken. It's horrible service and slow	7:42:53 PM
	but I'm too busy to care right now. It would be nice if someone could help us	7:43:04 PM
	If we can't get this fixed, once I hire my new IT team, we will move off unless you guys can help us	7:43:33 PM
	Just spins and spins...nothing	7:43:48 PM
	Yep, now I can't even log oon	7:44:40 PM
Ankit	May I take the remote access of your local computer?	7:45:25 PM
Stevie Slaughter	yes	7:45:37 PM
Ankit	Thanks for the confirmation !	7:45:45 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:45:47 PM
Stevie Slaughter	yes	7:46:11 PM
Ankit	<a href="https://assist.acecloudhosting.com/join/7042973391">https://assist.acecloudhosting.com/join/7042973391</a>	7:46:11 PM
Stevie Slaughter	are you on?	7:47:14 PM
Ankit	No !!	7:47:38 PM
Stevie Slaughter	it says you are on	7:47:54 PM
	zoho assist	7:48:00 PM
Ankit	Yes !! I can see your screen now.	7:48:18 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.	7:48:37 PM
Stevie Slaughter	its frozen	7:49:46 PM
	I cant even log out	7:49:50 PM
	HELLO???	7:55:34 PM
Ankit	Yes	7:59:05 PM
	Stevie, I deeply apologize for all the inconvenience caused to you.	8:05:26 PM
	As confirmed during the remote session, the issue has been resolved. Please share your confirmation, and let us know if anything further is required at this time.	8:06:32 PM
	Is there anything else I may help you with ?	8:08:04 PM
		8:08:54 PM

	Are we still connected here?	
	Are we still connected here?	8:10:18 PM
	Are we still connected here?	8:11:46 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.	8:13:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:13:35 PM
	Ankit has ended this chat session	8:13:37 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 May, 5:15:31 PM

#76896 marcello

**Email:** marcello@prothane.com ☎ 18014201081

**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:** 55 Secs

**City:** LONDON

**State:** Utah

**Country:** UNITED STATES

Chat Transcript		Chat Duration : 1 Hour 29 Mins
marcello	Hello, I am your Acebuddy	12 May, 5:15:32 PM
Acebuddy	Hello Marcello, I'm your Ace Buddy. I'll be happy to assist you!	5:15:33 PM
	Whom Would You Like to Connect With?	5:15:33 PM
marcello	Technical Support (QB & App Hosting)	5:15:39 PM
Acebuddy	Welcome to Ace Support.	5:15:39 PM

	Please chose an option :	5:15:39 PM
marcello	Restart	5:15:50 PM
Acebuddy	Hello Marcello, I'm your Ace Buddy. I'll be happy to assist you!	5:15:50 PM
	Whom Would You Like to Connect With?	5:15:50 PM
marcello	Technical Support (QB & App Hosting)	5:16:02 PM
Acebuddy	Welcome to Ace Support.	5:16:02 PM
	Please chose an option :	5:16:02 PM
marcello	I'd like to raise a Request	5:16:11 PM
Acebuddy	Please select your request type.	5:16:11 PM
marcello	Setup Ace Server	5:16:27 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	5:16:27 PM
marcello	Microsoft Windows	5:16:44 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	5:16:44 PM
	Do you need any further assistance on the topic?	5:16:44 PM
marcello	Yes	5:16:51 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:16:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:16:51 PM
	<i>Deepak Taneja declined the transfer request.</i>	5:16:57 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:17:03 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:17:12 PM
marcello	Hi Anjainay	5:17:36 PM
	One of our employees needs help to open ACE app hosting	5:18:00 PM
	She called tech support but it says it will only open 8:30 pacific time	5:18:33 PM
Anjainay Singh	Could you please provide me the username .	5:18:56 PM
marcello	Tami.Adams	5:19:11 PM
	Dee Engineering: CID74951	5:19:43 PM
Anjainay Singh	Please allow me two minutes so that I can look into it .	5:19:47 PM
	<i>5:21:38 PMmarcello is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:6.59 MB )</i>	5:21:38 PM
	Sure I will send the new RDP file over an email for user so that user can access the server.	5:23:14 PM
marcello	I need someone to guide her through the process	5:24:07 PM



	She is in California	5:24:37 PM
Anjainay Singh	You may provide her email address so that I will instantly send her the RDP file .	5:25:23 PM
marcello	'tami@prothane.com'	5:25:58 PM
Anjainay Singh	She just need to add her password to access the server and I will configure the RDP properly before sending to user.	5:26:10 PM
marcello	We need someone to guide her. She knows very little about computers and will get confused	5:26:56 PM
Anjainay Singh	I need to take remote access of her local machine .	5:27:17 PM
marcello	Yes.	5:27:29 PM
	I am in Utah and she is in California.	5:27:43 PM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/1032253745">https://assist.acecloudhosting.com/join/1032253745</a>	5:28:11 PM
	Please send this URL to her and inform her to copy it at her local machine so that I can take remote access of it.	5:28:52 PM
marcello	Okay	5:29:05 PM
Anjainay Singh	Prior providing remote access also advise her to please close all important documents and tabs .	5:29:36 PM
marcello	okay	5:29:47 PM
Anjainay Singh	Are we still connected here?	5:33:53 PM
marcello	yes	5:36:14 PM
	I am the employee	5:36:28 PM
	I have the employee on the other line	5:36:37 PM
	She is following the instructions to give you access	5:37:04 PM
Anjainay Singh	She is connected remotely.	5:37:07 PM
marcello	Yes.	5:37:20 PM
	Can you see her screen?	5:38:25 PM
Anjainay Singh	Yes I can .	5:38:32 PM
marcello	Do you need her password?	5:39:34 PM
Anjainay Singh	No , I am just creating new RDP file at her local machine.	5:40:00 PM
marcello	Her RDP is not working?	5:41:03 PM
Anjainay Singh	Please allow me two minutes so that I can look into it.	5:41:24 PM
marcello	I also have another employee who works with her having the same issue	5:41:25 PM
Anjainay Singh	Since when all users are facing this issue.	5:42:43 PM
marcello	They are new users	5:43:14 PM
	Yesterday Tech migrated Quickbooks to their computer	5:43:38 PM
	"to theis ACE server	5:45:36 PM

Anjainay Singh	Thankyou for your information .	5:46:11 PM
marcello	Are you able to communicate with my Employee on her screen?	5:49:12 PM
Anjainay Singh	Yes I am able to communicate.	5:49:43 PM
	We need to reboot the server.	5:50:48 PM
marcello	Okay go ahead	5:52:27 PM
Anjainay Singh	Thankyou for your confirmation.	5:52:58 PM
marcello	Is process working?	5:57:10 PM
Anjainay Singh	No , I am looking for the root cause .	5:57:23 PM
marcello	Okay I will bring the old server back so they can continue to work	5:58:34 PM
Anjainay Singh	I will escalate this issue to escalation team member .	5:59:52 PM
marcello	Okay	6:00:04 PM
Anjainay Singh	We can also try by resetting the password for user.	6:00:14 PM
marcello	We already did yesterday	6:00:57 PM
	Yes go ahead	6:01:08 PM
	That may be the issue	6:01:37 PM
Anjainay Singh	Please send an email to support@acecloudhosting.com with [marcello@prothane.com] (mailto:marcello@prothane.com) so that I can reset the password and send it to email .	6:02:36 PM
marcello	Okay I just sent it	6:04:33 PM
	It has the title [##690605##]	6:05:04 PM
Anjainay Singh	Thankyou for your cooperation	6:05:31 PM
	I have just send the new password Link .	6:08:45 PM
	As password got reset she is able to access the server .	6:10:43 PM
	Is there anything else I may help you with ?	6:12:04 PM
	Are we still connected ?	6:13:53 PM
marcello	I am	6:14:05 PM
	No that is all we need. But I am having another employee that also needs help	6:14:33 PM
Anjainay Singh	Sure , please let me know the another username who is facing issue .	6:14:54 PM
	As Tami issues has been resolved so I am ending the remote session.	6:16:34 PM
marcello	Okay	6:16:44 PM
	Now we need to do the same thing for my other employee	6:17:05 PM
Anjainay Singh	Could you please confirm other user name .	6:17:29 PM
marcello	Just a second	6:19:04 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	24 May, 1:06:36 AM
<b>#77407 eugenia</b>	
<b>Email:</b> eugenia@natusinc.com	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Acebuddy	
<b>Website:</b> https://www.acecloudhosting.com/support-chat.php	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Microsoft Edge	
<b>Device:</b> Desktop	
<b>City:</b> MONTEBELLO	
<b>State:</b> California	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 35 Mins 52 Secs
eugenia	Hello, I am your Acebuddy24 May, 1:06:37 AM
Acebuddy	Hello Eugenia, I'm your Ace Buddy. I'll be happy to assist you!1:06:38 AM
	Whom Would You Like to Connect With?1:06:38 AM
eugenia	Technical Support (QB & App Hosting)1:06:43 AM
Acebuddy	Welcome to Ace Support.1:06:43 AM
	Please chose an option :1:06:43 AM
eugenia	I'd like to raise a Request1:06:49 AM
Acebuddy	Please select your request type.1:06:49 AM
eugenia	Other Request1:06:59 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.1:06:59 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :1:06:59 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.1:42:29 AM
	Ended due to chat idle timeout1:42:29 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 10:09:56 PM

**#76845 Karen Shanley**  
**Email:** leslie.ciriaco@promogearusa.com 📞 19493509384  
**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:** 28 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 57 Secs

Karen Shanley	Hello, I am your Acebuddy	9 May, 10:09:57 PM
Acebuddy	Hello Leslie Ciriaco, I'm your Ace Buddy. I'll be happy to assist you!	10:09:58 PM
	Whom Would You Like to Connect With?	10:09:58 PM
Karen Shanley	Technical Support (QB & App Hosting)	10:10:03 PM
Acebuddy	Welcome to Ace Support.	10:10:03 PM
	Please chose an option :	10:10:03 PM
Karen Shanley	I'd like to raise a Request	10:10:11 PM
Acebuddy	Please select your request type.	10:10:11 PM
Karen Shanley	Change in Users	10:10:16 PM
Acebuddy	Please select your desired option!	10:10:16 PM
Karen Shanley	User Addition	10:10:22 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	10:10:22 PM
	Do you need any further assistance on the topic?	10:10:22 PM

Karen Shanley	Yes	10:10:29 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:10:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:10:29 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:10:53 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:10:56 PM
	Hello Leslie	10:11:02 PM
Karen Shanley	Hi. I have received the pdf for how to add and remove users. Thank you for this.	10:11:25 PM
Shashwat Verma	Okay	10:11:33 PM
Karen Shanley	I am trying to add a user, and it says 'oops! something went wrong' - I have tried several times, but it will not allow me to add a user.	10:11:57 PM
Shashwat Verma	I will surely help you with this issue.	10:11:58 PM
	Kindly email us the username, phone number and email address of the user to be added on the server from leslie.ciriaco@promogearusa.com to support@acecloudhosting.com	10:13:01 PM
	Rest will be assured by us	10:13:12 PM
Karen Shanley	I am using my phone number, could that be the case?	10:13:26 PM
Shashwat Verma	Will add the user and will share you the details	10:13:34 PM
	No that's not the issue; may be the username you want to add is already present in our server for any other account (Edited)	10:14:23 PM
Karen Shanley	ok - last question - I am hiring a new girl and I will add her to QB - how can I set up QB so that she does not see the finance part of the business, ie: bank ledger, CC accounts	10:15:08 PM
Shashwat Verma	Within the QB file we cannot provide any restrictions, although we can provide restrictions for folder or other files so that she can't access the same	10:16:48 PM
	But within the QB file, we can't	10:16:57 PM
Karen Shanley	I am not sure what you mean by this?	10:18:10 PM
Shashwat Verma	Leslie, can you confirm where is the finance part is located, within the any Qb file or any folder on the server?	10:19:25 PM
Karen Shanley	all finance stuff is in 'chart of accounts' - can this be hidden?	10:20:54 PM
Shashwat Verma	And these charts are present in any particular folder?	10:21:27 PM
Karen Shanley	I am not sure...	10:21:58 PM
Shashwat Verma	Could you please show me that?	10:22:11 PM
Karen Shanley	It just seems that my employees should not see my business ledger	10:22:13 PM
Shashwat Verma	Yes we got your concern	10:22:25 PM
	Could you please show me that files on remote session?	10:22:49 PM
Karen Shanley	I do not know the file - I am sorry - I feel I should contact Quickbooks.	10:23:29 PM

Shashwat Verma	Leslie, if the files are on server, then Quickbooks support can't access it, if you unable to explain your concern, we can provide you a callback for better understanding	10:24:42 PM
Karen Shanley	Ok - the files are on your server. It would be easier to have someone call me.	10:25:15 PM
Shashwat Verma	Sure, kindly provide your direct contact and best time to contact	10:25:41 PM
	With timezone please	10:25:53 PM
Karen Shanley	Can someone call me today at 4:00 EST?	10:26:22 PM
Shashwat Verma	Sure	10:26:30 PM
	We have noted your request and will do the same	10:26:43 PM
Karen Shanley	I can ask them to help me with setting up new User as well, correct?	10:26:46 PM
Shashwat Verma	Yes you can ask them, also i have noted your request and will proceed once we get the details of the user from your side	10:27:20 PM
	Is there anything else I may help you with ?	10:27:30 PM
Karen Shanley	no - thank you	10:27:41 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:27:47 PM
	Shashwat Verma has ended this chat session	10:27:54 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76599 Sravan Boggarapu

Email: sravankumar.b@ramassociates.us

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: TRENTON

State: New Jersey

Country: UNITED STATES

6 May, 12:22:31 AM



Sravan Boggarapu	Hello, I am your Acebuddy	6 May, 12:22:31 AM
Acebuddy	Hello Sravan Boggarapu, I'm your Ace Buddy. I'll be happy to assist you!	12:22:32 AM
	Whom Would You Like to Connect With?	12:22:32 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:52:51 AM
Ended due to chat idle timeout		12:52:51 AM



# Chat Transcript

Hello, I am your Acebuddy

#76440 Alba Poquet

Email: bookkeeping@barryball.com ☎ 9543714256

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: WALDORF

State: Maryland

Country: UNITED STATES

Alba Poquet	Hello, I am your Acebuddy	1 May, 7:13:09 PM
Acebuddy	Hello Alba Poquet, I'm your Ace Buddy. I'll be happy to assist you!	7:13:10 PM
	Whom Would You Like to Connect With?	7:13:10 PM
Alba Poquet	Technical Support (QB & App Hosting)	7:13:16 PM
Acebuddy		

	Welcome to Ace Support.	7:13:16 PM
	Please chose an option :	7:13:16 PM
Alba Poquet	I'd like to report an Issue	7:13:21 PM
Acebuddy	Please select an option!	7:13:22 PM
Alba Poquet	QuickBooks Issue	7:13:26 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:13:26 PM
Alba Poquet	QuickBooks Login Issue	7:13:31 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	7:13:31 PM
	Was that helpful?	7:13:31 PM
Alba Poquet	No	7:13:37 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:13:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:13:37 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	7:13:43 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:13:47 PM
	Hello Alba, how are you doing today ?	7:13:59 PM
	I will surely help you with this issue.	7:14:37 PM
	May I know whether you are unable to login to the server OR QuickBooks Application ?	7:15:16 PM
Alba Poquet	Hi Rohan	7:15:30 PM
	this is what it shows	7:15:40 PM
	<i>7:15:45 PMAlba Poquet is sharing a file with you</i> <a href="#">WhatsApp Image 2025-05-01 at 09.18.00_60fab824.jpg</a> - ( Size:206.06 KB )	7:15:45 PM
	<i>7:15:47 PMAlba Poquet is sharing a file with you</i> <a href="#">WhatsApp Image 2025-05-01 at 09.17.59_27c08909.jpg</a> - ( Size:301.06 KB )	7:15:47 PM
Rohan Prajapati	Thank you for Providing the Error ScreenShot	7:16:11 PM
	Kindly allow me 4-5 minutes to check the same.	7:16:18 PM
Alba Poquet	ok, thank you	7:16:51 PM
Rohan Prajapati	Kindly close it and try again	7:17:26 PM
Alba Poquet	done	7:17:37 PM
	one sec	7:17:44 PM
Rohan Prajapati	Sure take your time	7:18:26 PM
Alba Poquet	yes now it worked, thank you	7:18:28 PM
Rohan Prajapati	Is there anything else I may help you with ?	7:18:31 PM

Alba Poquet	no, that was all	7:18:39 PM
Rohan Prajapati	Thanks for the confirmation !	7:18:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:18:49 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:18:50 PM

*Rohan Prajapati has ended this chat session*

7:18:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 May, 7:15:30 AM

**#77435 Jason Steffens**  
**Email:** [jason@jlsconsulting.tech](mailto:jason@jlsconsulting.tech) 📞 17634127243  
**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:** 30 Secs  
**City:** OSSEO  
**State:** Minnesota  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 47 Secs

Jason Steffens	Hello, I am your Acebuddy	26 May, 7:15:31 AM
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Acebuddy	Hello Jason, I'm your Ace Buddy. I'll be happy to assist you!	7:15:32 AM
	Whom Would You Like to Connect With?	7:15:32 AM
Jason Steffens	Technical Support (QB & App Hosting)	7:16:26 AM
Acebuddy	Welcome to Ace Support.	7:16:26 AM
	Please chose an option :	7:16:26 AM
Jason Steffens	I'd like to report an Issue	7:17:02 AM
Acebuddy	Please select an option!	7:17:02 AM
Jason Steffens	QuickBooks Issue	7:17:21 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:17:21 AM
Jason Steffens	Other QB related issue	7:17:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:17:59 AM
Jason Steffens	where do I store the quickbooks company file?	7:19:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:19:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:19:08 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:19:13 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	7:19:25 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:20:08 AM
Jason Steffens	BinderHeat.myrealdata.net	7:20:23 AM
	MichaelBinder	7:20:28 AM
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.	7:21:11 AM
	You may save the company files in your server's client data folder under D drive (Edited)	7:22:05 AM
Jason Steffens	so just in the D Drive, not inside the 'Client data' folder correct?	7:22:47 AM
Shubham Kataria	It is totally up to you may can save anywhere in the D drive	7:23:28 AM
Jason Steffens	all users will have acess to the D drive is that right?	7:23:54 AM
Shubham Kataria	Yes, all users can access the files from D drive	7:24:08 AM
Jason Steffens	thank you. i have one other question	7:25:57 AM
Shubham Kataria	Yes please ask	7:26:05 AM
	Are we still connected here?	7:28:43 AM
Jason Steffens	is there a way you can make the applications/overall server performance more responsive?	7:29:04 AM
	its a little laggy when launching programs	7:29:25 AM
Shubham Kataria	Alright, I will inform the onboarding team to make the server performance better.	7:30:25 AM

Jason Steffens	thanks very much! i appreciate that	7:30:40 AM
Shubham Kataria	You're welcome	7:30:52 AM
	Is there anything else I may help you with ?	7:30:55 AM
Jason Steffens	that's all for now	7:31:35 AM
	thanks much	7:31:36 AM
Shubham Kataria	You're welcome. Happy to assist you.	7:32:01 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:32:07 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:32:11 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>). <a href="https://selfcare.acecloudhosting.com">](https://selfcare.acecloudhosting.com)</a>.)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:32:15 AM
	<i>Shubham Kataria has ended this chat session</i>	7:32:18 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76983 Tammy Jones

Email: [dee@crusa.com](mailto:dee@crusa.com) 📞 15136742300

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 55 Secs

13 May, 9:01:30 PM


**City:** CINCINNATI  
**State:** Ohio  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 37 Secs

Tammy Jones	Hello, I am your Acebuddy	13 May, 9:01:31 PM
Acebuddy	Hello Dee Dee Jones, I'm your Ace Buddy. I'll be happy to assist you!	9:01:31 PM
	Whom Would You Like to Connect With?	9:01:31 PM
Tammy Jones	Technical Support (QB & App Hosting)	9:01:40 PM
Acebuddy	Welcome to Ace Support.	9:01:40 PM
	Please chose an option :	9:01:40 PM
Tammy Jones	I'd like to report an Issue	9:01:46 PM
Acebuddy	Please select an option!	9:01:46 PM
Tammy Jones	Other Issue	9:01:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:01:51 PM
Tammy Jones	I am getting an error stating that the remote desktop cannot connect.	9:02:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:02:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:02:26 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:02:57 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	9:03:48 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:04:00 PM
Tammy Jones	Thank you. I just loaded the remote desktop onto a new computer and it let me log in initially, but when I exited and tried to go back in, I am getting an error stating the remove desktop cannot connect to the remote computer.	9:04:49 PM
Shivam Singh	Please use the Log off icon on the desktop before exiting so that your session could be properly terminated.	9:05:24 PM
Tammy Jones	It isn't allowing me to log in to be able to log off	9:06:03 PM
Shivam Singh	Please try after 2 minutes.	9:07:00 PM
Tammy Jones	I did.	9:07:16 PM
	I will try again	9:07:20 PM
	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't connect to the remote computer for one of these reasons: 1) Remote access to the server is not enabled 2) The remote computer is turned off 3) The remote computer is not available on the network Make sure the remote computer is turned on and connected to the network, and that remote access is enabled. [^] Hide details [OK] [Expanded Information] Error code: 0x204 Extended error code: 0x0 Timestamp (UTC):	9:08:33 PM



	05/13/25 03:38:03 PM Press Ctrl+C to copy.	
Shivam Singh	Sure, please try now.	9:09:04 PM
Tammy Jones	That is what happened when I tried again.	9:09:49 PM
Shivam Singh	May I take the remote access of your local computer?	9:11:37 PM
Tammy Jones	Yes	9:11:59 PM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:12:18 PM
Tammy Jones	Noted and completed	9:13:08 PM
Shivam Singh	<a href="https://assist.acecloudhosting.com/join/2422199763">https://assist.acecloudhosting.com/join/2422199763</a>	9:14:09 PM
	Kindly paste this link in the browser of local computer and join the session.	9:14:14 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:15:09 PM
	Hi there	9:21:22 PM
	Please note it will work as expected for other users.	9:21:41 PM
Tammy Jones	Hi	9:21:44 PM
Shivam Singh	Your setting was updated as I checked.	9:21:59 PM
	Please rest assured it will work fine.	9:22:10 PM
	Is there anything else I may help you with ?	9:22:45 PM
Tammy Jones	No, thank you. I appreciate your help.	9:24:19 PM
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:25:03 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:25:13 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>). ](<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:25:19 PM
	<i>Shivam Singh has ended this chat session</i>	9:26:09 PM
		



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 May, 3:09:05 AM

**#76608 patrickrigg**  
**Email:** patrickrigg@pmrproperties.com 📞 14029689366  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 42 Secs  
**City:** ST JOSEPH  
**State:** Missouri  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 9 Secs

patrickrigg	Hello, I am your Acebuddy	6 May, 3:09:06 AM
Acebuddy	Hello Patrickrigg, I'm your Ace Buddy. I'll be happy to assist you!	3:09:07 AM
	Whom Would You Like to Connect With?	3:09:07 AM
patrickrigg	Technical Support (QB & App Hosting)	3:09:12 AM
Acebuddy	Welcome to Ace Support.	3:09:12 AM
	Please chose an option :	3:09:12 AM
patrickrigg	I'd like to report an Issue	3:09:21 AM
Acebuddy	Please select an option!	3:09:21 AM
patrickrigg	Other Issue	3:09:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:09:27 AM
patrickrigg	How do I disable an account user?	3:09:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:09:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:09:41 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:10:47 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:10:52 AM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:10:57 AM
patrickrigg	its for PMR Properties. How do i disable a user?	3:11:47 AM
Yash Kalra	We kindly request you to reach out to your account owner with the registered email <b>patrickrigg@pmrproperties.com</b> to disable the user using <b>MyPortal</b> through the following link: https://myportal.acecloudhosting.com/login	3:13:12 AM
	Your username will be your <b>CID number (*CID73783*)</b> If you forget your password, click " <b>Forgot Password</b> " to reset it (Edited)	3:13:36 AM
patrickrigg	I am the account owner.	3:14:57 AM
	I don't see where I can remove a user	3:15:13 AM
Yash Kalra	May I take the remote access of your local computer?	3:15:34 AM
	<i>3:21:03 AMYash Kalra is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:14.91 KB )</i>  <i>To remove the user, please follow these steps:</i>  <i>Navigate to the "Select an action" menu.</i> <i>Locate and select the "Remove User" option.</i>	3:21:03 AM
	Are we still connected here?	3:21:28 AM
	Are we still connected here?	3:23:36 AM
	Are we still connected here?	3:25:10 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.	3:25:14 AM
	<i>Yash Kalra has ended this chat session</i>	3:25:16 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76933 kimsilva

Email: kimsilva@zhealthcare.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

13 May, 1:03:32 AM

**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** JACKSON  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 32 Mins

kimsilva	Hello, I am your Acebuddy	13 May, 1:03:33 AM
Acebuddy	Hello Kim, I'm your Ace Buddy. I'll be happy to assist you!	1:03:34 AM
	Whom Would You Like to Connect With?	1:03:34 AM
kimsilva	Technical Support (QB & App Hosting)	1:04:09 AM
Acebuddy	Welcome to Ace Support.	1:04:09 AM
	Please chose an option :	1:04:09 AM
kimsilva	I'd like to report an Issue	1:05:09 AM
Acebuddy	Please select an option!	1:05:09 AM
kimsilva	Password Reset	1:05:16 AM
Acebuddy	Please select an option below	1:05:16 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:35:34 AM
	Ended due to chat idle timeout	1:35:34 AM



