

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Feb, 8:49:49 PM

**#72199 mark.sanger**  
**Email:** mark.sanger@team448.com 📞 281.530.0001  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 38 Secs  
**City:** HOUSTON  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 53 Secs

mark.sanger	Hello, I am your Acebuddy	8 Feb, 8:49:51 PM
Acebuddy	Hello Mark Sanger, I'm your Ace Buddy. I'll be happy to assist you!	8:49:52 PM
	Whom Would You Like to Connect With?	8:49:52 PM
mark.sanger	Technical Support (QB & App Hosting)	8:49:57 PM
Acebuddy	Welcome to Ace Support.	8:49:57 PM
	Please chose an option :	8:49:57 PM
mark.sanger	I'd like to report an Issue	8:50:05 PM
Acebuddy	Please select an option!	8:50:05 PM
mark.sanger	QuickBooks Issue	8:50:10 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:50:10 PM
mark.sanger	Other QB related issue	8:50:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:50:16 PM
mark.sanger	I am unable to print payroll checks	8:50:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:50:29 PM
Acebuddy (bot) forwarded the chat request		8:50:29 PM

	<i>Shubham Yadav accepted the chat transfer request.</i>	8:50:34 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	8:50:40 PM
mark.sanger	Hello	8:50:47 PM
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:50:51 PM
mark.sanger	I am on hold for support	8:50:51 PM
	shoudl I hang up the phone?	8:50:56 PM
	Marks.q1	8:51:02 PM
	Donorlogix	8:51:11 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	8:51:19 PM
mark.sanger	can you take control of my mahcine	8:51:21 PM
	I just hung up my 3rd call to Ace Cloud Support	8:51:40 PM
	no one has answered for the past 15 minutes - fyi	8:51:49 PM
Shubham Yadav	Mark can you please let me know since when are you facing the issue ?	8:52:34 PM
mark.sanger	this morning	8:52:41 PM
	for the past hour	8:52:43 PM
	i have rebooted my machine	8:52:51 PM
	logged in an out of Quickboooks	8:52:57 PM
	twice	8:53:03 PM
Shubham Yadav	Alright allow me two minute to check from back end	8:53:06 PM
mark.sanger	I am still unable to print	8:53:12 PM
Shubham Yadav	May I take the remote access of your local computer?	8:55:17 PM
mark.sanger	yes	8:55:24 PM
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.	8:55:34 PM
	<a href="https://assist.acecloudhosting.com/join/5502325535">https://assist.acecloudhosting.com/join/5502325535</a>	8:55:34 PM
	Kindly Click on the link and open the downloaded file.	8:55:37 PM
	As per remote session I installed Uni print on local computer and you were able to print.	9:15:39 PM
	Is there anything else I may help you with ?	9:15:42 PM
	Are we still connected here?	9:29:25 PM
	Are we still connected here?	9:31:49 PM
	Are we still connected here?	9:32:38 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:32:39 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

18 Feb, 10:39:17 PM

**#72746 Claire Speake**  
**Email:** claire@sgwfresno.com 📞 15593479965  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 4 Mins 52 Secs  
**City:** LOS ANGELES  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 49 Secs

Claire Speake	Hello, I am your Acebuddy	18 Feb, 10:39:19 PM
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!	10:39:20 PM
	Whom Would You Like to Connect With?	10:39:20 PM
Claire Speake	Technical Support (QB & App Hosting)	10:40:16 PM
Acebuddy	Welcome to Ace Support.	10:40:16 PM
	Please chose an option :	10:40:16 PM
Claire Speake	I'd like to report an Issue	10:40:27 PM
Acebuddy	Please select an option!	10:40:27 PM
Claire Speake	QuickBooks Issue	10:40:34 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:40:34 PM
Claire Speake	Other QB related issue	10:40:43 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:40:43 PM
Claire Speake	QuickBooks is saying that there is not enough room for storage , so I cannot export reports	10:42:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:42:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:42:18 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	10:42:49 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	10:42:54 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:43:04 PM
Claire Speake	QuickBooks is saying that there is not enough room for storage , so I cannot export reports	10:43:36 PM
	How would I get the server name and user name?	10:44:51 PM
Shubham Yadav	Claire you can let me know the business name once to confirm ?	10:45:25 PM
Claire Speake	California turf Warehouse, or Synthetic grass warehouse fresno	10:46:31 PM
Shubham Yadav	Thanks for the confirmation	10:46:42 PM
	SGW.myrealdata.net this is your server name	10:47:03 PM
	Can you please let me know since when are you facing the issue ?	10:47:16 PM
Claire Speake	i've been facing thia issue for about 2 weeks	10:48:05 PM
Shubham Yadav	May I take the remote access of your local computer?	10:48:35 PM
	This message has been deleted	10:48:46 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:48:58 PM
	<a href="https://assist.acecloudhosting.com/join/9412040665">https://assist.acecloudhosting.com/join/9412040665</a>	10:48:59 PM
	Kindly Click on the link and open the downloaded file.	10:49:09 PM
Claire Speake	Should be done.	10:50:32 PM
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:50:55 PM
Claire Speake	OKay.	10:51:16 PM
Shubham Yadav	As per remote session you will need to mail us for Excel and Ram Addition	11:17:33 PM
	Is there anything else I may help you with ?	11:17:45 PM
	Are we still connected here?	11:19:02 PM
	Are we still connected here?	11:20:13 PM
	Are we still connected here?	11:21:04 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.	11:21:06 PM
	<i>Shubham Yadav has ended this chat session</i>	11:21:09 PM



# Chat Transcript

I am having difficulty login in to my server

Visitor Details

8 Feb, 5:14:14 AM

**#72194 natasha**  
**Email:** natasha@nptasolutions.com 📞 9288996926  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/ace-support/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 42 Secs  
**City:** PRESCOTT  
**State:** Arizona  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 17 Secs

natasha	I am having difficulty login in to my server	8 Feb, 5:14:16 AM
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.	5:14:21 AM
natasha	Thank you	5:14:35 AM
Gantavya is transferring the chat to Support(QB & App Hosting).		5:14:44 AM
Shashwat Verma accepted the chat transfer request.		5:14:56 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	5:15:00 AM
	hello Natasha	5:15:09 AM
	I will surely help you with this issue.	5:15:15 AM
natasha	Great	5:15:32 AM
	We added Drake to my remote connection 02/05 and since then I am having difficulty login in to my server.	5:16:25 AM
Shashwat Verma	Okay	5:16:36 AM

	May I take the remote access of your local computer?	5:16:40 AM
natasha	yes	5:16:49 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	5:17:14 AM
	<a href="https://assist.acecloudhosting.com/join/5172853766">https://assist.acecloudhosting.com/join/5172853766</a>	5:17:18 AM
	Kindly Click on the link and open the downloaded file.	5:17:22 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:18:38 AM
	Issue resolved on remote session.	5:36:27 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	5:36:31 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:36:34 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>	5:36:36 AM
	<i>Shashwat Verma has ended this chat session</i>	5:36:39 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71897 Michael Antalek

Email: [mantalek@raland.com](mailto:mantalek@raland.com) 📞 18478524028

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

4 Feb, 6:45:26 AM

**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** PALM HARBOR  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 59 Secs

Michael Antalek	Hello, I am your Acebuddy	4 Feb, 6:45:27 AM
Acebuddy	Hello Michael Antalek, I'm your Ace Buddy. I'll be happy to assist you!	6:45:28 AM
	Whom Would You Like to Connect With?	6:45:28 AM
Michael Antalek	Technical Support (QB & App Hosting)	6:45:38 AM
Acebuddy	Welcome to Ace Support.	6:45:38 AM
	Please chose an option :	6:45:38 AM
Michael Antalek	I'd like to raise a Request	6:45:48 AM
Acebuddy	Please select your request type.	6:45:49 AM
Michael Antalek	Change in Users	6:45:58 AM
Acebuddy	Please select your desired option!	6:45:58 AM
Michael Antalek	User Replacement	6:46:19 AM
Acebuddy	Kindly email us at support@acecloudhosting.com from your registered email address mentioning the existing username that needs to be replaced along with the new user's Full Name.	6:46:19 AM
	Do you need any further assistance on the topic?	6:46:19 AM
Michael Antalek	No	6:46:26 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	6:46:27 AM
	<i>Acebuddy has ended this chat session</i>	6:46:27 AM



#71837 Lewisville

Email: lewisville@eaglefintax.com 📞 4696098829

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: HYDERABAD

State: Telangana

Country: INDIA

Chat Transcript

Chat Duration : 18 Mins 44 Secs

Lewisville	Hello, I am your Acebuddy	3 Feb, 8:17:02 PM
Acebuddy	Hello Supervisor, I'm your Ace Buddy. I'll be happy to assist you!	8:17:03 PM
	Whom Would You Like to Connect With?	8:17:03 PM
Lewisville	Technical Support (QB & App Hosting)	8:17:05 PM
Acebuddy	Welcome to Ace Support.	8:17:05 PM
	Please chose an option :	8:17:05 PM
Lewisville	I'd like to report an Issue	8:17:11 PM
Acebuddy	Please select an option!	8:17:11 PM
Lewisville	Other Issue	8:17:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:17:14 PM
Lewisville	please update drake 2024	8:17:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:17:29 PM
	Acebuddy (bot) forwarded the chat request	8:17:29 PM
	Sharath Kumar accepted the chat transfer request.	8:17:56 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:18:01 PM
Lewisville	still not updated drake 2024	8:18:26 PM
	please do ASAP	8:18:35 PM
Sharath Kumar	Hi Bhanu, we got disconnected earlier, the network connectivity was very slow	8:18:45 PM
	I am on it now, one moment please while I provide you the remote access link	8:19:16 PM
Lewisville	okay	8:19:27 PM
	please send me request	8:20:38 PM

Sharath Kumar	could you please confirm that you are still signed in with the LewisvilleEagle5 account?	8:21:37 PM
Lewisville	yes	8:21:45 PM
Sharath Kumar	here is the link	8:22:38 PM
	<a href="https://assist.acecloudhosting.com/join/3192394252">https://assist.acecloudhosting.com/join/3192394252</a>	8:22:40 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:22:44 PM
	may I log you out of the server and restart it? (Edited)	8:28:48 PM
Lewisville	thankyou	8:35:04 PM
Sharath Kumar	My pleasure, anything else that I may assist you with?	8:35:30 PM
Lewisville	no	8:35:43 PM
	<i>supervisor has ended this chat session</i>	8:35:47 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 3:51:08 AM

#72349 emelia van dyke

**Email:** emelia@studiocomo.com

**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:** 19 Secs

**City:** DENVER

**State:** Colorado


**Country:** UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 13 Secs

emelia van dyke	Hello, I am your Acebuddy	12 Feb, 3:51:09 AM
Acebuddy	Hello Emelia Van Dyke, I'm your Ace Buddy. I'll be happy to assist you!	3:51:10 AM

	Whom Would You Like to Connect With?	3:51:10 AM
emelia van dyke	Technical Support (QB & App Hosting)	3:51:21 AM
Acebuddy	Welcome to Ace Support.	3:51:21 AM
	Please chose an option :	3:51:21 AM
emelia van dyke	I'd like to report an Issue	3:51:27 AM
Acebuddy	Please select an option!	3:51:27 AM
emelia van dyke	Password Reset	3:51:31 AM
Acebuddy	Please select an option below	3:51:31 AM
emelia van dyke	Already Enrolled to Selfcare Portal	3:51:39 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	3:51:39 AM
	Do you need any further assistance on the topic?	3:51:39 AM
emelia van dyke	Yes	3:51:45 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:51:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:51:45 AM
emelia van dyke	ID 639079	3:51:48 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:52:16 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:52:19 AM
	Hello	3:52:21 AM
emelia van dyke	Hi I need help with this screen coming up that is saying I need to reset my password	3:53:27 AM
	it wont let me reset or click forgot password and the notice is taking over my screen	3:53:46 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:53:56 AM
	I think there is a need to reset your password.	3:55:12 AM
emelia van dyke	im happy to reset it but it's not working	3:55:25 AM
Anurag Sharma	Okay	3:55:30 AM
	After this chat, I will send you an email. You can just revert back to that email with an approval from the primary contact with the password reset request.	3:56:07 AM
	So that we can proceed with this request	3:56:15 AM
	Will it be okay, Emelia?	3:56:40 AM
emelia van dyke	im confused, you're going to email me a link to reset my password?	3:57:19 AM
	who is the primary contact you are talking about?	3:57:39 AM
Anurag Sharma	No, we will do that for you. We just require an approval from the primary contact.	3:57:46 AM
	And after that we will send you the new password link.	3:57:57 AM

	brad@studiocomo.com is the primary contact.	3:58:13 AM
emelia van dyke	okay so you are emailing brad then?	3:58:54 AM
Anurag Sharma	Yes, I will copy him in the CC.	3:59:12 AM
	You can just ask him to approve the request.	3:59:35 AM
	I hope I am able to make myself clear.	3:59:55 AM
emelia van dyke	okay and then after he approves the request I can reset my password to whatever I want?	4:00:26 AM
Anurag Sharma	If you want to reset your password on your own. You can use Selfcare portal.	4:00:58 AM
	If you want us to reset the password for you, then you just need to provide us the approval from Brad	4:01:29 AM
	I think you are bit confused right now. Could you just ask Brad ( [brad@studiocomo.com] (mailto:brad@studiocomo.com) ) to send us a request for password reset? (Edited)	4:02:41 AM
	Email: <b>[support@acecloudhosting.com](mailto:support@acecloudhosting.com) this is our Email ID</b>	4:03:30 AM
emelia van dyke	okay i will tell him to approve the request when you send him this eail	4:04:06 AM
	email	4:04:09 AM
Anurag Sharma	perfect !	4:04:17 AM
	Is there anything else I may help you with ?	4:04:22 AM
emelia van dyke	not now thank you	4:04:36 AM
Anurag Sharma	Thankyou so much Emelia. We will update you soon with the new password once we will receive the approval from Brad.	4:05:05 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:05:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:05:18 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	4:05:20 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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>Anurag Sharma has ended this chat session</i>	4:05:23 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Feb, 12:18:49 AM

#72257 portlargooffice

Email: portlargooffice@gmail.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: KEY LARGO


State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 16 Secs

portlargooffice	Hello, I am your Acebuddy	11 Feb, 12:18:50 AM
Acebuddy	Hello Portlargooffice, I'm your Ace Buddy. I'll be happy to assist you!	12:18:51 AM
	Whom Would You Like to Connect With?	12:18:51 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.	12:53:07 AM
	Ended due to chat idle timeout	12:53:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Feb, 11:48:43 PM

#72325 Tiffany Seiler

Email: tiffany@seilerexc.com ☎ 16184667096

**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 55 Secs  
**City:** CHICAGO  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 15 Secs

Tiffany Seiler	Hello, I am your Acebuddy	11 Feb, 11:48:44 PM
Acebuddy	Hello Tiffany Seiler, I'm your Ace Buddy. I'll be happy to assist you!	11:48:45 PM
	Whom Would You Like to Connect With?	11:48:45 PM
Tiffany Seiler	Technical Support (QB & App Hosting)	11:48:52 PM
Acebuddy	Welcome to Ace Support.	11:48:52 PM
	Please chose an option :	11:48:52 PM
Tiffany Seiler	I'd like to report an Issue	11:48:59 PM
Acebuddy	Please select an option!	11:48:59 PM
Tiffany Seiler	QuickBooks Issue	11:49:03 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:49:03 PM
Tiffany Seiler	QuickBooks Update	11:49:09 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.	11:49:09 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.	11:49:09 PM
	Do you need any further assistance on the topic?	11:49:09 PM
Tiffany Seiler	Yes	11:49:20 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:49:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:49:20 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	11:49:34 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	11:49:43 PM
Tiffany Seiler	My current ticket is Ticket ID: 637987	11:49:44 PM

Sharath Kumar	Hello Tiffany, one moment while I look into this for you	11:49:59 PM
Tiffany Seiler	Sharath, I am still unable to run payroll it says it hasn't been updated in 33 days.	11:50:13 PM
	I raised this concern a month ago. I need to have QB Payroll updated weekly on Mondays before I can run payroll. and it can calculate my taxes. Now it completely shut off because its over 30 days old. I can click to update it. It looks like it updates. but it will give me the Error 15212 saying the location set for download is not accessible	11:54:27 PM
Sharath Kumar	understood	11:54:53 PM
	let me quickly login to the server and check why this is happening	11:55:07 PM
Tiffany Seiler	Thank you. last month I believe I was told I was not allowed to do the updates on my side. That you guys would have to do on the backend. That's crazy when I need it done every Monday morning. I'm just hoping there is a solution that I don't have to reach out every week.	11:56:33 PM
Sharath Kumar	I understand your frustration. To update QuickBooks the user account must have admin access and we don't usually provide users with this access due to security concerns	11:58:13 PM
	but I can speak to the appropriate team to provide you with an exception	11:58:52 PM
Tiffany Seiler	I completely understand and respect that. I just want to be able to run payroll and hope there is a way.	11:59:50 PM
Sharath Kumar	I am on the server and it appears that QuickBooks updates are corrupted. I will have to reinstall the complete update	12 Feb, 12:00:16 AM
	Hopefully this should resolve your concern	12:00:25 AM
Tiffany Seiler	ok. It's very frustrating because I couldn't do payroll and send reports to my accountant yesterday. Will that solve the issue for payroll to be updated weekly.	12:02:49 AM
Sharath Kumar	checking with team for alternatives	12:03:39 AM
Tiffany Seiler	thanks	12:04:00 AM
Sharath Kumar	in the meantime, could you please close QuickBooks so that I can download and install the update	12:04:06 AM
Tiffany Seiler	sure	12:06:30 AM
Sharath Kumar	alright, what I have found is that we get notifications about major updates and then we install those remotely	12:07:16 AM
	However, since you have to update every week. We can provide you the admin access and with that you don't have to rely upon support to update the application	12:08:14 AM
Tiffany Seiler	Thank you, I am mostly concerned with QuickBooks Payroll updates. those are different that regular QB	12:09:29 AM
	Not everyone uses QB to do their payroll I am sure. Thanks again	12:09:50 AM
Sharath Kumar	Yes, that is correct.	12:10:06 AM
	The update appears to be a big one	12:10:43 AM
	it will take some time to install	12:10:52 AM
	so far only 10% has been downloaded	12:11:08 AM
Tiffany Seiler	No Problem, I will come back to it later this afternoon.	12:11:31 AM

	Do you need me to stay on chat?	12:12:06 AM
Sharath Kumar	Alright, I will keep you informed via email once I have updated both the QB update and payroll as well	12:12:16 AM
Tiffany Seiler	Or just contact you if it doesn't work later	12:12:18 AM
	Perfect. THanks Sharath	12:12:29 AM
	Have a great day!	12:12:36 AM
Sharath Kumar	My pleasure, anything else that I may assist you with?	12:12:49 AM
Tiffany Seiler	that is all.	12:12:59 AM
Sharath Kumar	alright, wish you a good rest of your day.	12:13:18 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>	12:13:22 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:13:27 AM
	<i>Sharath Kumar has ended this chat session</i>	12:14:00 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72048 jsc

Email: [jsc@jscinemas.com](mailto:jsc@jscinemas.com) 📞 315 323-3322

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

6 Feb, 6:09:29 AM

**Average Response Time:** 46 Secs  
**City:** POTSDAM  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 5 Secs

jsc	Hello, I am your Acebuddy	6 Feb, 6:09:30 AM
Acebuddy	Hello Jsc, I'm your Ace Buddy. I'll be happy to assist you!	6:09:31 AM
	Whom Would You Like to Connect With?	6:09:31 AM
jsc	Technical Support (QB & App Hosting)	6:09:49 AM
Acebuddy	Welcome to Ace Support.	6:09:49 AM
	Please chose an option :	6:09:49 AM
jsc	I'd like to report an Issue	6:10:00 AM
Acebuddy	Please select an option!	6:10:00 AM
jsc	Other Issue	6:10:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:10:09 AM
jsc	notable to log on and payroll deadline is approaching	6:10:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:10:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:10:38 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:11:27 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:11:33 AM
	Hello	6:11:36 AM
jsc	hi	6:11:46 AM
	what the heck is going on there, i'm unable to log on	6:12:43 AM
Shashwat Verma	I will surely help you with this issue.	6:14:20 AM
	May I take the remote access of your local computer?	6:14:24 AM
jsc	sure	6:14:34 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	6:14:40 AM
jsc	everything is closed	6:15:22 AM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/6232863324">https://assist.acecloudhosting.com/join/6232863324</a>	6:15:36 AM
	Kindly Click on the link and open the downloaded file.	6:15:41 AM
jsc	okay...now what?	6:18:15 AM

Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:19:08 AM
	issue resolved on remote session.	6:39:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:39:29 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <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>	6:39:31 AM
	<i>Shashwat Verma has ended this chat session</i>	6:39:35 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72839 mike

Email: mike@knl-inc.net 📞 13058052390

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 3 Secs

mike	Hello, I am your Acebuddy	20 Feb, 12:56:09 AM
Acebuddy	Hello Michael Lopez, I'm your Ace Buddy. I'll be happy to assist you!	12:56:10 AM
	Whom Would You Like to Connect With?	12:56:10 AM
mike	Technical Support (QB & App Hosting)	12:56:34 AM
Acebuddy	Welcome to Ace Support.	12:56:36 AM
	Please chose an option :	12:56:36 AM
mike	I'd like to raise a Request	12:56:45 AM
Acebuddy	Please select your request type.	12:56:45 AM
mike	Other Request	12:56:57 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:56:58 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:56:58 AM
mike	No, That'll be all!	12:57:12 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	12:57:12 AM
	<i>Acebuddy has ended this chat session</i>	12:57:12 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72841 Julissa Rodriguez

Email: julissarodriguez@careerteam.com 📞 12035430766

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: HAMDEN

State: Connecticut

Country: UNITED STATES

Julissa Rodriguez	Hello, I am your Acebuddy	20 Feb, 1:12:02 AM
Acebuddy	Hello Julissa Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	1:12:03 AM
	Whom Would You Like to Connect With?	1:12:03 AM
Julissa Rodriguez	Technical Support (QB & App Hosting)	1:12:09 AM
Acebuddy	Welcome to Ace Support.	1:12:09 AM
	Please chose an option :	1:12:09 AM
Julissa Rodriguez	I'd like to raise a Request	1:12:25 AM
Acebuddy	Please select your request type.	1:12:25 AM
Julissa Rodriguez	Office 365 Addition	1:12:34 AM
Acebuddy	Please specify if you already have an Office365 subscription	1:12:34 AM
Julissa Rodriguez	I already have O365 license	1:12:42 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	1:12:42 AM
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>	1:12:42 AM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	1:12:42 AM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	1:12:42 AM
	Do you need any further assistance on the topic?	1:12:42 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:56:10 AM
	Ended due to chat idle timeout	1:56:10 AM



#72369 krisika

Email: krisika@hkidata.com 📞 7383092838

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile


Average Response Time: 1 Min 12 Secs

City: BORSAD

State: Gujarat

Country: INDIA

krisika	Hello, I am your Acebuddy	12 Feb, 3:22:00 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	3:22:01 PM
	Whom Would You Like to Connect With?	3:22:01 PM
krisika	Technical Support (QB & App Hosting)	3:22:04 PM
Acebuddy	Welcome to Ace Support.	3:22:04 PM
	Please chose an option :	3:22:04 PM
krisika	I'd like to report an Issue	3:22:11 PM
Acebuddy	Please select an option!	3:22:11 PM
krisika	Other Issue	3:22:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:22:15 PM
krisika	Hi	3:22:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:22:56 PM
	Acebuddy (bot) forwarded the chat request	3:22:56 PM
	Manish Singh accepted the chat transfer request.	3:23:19 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:23:24 PM
krisika	Hi	3:24:24 PM
Manish Singh	Hii Krisika	3:25:33 PM
krisika	Slowness in server all pc	3:26:37 PM
Manish Singh	I will surely help you with this issue.	3:26:48 PM
krisika	Yes	3:26:53 PM

Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	3:26:53 PM
krisika	No	3:27:05 PM
	U can proceed the server reboot	3:27:17 PM
Manish Singh	Sure, please wait.	3:27:57 PM
krisika	Ok	3:28:03 PM
Manish Singh	Kindly try to access now.	3:31:57 PM
krisika	Ok	3:32:10 PM
	Server working fine in all pc	3:35:14 PM
	Thank you	3:35:18 PM
Manish Singh	Is there anything else I may help you with ?	3:35:27 PM
krisika	No	3:35:33 PM
	Thank you	3:35:37 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:35:41 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	3:35:45 PM
	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> )	
Manish Singh has ended this chat session		3:35:47 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71807 Tara Marie Espinoza

Email: tara@marcinengineering.com

2 Feb, 9:49:19 AM

**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:** BUENA VISTA  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 26 Secs

Tara Marie Espinoza	Hello, I am your Acebuddy	2 Feb, 9:49:21 AM
Acebuddy	Hello Tara Marie Espinoza, I'm your Ace Buddy. I'll be happy to assist you!	9:49:21 AM
	Whom Would You Like to Connect With?	9:49:21 AM
Tara Marie Espinoza	Technical Support (QB & App Hosting)	9:49:34 AM
Acebuddy	Welcome to Ace Support.	9:49:34 AM
	Please chose an option :	9:49:34 AM
Tara Marie Espinoza	I'd like to raise a Request	9:49:41 AM
Acebuddy	Please select your request type.	9:49:41 AM
Tara Marie Espinoza	Other Request	9:49:55 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.	9:49:55 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:49:55 AM
Tara Marie Espinoza	Restart	9:51:06 AM
Acebuddy	Hello Tara Marie Espinoza, I'm your Ace Buddy. I'll be happy to assist you!	9:51:06 AM
	Whom Would You Like to Connect With?	9:51:06 AM
Tara Marie Espinoza	Technical Support (QB & App Hosting)	9:51:10 AM
Acebuddy	Welcome to Ace Support.	9:51:10 AM
	Please chose an option :	9:51:10 AM
Tara Marie Espinoza	I'd like to raise a Request	9:51:16 AM
Acebuddy	Please select your request type.	9:51:16 AM
Tara Marie Espinoza	Change in Applications	9:51:27 AM
Acebuddy	Please select your desired option!	9:51:28 AM
Tara Marie Espinoza	Application Replacement	9:51:36 AM

Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version.	9:51:36 AM
	Additionally, please provide us with the name and version of the new application along with any license details that may be necessary for the installation (for example, in case of QuickBooks).	9:51:36 AM
	We request you to download the setup file for the new application from its respective website or portal and save it on your server desktop.	9:51:36 AM
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation of the new application at our end.	9:51:36 AM
	Do you need any further assistance on the topic?	9:51:36 AM
Tara Marie Espinoza	No	9:51:47 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:51:47 AM
	<i>Acebuddy has ended this chat session</i>	9:51:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 3:52:39 AM

#71881 Jason Knickerbocker

**Email:** jason@taxscoutusa.com 📞 14803305885

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** SCOTTSDALE


**State:** Arizona

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 9 Secs

Jason Knickerbocker	Hello, I am your Acebuddy	4 Feb, 3:52:41 AM
Acebuddy		

	Hello Jason Knickerbocker, I'm your Ace Buddy. I'll be happy to assist you!	3:52:42 AM
	Whom Would You Like to Connect With?	3:52:42 AM
Jason Knickerbocker	Technical Support (QB & App Hosting)	3:52:46 AM
Acebuddy	Welcome to Ace Support.	3:52:47 AM
	Please chose an option :	3:52:47 AM
Jason Knickerbocker	I'd like to report an Issue	3:52:52 AM
Acebuddy	Please select an option!	3:52:52 AM
Jason Knickerbocker	Other Issue	3:52:56 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:52:56 AM
Jason Knickerbocker	This service is garbage. It freezes and nothing works. I will be cancelling May 1st. This is not what was promised. My CPU is at 100% and my memory is at 88%. Nothing works. It all freezes. I would cancel today but am stuck for tax season.	3:54:21 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:54:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:54:22 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	3:56:19 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	3:56:43 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:56:50 AM
	Are we still connected here?	4:00:31 AM
	Are we still connected here?	4:04:08 AM
	Are we still connected here?	4:06:48 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:15:03 AM
	<i>Shubham Yadav has ended this chat session</i>	4:15:51 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 7:12:56 PM

#72381 Pinny Rose

**Email:** wholesomehardware@gmail.com 📞 7183446064

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

Chat Transcript		Chat Duration : 35 Mins 17 Secs
Pinny Rose	Hello, I am your Acebuddy	12 Feb, 7:12:57 PM
Acebuddy	Hello Pinny Rose, I'm your Ace Buddy. I'll be happy to assist you!	7:12:58 PM
	Whom Would You Like to Connect With?	7:12:58 PM
Pinny Rose	Technical Support (QB & App Hosting)	7:13:12 PM
Acebuddy	Welcome to Ace Support.	7:13:12 PM
	Please chose an option :	7:13:12 PM
Pinny Rose	I'd like to report an Issue	7:13:27 PM
Acebuddy	Please select an option!	7:13:27 PM
Pinny Rose	Other Issue	7:13:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:13:38 PM
Pinny Rose	Slow connection	7:13:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:13:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:13:56 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:14:49 PM
	<i>Manish Singh is transferring the chat to Sharath Kumar.</i>	7:14:54 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:14:58 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:15:03 PM
	Hello Pinny, could you please let me know the server name that you are having issues with	7:15:30 PM
Pinny Rose	wholesomehardware	7:15:46 PM
	slow connection	7:15:56 PM
Sharath Kumar	one moment while I quickly sign into the server	7:16:22 PM
	I am on the server now and the resource utilization appears to be fine	7:17:47 PM

	could you confirm if this is the first time you're experiencing this issue	7:18:42 PM
Pinny Rose	over the last few days I checked my internet speed and it seemed good o I was wondering if it had something to do specifically with the server	7:20:00 PM
Sharath Kumar	I checked and found that the RAM use is very high, constantly at 90% use	7:21:10 PM
	appears to be in use by google chrome	7:21:37 PM
	could you close some of the tabs that are not in use by Chrome	7:21:55 PM
	my suggestion would be to copy paste the links from Chrome to Microsoft Edge	7:24:05 PM
Pinny Rose	what do you mean	7:25:05 PM
Sharath Kumar	Google chrome, the web browser is utilizing too much memory that is slowing down the server	7:25:47 PM
	Try a different browser instead	7:26:00 PM
	Are we still connected here?	7:28:17 PM
	Are we still connected here?	7:29:06 PM
Pinny Rose	hi	7:29:19 PM
	<i>7:31:02 PMSharath Kumar is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:38.35 KB</i> )  <i>see this</i>	7:31:02 PM
	but i need to use google	7:31:59 PM
Sharath Kumar	I understand	7:33:53 PM
	If it is possible, could you try logging out from the server using the log off option on the desktop	7:35:12 PM
	and then sign back in	7:35:18 PM
	lets see if that closes out the chrome session that are not in use	7:35:46 PM
Pinny Rose	ok	7:36:50 PM
Sharath Kumar	I see you are signed outt	7:37:29 PM
	let me restart the server as well	7:37:37 PM
	try signing in after 2 minutes	7:37:47 PM
	never mind, I see you are logged in again	7:38:09 PM
Pinny Rose	i will sign out and wait a few min	7:39:55 PM
Sharath Kumar	is it still slow after signing back in? (Edited)	7:40:22 PM
Pinny Rose	yeh not much change ok	7:40:39 PM
Sharath Kumar	I see, let me try restarting the server	7:41:34 PM
	let me know whenever you are signed out again	7:41:46 PM
Pinny Rose	signing out	7:42:41 PM

Sharath Kumar	alright, restarting the server now	7:43:11 PM
	try signing in now	7:45:46 PM
	Are we still connected here?	7:46:54 PM
	Are we still connected here?	7:47:08 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.	7:48:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:48:10 PM
	Sharath Kumar has ended this chat session	7:48:15 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Feb, 10:25:03 PM

**#72003 Janet Malasig**  
**Email:** j.malasig@ieee-isto.org ☎ 07324655807  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 19 Secs  
**City:** BAYONNE  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 56 Secs

Janet Malasig	Hello, I am your Acebuddy	5 Feb, 10:25:04 PM
Acebuddy	Hello Janet Malasig, I'm your Ace Buddy. I'll be happy to assist you!	10:25:05 PM
	Whom Would You Like to Connect With?	10:25:05 PM
Janet Malasig	Technical Support (QB & App Hosting)	10:25:13 PM

Acebuddy	Welcome to Ace Support.	10:25:13 PM
	Please chose an option :	10:25:13 PM
Janet Malasig	I'd like to report an Issue	10:25:19 PM
Acebuddy	Please select an option!	10:25:19 PM
Janet Malasig	Password Reset	10:25:22 PM
Acebuddy	Please select an option below	10:25:22 PM
Janet Malasig	Already Enrolled to Selfcare Portal	10:25:27 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:25:27 PM
	Do you need any further assistance on the topic?	10:25:27 PM
Janet Malasig	Yes	10:25:53 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:25:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:25:53 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:26:49 PM
	<i>Shashwat Verma is transferring the chat to Shubham Yadav.</i>	10:26:58 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	10:27:00 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	10:27:07 PM
Janet Malasig	Hello	10:27:20 PM
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:27:25 PM
Janet Malasig	IEEE-ISTO	10:27:32 PM
	JanetMal	10:27:35 PM
	I tried to reset my password in the self care portal but it says my account is restricted and to contact the administrator. I am able to login to the rdp so I don't understand the disconnect	10:28:36 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	10:28:59 PM
	Janet please try again to login into the server.	10:31:05 PM
	We have made the changes from the back end	10:31:22 PM
Janet Malasig	the self care portal or the rdp?	10:31:23 PM
Shubham Yadav	Rdp one	10:31:28 PM
Janet Malasig	i got connected. but my problem is I want to reset my password	10:32:42 PM
Shubham Yadav	Thanks for the confirmation.	10:32:54 PM
	Janet you can reset the password using self care	10:33:07 PM
Janet Malasig	I did try that and it says my account is restricted	10:33:23 PM
Shubham Yadav	To reset the password using Selfcare Portal, please follow the simple steps outlined below:	



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 6:45:41 PM

#72560 George Fowler

Email: gpmfowler@gmail.com ☎ 8478991763

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 : 9 Months 1 Week

George Fowler	Hello, I am your Acebuddy	14 Feb, 6:45:43 PM
Acebuddy	Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you!	6:45:44 PM
	Whom Would You Like to Connect With?	6:45:44 PM
George Fowler	Technical Support (QB & App Hosting)	6:46:30 PM
Acebuddy	Welcome to Ace Support.	6:46:30 PM
	Please chose an option :	6:46:30 PM
George Fowler	I'd like to raise a Request	6:46:34 PM
Acebuddy	Please select your request type.	6:46:34 PM
George Fowler	Change in Users	6:48:33 PM
Acebuddy	Please select your desired option!	6:48:34 PM
George Fowler	User Addition	6:49:05 PM
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecloudhosting.com from your registered email address and we'll update you once the request has been processed.	6:49:05 PM
	Do you need any further assistance on the topic?	6:49:05 PM
George Fowler	Yes	6:51:26 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:51:27 PM

Acebuddy (bot) forwarded the chat request	6:51:27 PM
Saurabh Surana has not responded for the transfer request.	6:53:28 PM
Chat request was not picked up by the operators	6:53:28 PM
<div></div>	

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 7:14:48 AM

**#72545 Darren Story**  
**Email:** darren@strong.ag 📞 14156097482  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 33 Secs  
**City:** WATSONVILLE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 20 Secs

Darren Story	Hello, I am your Acebuddy	14 Feb, 7:14:48 AM
Acebuddy	Hello Darren Story, I'm your Ace Buddy. I'll be happy to assist you!	7:14:49 AM
	Whom Would You Like to Connect With?	7:14:49 AM
Darren Story	Technical Support (QB & App Hosting)	7:14:57 AM
Acebuddy	Welcome to Ace Support.	7:14:58 AM
	Please chose an option :	7:14:58 AM
Darren Story	I'd like to report an Issue	7:15:11 AM
Acebuddy	Please select an option!	7:15:11 AM
Darren Story	Other Issue	7:15:14 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:15:15 AM
Darren Story	Please give me Gurav	7:15:28 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:15:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:15:28 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	7:15:58 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	7:16:01 AM
Darren Story	I need Guarav	7:16:11 AM
Tushar Pharswan	Kindly wait for a minute I will have to check.	7:17:16 AM
	till then.	7:17:20 AM
Darren Story	ok	7:17:32 AM
Tushar Pharswan	Kindly help me with your server name and user name?	7:17:50 AM
Darren Story	DarrenStory	7:18:10 AM
	Ticket ID: 639642	7:18:28 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	7:18:35 AM
	Guarav shift is over, I will be assisting you as of now.	7:21:21 AM
	May I take the remote access of your local computer?	7:21:25 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:21:28 AM
Darren Story	okay yes	7:21:43 AM
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/5492424053">https://assist.acecloudhosting.com/join/5492424053</a>	7:22:23 AM
	Kindly Click on the link and open the downloaded file.	7:22:26 AM
Darren Story	Are you in?	7:23:56 AM
	Hello? Did you go to restroom?	7:24:53 AM
Tushar Pharswan	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.	7:25:05 AM
Darren Story	Okay thanks. I couldn't chat on the Zoho connection any longer	7:38:23 AM
	It stopped working	7:38:29 AM
Tushar Pharswan	Okay.	7:38:33 AM
	Do reach us out if the issue persist, we are available 24/7.	7:38:56 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:39:03 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

working. I will appreciate that. or you may send your feedback at [quality@acecloudhosting.com](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/>)

7:39:05 AM

*Tushar Pharswan has ended this chat session*

7:39:09 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb, 12:45:59 AM

**#72889 KEITH**

**Email:** ks.partsfast@gmail.com ☎ 7133203009

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 6 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 35 Secs

KEITH	Hello, I am your Acebuddy	21 Feb, 12:46:00 AM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	12:46:01 AM
	Whom Would You Like to Connect With?	12:46:01 AM
KEITH	Technical Support (QB & App Hosting)	12:47:33 AM
Acebuddy	Welcome to Ace Support.	12:47:33 AM
	Please chose an option :	12:47:33 AM

KEITH	I'd like to report an Issue	12:47:53 AM
Acebuddy	Please select an option!	12:47:53 AM
KEITH	QuickBooks Issue	12:47:58 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:47:58 AM
KEITH	QuickBooks Login Issue	12:48:10 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:48:10 AM
	Was that helpful?	12:48:10 AM
KEITH	No	12:48:15 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:48:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:48:16 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	12:48:32 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	12:48:38 AM
KEITH	SERVER: PARTSFAST.MYREALDATA.NET	12:48:51 AM
	I HAVE USERS WHERE THE PASSWORD KEEPS RESETTNG AND PROMPTING US TO CREATE A NEW PASSWORD	12:49:24 AM
	I WAS ONLINE ABOUT 1 WEEK AGO WITH SUPPORT AND INSTRUCTED THEM WE DO NOT WANT TO MAKE UP NEW PASSWORDS EVER!!!!!!!!!!!!!!!!!!!!	12:50:02 AM
	WE WANT TO PUT IN ONE PASSWORD AND USE IT FOREVER	12:50:19 AM
	THE AGENT ASSURED ME HE TOOK CARE OF IT ON THE BACK END	12:50:47 AM
	HE ALSO LOGGED ONTO MY LOCAL AND ASSUREMED ME HE FIXED IT.	12:51:11 AM
	YESTERD IT STARTED AGAIN WITH 2 USERS	12:51:22 AM
	SAME 2 USERS KEEP HAVING TO REDO THIER PASSWORD.	12:51:44 AM
	4 OF US ARE GOOD. WE NEVER DO EVER!!!!!!!!!!	12:52:01 AM
Sharath Kumar	Hello Keith, I understand your concern, could you please let me know their usernames	12:52:16 AM
KEITH	PARTS	12:52:29 AM
	RICHARD	12:52:33 AM
Sharath Kumar	One moment while I check their account settings, Sir	12:52:58 AM
KEITH	IT LOOKS LIKE WINDOWS IS DOING THIS. WE NEVER USE TO SEE THIS POP UP	12:53:39 AM
	YOU CAN COME ONTO MY LOCAL AND I WILL SHOW YOU	12:53:52 AM
Sharath Kumar	allow me to remote into your server session	12:57:54 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:58:05 AM
KEITH	OK GOT IT	12:58:12 AM

	LOCAL	12:58:30 AM
	NEED TO COME IN PARTS	12:58:51 AM
Sharath Kumar	I am connecting to your server session	12:58:55 AM
	ok, go it	12:58:59 AM
	connecting now	12:59:02 AM
KEITH	POPPING P ON WRONG CONSOL	12:59:02 AM
	WRONG ONE	1:00:01 AM
	PARTS	1:00:05 AM
	NOT PARTS 2	1:00:11 AM
Sharath Kumar	I see Richard, Parts-2,KeithP,SalesP and TinaW (Edited)	1:00:46 AM
KEITH	IM NOT LOGGED IN	1:01:02 AM
	BECAUSE OF THE PASSWORD SCREEN ISSUE	1:01:14 AM
	SEND ME A LINK FOR THE LOCAL	1:01:24 AM
Sharath Kumar	got it	1:02:01 AM
	<a href="https://assist.acecloudhosting.com/join/6972369616">https://assist.acecloudhosting.com/join/6972369616</a>	1:02:34 AM
	I can see your screen now	1:04:03 AM
KEITH	WE ARE HAVING TO RE-ENT AND SAVE AGAIN AND AGAIN AND AGAIN	1:04:35 AM
	ITS NOT HOLDING LIKE THE OTHERS	1:04:43 AM
	I WORKED WITH ACE CLOUD LAST WEEK	1:05:09 AM
Sharath Kumar	I understand that, I checked that ticket found that the changes were made appropriately for all users	1:05:43 AM
KEITH	ITS KEEPS HAPPENING TO 2 USERS	1:06:04 AM
	SAME 2	1:06:07 AM
	PARTS RGP AND RICHARD RGP	1:06:21 AM
	YOUR SERVER KEEPS PROMPTING UTHOSE 2 TO RE-ENTEER	1:06:41 AM
Sharath Kumar	got it, could you please enter the password once again so that I can capture the password reset pop up	1:06:42 AM
KEITH	Parkrow1234	1:07:13 AM
	Parkrow1234!	1:07:58 AM
	it will work all day until tommorrow	1:10:35 AM
	it worked from my last support window until yeasterday and today	1:11:09 AM
	only these 2 users	1:11:18 AM
Sharath Kumar	Sir, am not seeing any prompt for this user	1:11:56 AM

KEITH	i know. im saying it will most likly happen again tommorrow.	1:12:30 AM
	like it has been t time you guys fixed it.	1:12:44 AM
	thats the issue	1:12:47 AM
	good for 1 day or 3 then back to re enter password for these 2 users	1:13:25 AM
	when it happens im not here	1:13:39 AM
Sharath Kumar	that is strange	1:13:40 AM
KEITH	it keeps happening like today	1:13:49 AM
Sharath Kumar	could you have the user send in a screenshot when the prompt appears	1:14:07 AM
KEITH	so my users cant work or they have to start with another new password and that messes up	1:14:25 AM
	we just saw it	1:14:34 AM
	i stop and called you	1:14:42 AM
	or logged in	1:14:46 AM
	you just saw it	1:14:54 AM
	its promp[ting us to type in a password	1:15:08 AM
	we dont want to type in password	1:15:17 AM
	we just want to log in after hitting rgp	1:15:30 AM
	rdc	1:15:39 AM
Sharath Kumar	understood	1:15:41 AM
KEITH	only happens with 2 users	1:15:57 AM
Sharath Kumar	could you show me where the RDP file is kept	1:15:58 AM
	on this local machine	1:16:02 AM
KEITH	i dont know where it goes	1:16:22 AM
Sharath Kumar	so it is pinned on the taskbar and the credentials are just saved	1:17:21 AM
	this way as you mentioned, you dont have to enter the password again and again	1:17:43 AM
KEITH	ok we will try this out.	1:18:15 AM
Sharath Kumar	I have made sure that the settings for password expiry has been made on your server, so that the prompts are no longer there.	1:18:22 AM
KEITH	if it does not work you owe me 20.00 usd	1:18:31 AM
	joking	1:18:43 AM
	of course	1:18:47 AM
Sharath Kumar	haha!	1:18:50 AM
KEITH	thank you	1:19:01 AM

Sharath Kumar	I am pretty sure it should work this time	1:19:03 AM
	But I will keep a ticket open till next week and will follow up with you to make sure your issue is resolved	1:19:34 AM
KEITH	ok. make sure we are not set up for any type of password renewl	1:20:06 AM
Sharath Kumar	If anyone comes across the prompt, please have them send in a screenshot of the same	1:20:17 AM
KEITH	yearly or such	1:20:22 AM
Sharath Kumar	absolutely	1:20:23 AM
KEITH	ok	1:20:30 AM
	ending chat. thank you	1:20:47 AM
Sharath Kumar	disconnecting from remote session	1:21:07 AM
	anything else that I can assist you with?	1:21:15 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	1:21:59 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:22:01 AM
	<i>Sharath Kumar has ended this chat session</i>	1:22:36 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72793 BINITA ADHIKARI

Email: abctaxllc@outlook.com 📞 12025319519

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

19 Feb, 5:49:32 AM

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** OVERLAND PARK

**State:** Kansas

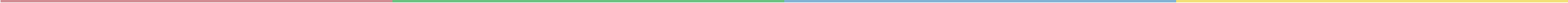
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 56 Secs

BINITA ADHIKARI	Hello, I am your Acebuddy	19 Feb, 5:49:33 AM
Acebuddy	Hello Avinandan, I'm your Ace Buddy. I'll be happy to assist you!	5:49:35 AM
	Whom Would You Like to Connect With?	5:49:35 AM
BINITA ADHIKARI	Technical Support (QB & App Hosting)	5:49:42 AM
Acebuddy	Welcome to Ace Support.	5:49:42 AM
	Please chose an option :	5:49:42 AM
BINITA ADHIKARI	I'd like to report an Issue	5:49:55 AM
Acebuddy	Please select an option!	5:49:55 AM
BINITA ADHIKARI	Other Issue	5:50:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:50:03 AM
BINITA ADHIKARI	AGENT	5:50:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:50:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:50:09 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:50:57 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:51:00 AM
	Hello Avinandan	5:51:07 AM
BINITA ADHIKARI	Hi, I cannot login in my computer desktop	5:51:13 AM
	can you help me one more time	5:51:21 AM
	i can share you my screen	5:51:47 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:52:32 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:52:36 AM
BINITA ADHIKARI	abc tax llc	5:52:53 AM
	user Avinandan_av	5:53:01 AM
Anurag Sharma	Thanks for the confirmation !	5:53:22 AM

	Kindly allow me 2-3 minutes to check the same.	5:53:29 AM
BINITA ADHIKARI	okay,	5:53:40 AM
	5:54:43 AMBINITA ADHIKARI is sharing a file with you <a href="#">1_image.png</a> - ( Size:32.73 KB )	5:54:43 AM
	here is what it says	5:54:54 AM
Anurag Sharma	May I take the remote access of your local computer?	5:55:00 AM
BINITA ADHIKARI	sure	5:55:07 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	5:55:19 AM
	<a href="https://assist.acecloudhosting.com/join/8812772961">https://assist.acecloudhosting.com/join/8812772961</a>	5:55:41 AM
BINITA ADHIKARI	okay	5:55:43 AM
Anurag Sharma	Kindly paste this link in the browser of local computer and join the session.	5:55:45 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:57:56 AM
BINITA ADHIKARI	I'm waiting	5:57:59 AM
Anurag Sharma	The issue seems to be resolved now.	5:59:36 AM
	Is there anything else I may help you with ?	5:59:42 AM
	Are we still connected here?	6:01:09 AM
	Are we still connected here?	6:02:42 AM
BINITA ADHIKARI	thank you	6:04:25 AM
Anurag Sharma	Are we still connected here?	6:04:26 AM
	Avinandan has ended this chat session	6:04:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 2:36:58 AM

#71874 Larry Ma

Email: larry@techusys.com 📞 9493566000

**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 36 Secs  
**City:** SANTA ANA  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 17 Secs

Larry Ma	Hello, I am your Acebuddy	4 Feb, 2:36:59 AM
Acebuddy	Hello Larry, I'm your Ace Buddy. I'll be happy to assist you!	2:37:00 AM
	Whom Would You Like to Connect With?	2:37:00 AM
Larry Ma	Technical Support (QB & App Hosting)	2:37:07 AM
Acebuddy	Welcome to Ace Support.	2:37:07 AM
	Please chose an option :	2:37:07 AM
Larry Ma	I'd like to report an Issue	2:37:13 AM
Acebuddy	Please select an option!	2:37:13 AM
Larry Ma	Other Issue	2:37:16 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:37:16 AM
Larry Ma	Can't Connect Remote Desktop	2:37:31 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:37:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:37:32 AM
Larry Ma	GeneralBuilders.myrealdata.net	2:37:35 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	2:38:01 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	2:38:03 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:38:11 AM
Larry Ma	GeneralBuilders.myrealdata.net	2:38:17 AM
	myrealdata\Lan_GB	2:38:26 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	2:38:45 AM
	Larry since when are you facing the issue ?	2:40:39 AM
Larry Ma	since today	2:40:58 AM

Shubham Yadav	Alright let me check	2:42:26 AM
	Larry can you please try again to login into the server ?	2:45:38 AM
Larry Ma	now it says it can't find the computer GeneralBuilders.myrealddata.net	2:46:36 AM
	oh it works now	2:47:22 AM
Shubham Yadav	That's great larry	2:47:32 AM
	Is there anything else I may help you with ?	2:47:43 AM
Larry Ma	no that's all	2:48:00 AM
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:48:07 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:48:12 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <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>	2:48:14 AM
	<i>Shubham Yadav has ended this chat session</i>	2:48:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72083 accounting

Email: [accounting@globalstrategiesllc.net](mailto:accounting@globalstrategiesllc.net) 📞 3019196019

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

6 Feb, 8:53:25 PM

**Device:** Desktop  
**Average Response Time:** 2 Mins 7 Secs  
**City:** BALTIMORE  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 27 Secs


accounting	Hello, I am your Acebuddy	6 Feb, 8:53:27 PM
Acebuddy	Hello Lauren, I'm your Ace Buddy. I'll be happy to assist you!	8:53:28 PM
	Whom Would You Like to Connect With?	8:53:28 PM
accounting	Technical Support (QB & App Hosting)	8:53:36 PM
Acebuddy	Welcome to Ace Support.	8:53:36 PM
	Please chose an option :	8:53:36 PM
accounting	I'd like to raise a Request	8:53:47 PM
Acebuddy	Please select your request type.	8:53:47 PM
accounting	Other Request	8:55:11 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.	8:55:11 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:55:11 PM
accounting	Setback	8:55:27 PM
Acebuddy	Please select your request type.	8:55:27 PM
accounting	Other Request	8:55:30 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.	8:55:31 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:55:31 PM
accounting	Restart	8:55:49 PM
Acebuddy	Hello Lauren, I'm your Ace Buddy. I'll be happy to assist you!	8:55:49 PM
	Whom Would You Like to Connect With?	8:55:49 PM
accounting	Managed IT	8:56:00 PM
Acebuddy	Please wait while we connect you to an available Representative.	8:56:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:56:00 PM
	<i>Suneetha Barre accepted the chat transfer request.</i>	8:56:10 PM
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?	8:56:24 PM

accounting	Hi!	8:56:33 PM
	Our subscription include a microsoft package and it had been working while	8:56:51 PM
Suneetha Barre	Hi Lauren	8:56:59 PM
accounting	however, I logged in today. Suddenly I could't use my excel sheet	8:57:13 PM
	could you please take a look at that?	8:57:20 PM
	User name: myrealdata\LaurenMarley	8:57:31 PM
Suneetha Barre	Thank you for providing details with us	8:57:50 PM
	Kindly allow me to transfer this chat to concerned team	8:58:14 PM
accounting	ok	8:58:21 PM
	<i>Suneetha Barre is transferring the chat to Support(QB &amp; App Hosting).</i>	8:58:31 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:58:53 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:59:08 PM
accounting	hi	9:00:05 PM
Manish Singh	I will surely help you with this issue.	9:00:06 PM
	Kindly allow me 3-4 minutes to check the same. (Edited)	9:00:24 PM
accounting	thanks	9:00:46 PM
	any update?	9:07:35 PM
Manish Singh	Checking please wait.	9:07:50 PM
	May I take the remote access of your server?	9:08:43 PM
accounting	you want to access it?	9:09:35 PM
	yes	9:09:42 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:09:47 PM
accounting	ok	9:10:27 PM
Manish Singh	Kindly accept the session.	9:11:25 PM
accounting	done	9:12:33 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:17:11 PM
accounting	okay	9:17:33 PM
Manish Singh	Kindly let us know if your Admin has the password for Microsoft Office account or let us know if you have to reset the password.	9:25:55 PM
	Is there anything else I may help you with ?	9:26:00 PM
accounting	that's all I will circle back	9:26:16 PM

Manish Singh	Sure	9:26:21 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.	9:26:25 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:26:48 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <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>	9:26:53 PM

Manish Singh has ended this chat session

9:26:54 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Feb, 11:23:50 PM

#72673 Andreas Ruiz-Diaz

Email: [technology@stratfordsteel.com](mailto:technology@stratfordsteel.com) 📞 12032495048

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: 49 Secs

City: STAMFORD

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins

Andreas Ruiz-Diaz	Hello, I am your Acebuddy	17 Feb, 11:23:51 PM
Acebuddy	Hello Andreas Ruiz-diaz, I'm your Ace Buddy. I'll be happy to assist you!	11:23:52 PM
	Whom Would You Like to Connect With?	11:23:52 PM
Andreas Ruiz-Diaz	Technical Support (QB & App Hosting)	11:23:58 PM
Acebuddy	Welcome to Ace Support.	11:23:58 PM
	Please chose an option :	11:23:58 PM
Andreas Ruiz-Diaz	I'd like to report an Issue	11:24:06 PM
Acebuddy	Please select an option!	11:24:06 PM
Andreas Ruiz-Diaz	Other Issue	11:24:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:24:10 PM
Andreas Ruiz-Diaz	There is a problem with our account.	11:24:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:24:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:24:26 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:25:14 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:25:18 PM
	Hello Andreas	11:25:22 PM
Andreas Ruiz-Diaz	Hi, how are you?	11:25:26 PM
	I am having trouble logging into our account.	11:25:39 PM
Anurag Sharma	I am good what about you?	11:25:43 PM
	I deeply apologize for the inconvenience caused to you.	11:25:49 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:25:52 PM
Andreas Ruiz-Diaz	RDG.myrealdata.net	11:26:50 PM
	CID73874	11:27:01 PM
	technology@stratfordsteel.com	11:27:10 PM
	My password isn't working.	11:27:25 PM
	When I go to reset it.	11:27:30 PM
	I do not recognize the email address associated with password reset.	11:27:53 PM
Anurag Sharma	Thankyou for the information Andreas.	11:28:22 PM
	I deeply apologize for the problem caused.	11:28:42 PM
Andreas Ruiz-Diaz	Thank you for your help.	11:28:51 PM
Anurag Sharma	Kindly allow me 4-5 minutes to check the same.	11:28:51 PM
Andreas Ruiz-Diaz	Okay thanks.	11:28:55 PM

	The reset password is: q0*****@ut***.com	11:30:45 PM
	Reset email addresss, that is what i meant to write.	11:31:09 PM
	I do not recognize that email address.	11:31:19 PM
	I also don't recognize the password resert questions.	11:31:48 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:33:20 PM
	Andreas could you please confirm me the username of the user you want to reset the password for?	11:34:08 PM
Andreas Ruiz-Diaz	Yes	11:34:58 PM
	CID73874	11:35:12 PM
	That is the admin correct?	11:35:18 PM
	<a href="https://myportal.acecloudhosting.com/login">https://myportal.acecloudhosting.com/login</a>	11:36:28 PM
	This is the URL i go to when I want to manage the account correct?	11:36:42 PM
	<i>11:37:15 PMAnurag Sharma is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:23.93 KB )</i> <i>Please confirm the username.</i>	11:37:15 PM
Anurag Sharma	Are we still connected here?	11:38:55 PM
Andreas Ruiz-Diaz	It isn't one of those.	11:38:57 PM
	It was the admin account I use for the Management Portal.	11:39:15 PM
Anurag Sharma	Okay	11:39:31 PM
	May I take the remote access of your local computer?	11:39:37 PM
Andreas Ruiz-Diaz	I was using: CID73874	11:39:49 PM
	To login to: <a href="https://myportal.acecloudhosting.com/login">https://myportal.acecloudhosting.com/login</a>	11:40:05 PM
Anurag Sharma	Okay no problem Andreas.	11:40:22 PM
Andreas Ruiz-Diaz	Thank you.	11:40:56 PM
Anurag Sharma	May I take the remote access of your local computer?	11:41:05 PM
	So that I can check the username from your device.	11:41:25 PM
Andreas Ruiz-Diaz	Yes	11:41:53 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	11:42:16 PM
	<a href="https://assist.acecloudhosting.com/join/3692522332">https://assist.acecloudhosting.com/join/3692522332</a>	11:42:31 PM
	Kindly paste this link in the browser of local computer and join the session.	11:42:35 PM
Andreas Ruiz-Diaz	Are you connected?	11:44:07 PM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:44:23 PM

Andreas Ruiz-Diaz	Thank you very much.	11:53:17 PM
	You solved my problem.	11:53:26 PM
Anurag Sharma	Is there anything else I may help you with ?	11:53:27 PM
Andreas Ruiz-Diaz	No	11:53:29 PM
	Thanks again.	11:53:33 PM
	Perfect job.	11:53:36 PM
Anurag Sharma	Thankyou so much for the confirmation.	11:53:39 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:53:42 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:53:47 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <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>	11:53:49 PM
<i>Anurag Sharma has ended this chat session</i>		11:53:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 27 Feb, 11:16:11 PM

**#73267 Ted Edwards**  
**Email:** caleb@kaizentax.com ☎ 18015973227  
**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:** SALEM  
**State:** Utah  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 56 Secs

Ted Edwards	Hello, I am your Acebuddy	27 Feb, 11:16:12 PM
Acebuddy	Hello Ted, I'm your Ace Buddy. I'll be happy to assist you!	11:16:13 PM
	Whom Would You Like to Connect With?	11:16:13 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:48:09 PM

Ended due to chat idle timeout

11:48:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 12:38:01 AM

**#72506 PAUL SLEUTJES**  
**Email:** psleutjes@acs-west.com ☎ 13107954801  
**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:** 1 Min 4 Secs  
**City:** RIVERSIDE  
**State:** Washington  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 15 Mins

PAUL SLEUTJES	Hello, I am your Acebuddy	14 Feb, 12:38:03 AM
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Acebuddy	Hello Paul Sleutjes, I'm your Ace Buddy. I'll be happy to assist you!	12:38:04 AM
	Whom Would You Like to Connect With?	12:38:04 AM
PAUL SLEUTJES	Technical Support (QB & App Hosting)	12:38:34 AM
Acebuddy	Welcome to Ace Support.	12:38:34 AM
	Please chose an option :	12:38:34 AM
PAUL SLEUTJES	I'd like to raise a Request	12:38:45 AM
Acebuddy	Please select your request type.	12:38:45 AM
PAUL SLEUTJES	Application Version Upgrade	12:39:04 AM
Acebuddy	Please select the application you would like to upgrade :	12:39:04 AM
PAUL SLEUTJES	Other Application	12:39:10 AM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	12:39:10 AM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	12:39:10 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	12:39:10 AM
	Do you need any further assistance on the topic?	12:39:10 AM
PAUL SLEUTJES	Yes	12:39:42 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:39:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:39:42 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:40:00 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:40:03 AM
	Hello Paul	12:40:08 AM
PAUL SLEUTJES	Hi	12:40:16 AM
	i have a application that has been install and work but now needs an update - i emailed service explained the issue - and they said they took care of it but they did not - still on old version	12:42:04 AM
Shashwat Verma	I will surely help you with this issue.	12:42:35 AM
	Kindly allow me two minutes to check the same.	12:42:38 AM
	Since I have checked the earlier ticket that your application is already up to date, but you have informed us that it is still pending, let me check from backend.	12:46:52 AM
	Kindly allow me two minutes to check the same.	12:46:54 AM
	<i>12:50:05 AM</i> Shashwat Verma is sharing a file with you <a href="#">image.png</a> - ( Size:572.91 KB )	12:50:05 AM
	We have re-initiated the update again and it says it is up to date.	12:50:40 AM

PAUL SLEUTJES	the current version is 22	12:51:10 AM
	since there is an instance of this program for ever user - do you have to update each desktop?	12:52:11 AM
Shashwat Verma	Yes we can move that way too	12:52:24 AM
	Kindly allow me two minutes to check the software specifications.	12:52:38 AM
	We have checked and found that we have to move forward with user specific end.	1:00:44 AM
PAUL SLEUTJES	what does that mean	1:02:45 AM
Shashwat Verma	We have to take the remote of user remote for application integration update	1:03:40 AM
PAUL SLEUTJES	what do we have to do on our end?	1:04:28 AM
	currently all of your users are down	1:04:52 AM
	without a resolution - we might have to pull everything of off the server	1:05:48 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	1:06:50 AM
	We have tried to update the application and since it's the third party application, kindly share us the latest release file , so that we can update the application to 22	1:16:09 AM
PAUL SLEUTJES	after its been installed the update comes from there server directly to the application-	1:17:25 AM
	you can update from the application with out signing in	1:17:58 AM
Shashwat Verma	Yes paul, you can check the above screenshot, it prompting us that it is up to date	1:18:27 AM
	<i>1:20:22 AMPAUL SLEUTJES is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:652.27 KB )</i>	1:20:22 AM
	<i>THSI IS THE MESSAGE I GET!!!</i>	
PAUL SLEUTJES	not up to date!	1:20:31 AM
	<i>1:22:02 AMPAUL SLEUTJES is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:646.64 KB )</i>	1:22:02 AM
Shashwat Verma	May I take the remote access of your local computer?	1:22:09 AM
PAUL SLEUTJES	yes but i have only 5 mins	1:22:35 AM
Shashwat Verma	Okay	1:23:01 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:23:05 AM
	<a href="https://assist.acecloudhosting.com/join/7012513032">https://assist.acecloudhosting.com/join/7012513032</a>	1:23:16 AM
	Kindly Click on the link and open the downloaded file.	1:23:19 AM
PAUL SLEUTJES	its running	1:25:06 AM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:25:19 AM
PAUL SLEUTJES	i guess we dont have a resolution	1:32:47 AM
Shashwat Verma	We are about to complete at your end	1:33:10 AM

	We need to update it from your end but the remote got disconnected	1:34:20 AM
	Are we still connected here?	1:37:10 AM
	Are we still connected here?	1:42:11 AM
	Are we still connected here?	1:48:50 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:53:43 AM
	<i>Shashwat Verma has ended this chat session</i>	1:53:46 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Feb, 8:17:06 PM

**#73311 michael ness**  
**Email:** miken@rortax.com 📞 612-822-7177  
**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:** 17 Secs  
**City:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES


Chat Transcript

Chat Duration : 12 Mins 11 Secs

michael ness	Hello, I am your Acebuddy	28 Feb, 8:17:09 PM
Acebuddy	Hello Michael Ness, I'm your Ace Buddy. I'll be happy to assist you!	8:17:10 PM
	Whom Would You Like to Connect With?	8:17:10 PM
michael ness	Technical Support (QB & App Hosting)	8:17:24 PM
Acebuddy	Welcome to Ace Support.	8:17:24 PM

	Please chose an option :	8:17:24 PM
michael ness	I'd like to raise a Request	8:17:31 PM
Acebuddy	Please select your request type.	8:17:31 PM
michael ness	Application Update	8:17:43 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.  Typically, the application update is performed overnight.	8:17:43 PM
	Do you need any further assistance on the topic?	8:17:43 PM
michael ness	Yes	8:18:52 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:18:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:18:52 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:19:00 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:19:04 PM
michael ness	there is a 2024 Lacerte update that we need installed post haste. Cannot wait until overnight. can you help with that?	8:19:40 PM
Manish Singh	As I can check the previous tickets its already done, Michael.	8:20:37 PM
	Is there any update prompt you are getting at your end.	8:20:58 PM
michael ness	We have multiple done during tax season and there's another one right now.	8:21:04 PM
Manish Singh	Alright, I will surely help you with this issue.	8:21:21 PM
	Updating the application now.	8:22:52 PM
michael ness	THanks, I told everyone to exit the cloud	8:22:54 PM
Manish Singh	Yes, need to restart the server after the update is complete.	8:23:39 PM
	Michael, we have successfully updated Lacerte 2024 kindly login once and check.	8:26:49 PM
michael ness	checking..	8:27:39 PM
Manish Singh	Please take your time.	8:27:51 PM
michael ness	success thank you	8:28:45 PM
Manish Singh	Is everything working fine?	8:28:49 PM
michael ness	yes thatnks	8:28:55 PM
Manish Singh	Great!	8:28:55 PM
	Is there anything else I may help you with ?	8:28:59 PM
michael ness	we're good, have a good weekend	8:29:08 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:29:09 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:29:16 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>	8:29:19 PM

	<i>Manish Singh has ended this chat session</i>	8:29:21 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	19 Feb, 12:32:39 AM
<p><b>#72765 Galina Filina</b></p> <p><b>Email:</b> gfilina87@gmail.com</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Acebuddy</p> <p><b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a></p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Google Chrome</p> <p><b>Device:</b> Desktop</p> <p><b>City:</b> CHARLOTTE</p> <p><b>State:</b> North Carolina</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript

Chat Duration : 37 Mins 6 Secs

Galina Filina	Hello, I am your Acebuddy	19 Feb, 12:32:40 AM
Acebuddy	Hello Galina Filina, I'm your Ace Buddy. I'll be happy to assist you!	12:32:42 AM
	Whom Would You Like to Connect With?	12:32:42 AM

Galina Filina	Technical Support (QB & App Hosting)	12:32:49 AM
Acebuddy	Welcome to Ace Support.	12:32:49 AM
	Please chose an option :	12:32:49 AM
Galina Filina	I'd like to report an Issue	12:33:00 AM
Acebuddy	Please select an option!	12:33:00 AM
Galina Filina	Other Issue	12:33:06 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:33:06 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.	1:09:47 AM

Ended due to chat idle timeout

1:09:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Feb, 4:23:23 AM

#72137 jhofstetter0905

**Email:** jhofstetter0905@gmail.com 📞 3028582342

**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:** RICHMOND

**State:** Virginia

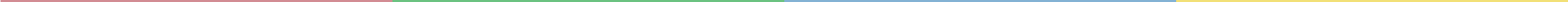
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 12 Secs

jhofstetter0905	Hello, I am your Acebuddy	7 Feb, 4:23:24 AM
Acebuddy	Hello Jhofstetter0905, I'm your Ace Buddy. I'll be happy to assist you!	4:23:25 AM
	Whom Would You Like to Connect With?	4:23:25 AM

jhofstetter0905	Technical Support (QB & App Hosting)	4:23:31 AM
Acebuddy	Welcome to Ace Support.	4:23:31 AM
	Please chose an option :	4:23:31 AM
jhofstetter0905	I'd like to raise a Request	4:23:40 AM
Acebuddy	Please select your request type.	4:23:40 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.	4:59:36 AM
	<i>Ended due to chat idle timeout</i>	4:59:36 AM



Chat Transcript

I need help setting up Ace Cloud hosting on my laptop, please

Visitor Details

2 Feb, 12:52:12 AM

**#71797 Mark Helm**  
**Email:** mark@integrahealthwellness.com 📞 5592592502  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/quickbooks-hosting/  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Min 12 Secs  
**City:** SAN JOSE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 9 Secs

Mark Helm	I need help setting up Ace Cloud hosting on my laptop, please	2 Feb, 12:52:13 AM
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.	12:52:35 AM
	<i>Aayush Verma is transferring the chat to Support(QB &amp; App Hosting).</i>	12:52:43 AM
Mark Helm	ok	12:52:59 AM

	<i>Anurag Sharma accepted the chat transfer request.</i>	12:53:05 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:53:08 AM
	Hello Mark	12:53:21 AM
Mark Helm	hello sir	12:53:29 AM
	I need help setting up Ace Cloud hosting on my laptop, please	12:54:40 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:54:58 AM
Mark Helm	where would i find the server name?	12:55:26 AM
Anurag Sharma	You can find that in your invoice.	12:55:46 AM
	Or you can also share your CID	12:56:40 AM
Mark Helm	one moment	12:56:56 AM
Anurag Sharma	Sure, please take your time	12:57:03 AM
Mark Helm	Quickbooks Cloud (QBNXTPRO.myrealdata.net) with 3 users (myrealdata\Mark.NPRO, myrealdata\AndreaH.NPRO, myrealdata\JohnD.NPRO) and 2	12:57:36 AM
Anurag Sharma	Thanks for the confirmation !	12:57:57 AM
	May I take the remote access of your local computer?	12:58:12 AM
Mark Helm	my desktop or the laptop that I need set up?	12:58:53 AM
Anurag Sharma	Your laptop	12:59:58 AM
Mark Helm	ok	1:00:08 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	1:00:14 AM
Mark Helm	ok	1:00:26 AM
	done	1:00:31 AM
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/8632046098">https://assist.acecloudhosting.com/join/8632046098</a>	1:00:36 AM
	Kindly paste this link in the browser of local computer and join the session.	1:00:44 AM
	Are you able to connect?	1:03:17 AM
Mark Helm	yes	1:03:33 AM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:03:48 AM
Mark Helm	ok	1:04:20 AM
Anurag Sharma	Mark, are you there ?	1:07:24 AM
Mark Helm	ive not ever entered a password. Is it the same one for the My Portal?	1:07:50 AM
Anurag Sharma	Sorry but I don't have your password details with me for security reasons.	1:08:55 AM
Mark Helm	I have a password for the MyPortal but nothing else	1:09:30 AM

Anurag Sharma	You can try with the password you think. And if you face any issue you can revert back to us and we will help you with that.	1:09:32 AM
Mark Helm	ok i tried it and it doesnt work	1:10:10 AM
Anurag Sharma	Okay	1:10:17 AM
	I cannot see your remote session. I think there is some issue.	1:10:37 AM
	I am sending you another link. Please use that link to connect with us remotely.	1:10:58 AM
	<a href="https://assist.acecloudhosting.com/join/7612826373">https://assist.acecloudhosting.com/join/7612826373</a>	1:11:12 AM
	Just a reminder, please make sure to close anything important by your side.	1:11:39 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:13:35 AM
Mark Helm	yes	1:13:48 AM
Anurag Sharma	The issue seems to be resolved now.	1:23:11 AM
	Is there anything else I may help you with ?	1:23:14 AM
Mark Helm	i think we have resolved all issues. thank you	1:23:27 AM
Anurag Sharma	Thanks for the confirmation !	1:23:33 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:23:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:23:39 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <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>	1:23:41 AM
	<i>Anurag Sharma has ended this chat session</i>	1:23:44 AM



Hello, I am your Acebuddy

Visitor Details

26 Feb, 10:06:37 PM

**#73197 Alexis**

**Email:** alexisa@sentryusa.com ☎ 16057530880

**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:** 22 Secs

**City:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

Chat Transcript


Chat Duration : 6 Mins 13 Secs

Alexis	Hello, I am your Acebuddy	26 Feb, 10:06:38 PM
Acebuddy	Hello Alexisa, I'm your Ace Buddy. I'll be happy to assist you!	10:06:39 PM
	Whom Would You Like to Connect With?	10:06:39 PM
Alexis	Technical Support (QB & App Hosting)	10:06:42 PM
Acebuddy	Welcome to Ace Support.	10:06:42 PM
	Please chose an option :	10:06:42 PM
Alexis	I'd like to report an Issue	10:06:47 PM
Acebuddy	Please select an option!	10:06:47 PM
Alexis	QuickBooks Issue	10:06:51 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:06:51 PM
Alexis	QuickBooks Update	10:06:55 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	10:06:55 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:06:55 PM
	Do you need any further assistance on the topic?	10:06:55 PM
Alexis	Yes	10:07:05 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:07:05 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:07:05 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:08:44 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:08:46 PM
	Are we still connected here?	10:11:15 PM
Alexis	Never mind thank you!	10:12:03 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:12:45 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>	10:12:48 PM

*Manish Singh has ended this chat session*

10:12:51 PM



# Chat Transcript

## Hello, I am your Acebuddy

Visitor Details

#73274 office

Email: office@jande.com ☎ 2063638205

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: NAMPA

State: Idaho

Country: UNITED STATES

28 Feb, 1:09:53 AM

office	Hello, I am your Acebuddy	28 Feb, 1:09:54 AM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	1:09:55 AM
	Whom Would You Like to Connect With?	1:09:55 AM
office	Technical Support (QB & App Hosting)	1:10:13 AM
Acebuddy	Welcome to Ace Support.	1:10:13 AM
	Please chose an option :	1:10:13 AM
office	I'd like to raise a Request	1:10:27 AM
Acebuddy	Please select your request type.	1:10:27 AM
office	Other Request	1:10:41 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.	1:10:41 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:10:41 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:51:41 AM

Ended due to chat idle timeout

1:51:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Feb, 3:29:26 AM

#72038 amanda

Email: amanda@sundackcpa.com ☎ 12128589022

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: 3 Secs

City: FARMINGDALE

**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 13 Secs

amanda	Hello, I am your Acebuddy	6 Feb, 3:29:27 AM
Acebuddy	Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you!	3:29:28 AM
	Whom Would You Like to Connect With?	3:29:28 AM
amanda	Technical Support (QB & App Hosting)	3:29:31 AM
Acebuddy	Welcome to Ace Support.	3:29:31 AM
	Please chose an option :	3:29:31 AM
amanda	I'd like to report an Issue	3:29:37 AM
Acebuddy	Please select an option!	3:29:37 AM
amanda	Other Issue	3:29:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:29:41 AM
amanda	My boss, Steve, is trying to logon to the server but it's all of a sudden telling him to set up MFA? No one else has to do that. Why does he? Can anyone reach out to help him?	3:30:20 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:30:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:30:21 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:30:32 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:30:35 AM
	Hello Amanda	3:30:46 AM
	Are we still connected here?	3:33:23 AM
	Are we still connected here?	3:34:40 AM
	Are we still connected here?	3:36:36 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.	3:37:35 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:37:38 AM
	<i>Anurag Sharma has ended this chat session</i>	3:37:41 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Feb, 2:22:18 AM

**#72121 Glenn Newton**  
**Email:** lukoilmarine2020@gmail.com 📞 14107333542  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 56 Secs  
**City:** BALTIMORE  
**State:** District Of Columbia  
**Country:** UNITED STATES

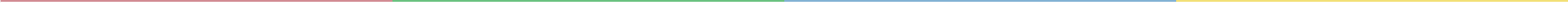
Chat Transcript

Chat Duration : 37 Mins 30 Secs

Glenn Newton	Hello, I am your Acebuddy	7 Feb, 2:22:20 AM
Acebuddy	Hello Gtnewton25, I'm your Ace Buddy. I'll be happy to assist you!	2:22:22 AM
	Whom Would You Like to Connect With?	2:22:22 AM
Glenn Newton	Technical Support (QB & App Hosting)	2:22:40 AM
Acebuddy	Welcome to Ace Support.	2:22:40 AM
	Please chose an option :	2:22:40 AM
Glenn Newton	I'd like to report an Issue	2:22:49 AM
Acebuddy	Please select an option!	2:22:49 AM
Glenn Newton	QuickBooks Issue	2:23:00 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:23:00 AM
Glenn Newton	Other QB related issue	2:23:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:23:13 AM
Glenn Newton	I can't save reports to my PC. Path is missing	2:23:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:23:43 AM
	Acebuddy (bot) forwarded the chat request	2:23:44 AM

	<i>Sharath Kumar accepted the chat transfer request.</i>	2:24:13 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	2:24:30 AM
Glenn Newton	ok	2:24:42 AM
Sharath Kumar	Could you let me know the type of report that you are trying to save	2:25:17 AM
Glenn Newton	A sales invoice	2:25:39 AM
Sharath Kumar	and could you let me know the exact process about how you are doing it	2:26:40 AM
Glenn Newton	Print, save as PDF	2:27:06 AM
Sharath Kumar	is there any error that comes up?	2:29:06 AM
Glenn Newton	No	2:29:20 AM
	My C: drive is no longer visable	2:29:42 AM
Sharath Kumar	understood	2:29:56 AM
	am just checking some server settings	2:32:10 AM
	could you let me know the last time that you were able to save the pdf files to C drive previously	2:32:35 AM
Glenn Newton	Intuit was helping me create a new company yesterday. I was good until they got involved.	2:33:17 AM
Sharath Kumar	May I take the remote access of your server?	2:35:30 AM
Glenn Newton	Yes	2:35:49 AM
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	2:36:11 AM
Glenn Newton	ok	2:36:32 AM
	ok	2:37:37 AM
Sharath Kumar	we got disconnected	2:37:52 AM
Glenn Newton	Hold on 1 minute	2:38:24 AM
Sharath Kumar	sure, take your time	2:39:37 AM
Glenn Newton	ok go ahead	2:40:02 AM
Sharath Kumar	Could you show me how exactly you do it	2:41:26 AM
	and where were you saving it previously?	2:42:48 AM
Glenn Newton	C drive (my PC)	2:43:19 AM
Sharath Kumar	to your local computer?	2:43:32 AM
Glenn Newton	yes	2:43:56 AM
Sharath Kumar	understood	2:44:03 AM
	I will have to remote into your local computer to check the RDP settings	2:44:19 AM
	am sending you the link for the same. one moment while I fetch that link	2:44:40 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:47:30 AM

	<a href="https://assist.acecloudhosting.com/join/9742282614">https://assist.acecloudhosting.com/join/9742282614</a>	2:47:33 AM
	This is the link	2:47:36 AM
	Glenn, since we were able to resolve your concern, I am closing this chat. Do let me know if you have any more questions	2:57:58 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>	2:59:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:59:18 AM
	<i>Sharath Kumar has ended this chat session</i>	2:59:51 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Feb, 3:32:37 AM

**#72191 Jigar Patel**  
**Email:** [jpatel@landmarkdevelopers.com](mailto:jpatel@landmarkdevelopers.com)  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** PLAINFIELD  
**State:** New Jersey  
**Country:** UNITED STATES

Jigar Patel	Hello, I am your Acebuddy	8 Feb, 3:32:39 AM
Acebuddy	Hello Jigar Patel, I'm your Ace Buddy. I'll be happy to assist you!	3:32:40 AM
	Whom Would You Like to Connect With?	3:32:40 AM
Jigar Patel	Technical Support (QB & App Hosting)	3:32:45 AM
Acebuddy	Welcome to Ace Support.	3:32:45 AM
	Please chose an option :	3:32:45 AM
Jigar Patel	I'd like to raise a Request	3:32:52 AM
Acebuddy	Please select your request type.	3:32:52 AM
Jigar Patel	Other Request	3:33:03 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.	3:33:04 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:33:04 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:15:49 AM

Ended due to chat idle timeout

4:15:49 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb, 3:31:48 AM

**#72914 info**  
**Email:** info@brkimcpa.com ☎ 9729724930  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

info	Hello, I am your Acebuddy	21 Feb, 3:31:50 AM
Acebuddy	Hello Daniel Han, I'm your Ace Buddy. I'll be happy to assist you!	3:31:51 AM
	Whom Would You Like to Connect With?	3:31:51 AM
info	Technical Support (QB & App Hosting)	3:31:54 AM
Acebuddy	Welcome to Ace Support.	3:31:54 AM
	Please chose an option :	3:31:54 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.	4:14:19 AM
	Ended due to chat idle timeout	4:14:19 AM



# Chat Transcript

Hello, I am your Acebuddy

#72808 Betty Ramos

**Email:** customercare@executiverefreshments.com ☎ 12146960205

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 48 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

Betty Ramos	Hello, I am your Acebuddy	19 Feb, 7:41:00 PM

Acebuddy	Hello Betty, I'm your Ace Buddy. I'll be happy to assist you!	7:41:01 PM
	Whom Would You Like to Connect With?	7:41:01 PM
Betty Ramos	Technical Support (QB & App Hosting)	7:41:04 PM
Acebuddy	Welcome to Ace Support.	7:41:04 PM
	Please chose an option :	7:41:04 PM
Betty Ramos	I'd like to report an Issue	7:41:13 PM
Acebuddy	Please select an option!	7:41:13 PM
Betty Ramos	Other Issue	7:41:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:41:18 PM
Betty Ramos	ticket 880	7:41:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:41:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:41:35 PM
Betty Ramos	ticket 637880	7:41:46 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:41:54 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:42:01 PM
Betty Ramos	please get me saurabh surana	7:42:07 PM
	this is an escalation isue, can I please talk to saurabh surana	7:42:40 PM
	i need him to please call me asap.	7:42:51 PM
	I have a rdp connection issue that has been dragging for days	7:43:03 PM
	i need it resolved	7:43:20 PM
Sharath Kumar	Noted, allow me one minute to quickly go through your ticket and check with Saurabh as well	7:43:40 PM
Betty Ramos	aparently there are two tickets open, I dont know why?	7:43:57 PM
	642081 is part of it, but the original one was 637880	7:44:21 PM
Sharath Kumar	just 2 more minutes, Betty	7:47:52 PM
Betty Ramos	no problem	7:48:06 PM
	i can explain everything- since I have been talking to way too many people- your tickets might be confusing	7:48:54 PM
Sharath Kumar	that will be actually helpful, thank you	7:49:56 PM
Betty Ramos	may i please talk to you like over the phone?	7:50:12 PM
Sharath Kumar	unfortunately, that is something that I do not have access to	7:51:19 PM
Betty Ramos	you cant call me?	7:51:47 PM
	Okay	7:51:52 PM

	<p>om Feb 10 , when I connected to the server, it appeared to have opened on an older session. Meaning I had done new folders, added files, deleted files and more importantly worked during day on Quickbooks.</p>	7:53:38 PM
	<p>between chats and emails and misunderstanding of restore data on your part, finally Saurabh Surana, asked me to long in and my session was the one I left it at, all in it.</p>	7:55:35 PM
	<p>He explained to me something about sometimes i was logging in as a temporry profile that open older files and there was missing data on the session.</p>	7:56:14 PM
	<p>I was happy and went on my way.</p>	7:56:24 PM
Sharath Kumar	<p>got it</p>	7:56:53 PM
Betty Ramos	<p>howeveer two days after that</p>	7:56:56 PM
	<p>same thing happened to me,</p>	7:57:04 PM
	<p>no matter how many times i log off and log back in, it is showing an older session again.</p>	7:57:22 PM
	<p>I have no clue how am I even login in as a temporary profile, how to log into the right one and I have no confidence of me workingon my books if I am going to loose information</p>	7:58:08 PM
	<p>After me logging in with Saurabh-</p>	7:58:46 PM
	<p>i worked on my files and books saturday and sunday-</p>	7:59:05 PM
	<p>it appears all sunday work and perhaps saturday I dont even know now is lost again.</p>	7:59:22 PM
	<p>Please help me- I want to stop this logging as tempory-</p>	7:59:43 PM
	<p>i go see that something when I log in it says my name and sometimes it says other user, which I do not know why</p>	8:00:22 PM
	<p>let me retype that didnt make sense-</p>	8:00:38 PM
	<p>i do see, that sometimes when i log in it says my name betty ramos and sometimes it says other user, but i see exactly the same files in the desktop which are older.</p>	8:01:18 PM
Sharath Kumar	<p>I totally understand your concern. This has to be an issue with your user profile. Your data is not lost but just in one of those temporary profiles.</p>	8:01:39 PM
Betty Ramos	<p>okay that gives me peace of mind.</p>	8:02:17 PM
	<p>how do we find that one.</p>	8:02:27 PM
Sharath Kumar	<p>I see one of my colleagues has already provided you with the data here - <b>D:\Restored Data\Company Files</b></p>	8:02:56 PM
Betty Ramos	<p>the one I need is the one that has under D;/client data a folder name Invocies 2015</p>	8:03:18 PM
	<p>and i do not see in any of that rstored files that folder</p>	8:03:33 PM
Sharath Kumar	<p>noted</p>	8:03:43 PM
Betty Ramos	<p>but also I ama bit shy to open them since I dont want to mess it up</p>	8:03:47 PM
	<p>want to log into my computrer and see what I am doing????</p>	8:04:04 PM
	<p>and also if they are there what am I supposed to do with them?</p>	8:04:23 PM

Sharath Kumar	sure, let me quickly sign into the server and take your remote	8:04:55 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:04:59 PM
Betty Ramos	can you log into this computer and see what I see when logging in as well?	8:05:37 PM
	I was hoping you se how sometimes it says for no reason other user	8:05:50 PM
	instead of my name	8:06:00 PM
	can you merge all the temprary users with my name to fix it?	8:07:21 PM
Sharath Kumar	One moment betty, let me send you the link so that I can access your local computer	8:07:51 PM
	that would not do it, we can provide you with the data that you have on those temporary profiles but that would be just a workaround and not an actual resolution	8:09:06 PM
	I see the ticket 637880 is already with the escalation team. Vikrant, to whom the case is assigned is yet to come in and he is proficient with the concern that you are currently facing.	8:10:31 PM
	I can have him look into this as soon as he is available today and reach out to you with a resolution at the earliest.	
Betty Ramos	okay- so perhaps I should wait- even if you find my data- i am not going to use the server until I know wont happen again.	8:11:27 PM
	okay so data fnding is great	8:11:28 PM
	but resolution is a must	8:11:28 PM
	what time does Vikrant get in?	8:11:50 PM
	I am glad it was escalated, what time does Vikrant get in?	8:12:28 PM
	did I loose you?	8:12:42 PM
	are youthere?	8:12:46 PM
Sharath Kumar	yes, am still here	8:12:55 PM
Betty Ramos	oh okay	8:13:05 PM
Sharath Kumar	Vikrant should be in anytime now	8:13:05 PM
Betty Ramos	so should we wait till Vikrant calls me?	8:13:46 PM
	what time do you have there?	8:14:21 PM
	it is 8:44 am cst here	8:14:32 PM
Sharath Kumar	ok, I see you are busy from 9:30 -10 AM	8:15:39 PM
	Vikrant should be in by that time and will also have ample time to look into your concern as I will give him a heads up	8:16:12 PM
Betty Ramos	quick call- But it is super important to me to get this solved today	8:16:14 PM
	please sharath- we need to figure this out	8:16:56 PM
Sharath Kumar	definitely, could you also let me know where do you files saved in your profile	8:17:10 PM
Betty Ramos	i don't save much in the server, but what I do save is on client data I make folders and one was	

	Invocies 2025	8:18:30 PM
Sharath Kumar	understood, and when was the last time that you were able to access it?	8:19:48 PM
Betty Ramos	and also in the desktop i leave the latest version of the MM excel file, I updt the file with a date, meaning the lates should say MM02142025	8:20:11 PM
Sharath Kumar	understood	8:20:51 PM
Betty Ramos	last time i updated all of that was Sunday i worked between 2: 00 am cst and 7: 00 cst	8:20:51 PM
	then on monday another profile showed up	8:21:02 PM
	this sunday Feb 16	8:21:24 PM
	original problem started feb 10	8:22:01 PM
Sharath Kumar	this has all been noted. I will make sure Vlkrant knows about all this before he starts working on your case	8:23:25 PM
Betty Ramos	please please please make sure Vikrant calls me?	8:23:39 PM
	Thank you!	8:23:45 PM
Sharath Kumar	certainly, anything else that I can assist you with in the meantime?	8:25:22 PM
Betty Ramos	No	8:25:49 PM
Sharath Kumar	<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>	8:28:42 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:28:45 PM
	<i>Sharath Kumar has ended this chat session</i>	8:29:47 PM



# Chat Transcript

Hello, I am your Acebuddy

21 Feb, 8:28:31 PM

Visitor Details

#72950 parker

Email: parker@yourgolfpackage.com 📞 18436282839

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: MYRTLE BEACH


State: South Carolina

Country: UNITED STATES

Chat Duration : 33 Mins 38 Secs

Chat Transcript

parker	Hello, I am your Acebuddy	21 Feb, 8:28:32 PM
Acebuddy	Hello Parker, I'm your Ace Buddy. I'll be happy to assist you!	8:28:34 PM
	Whom Would You Like to Connect With?	8:28:34 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:02:11 PM
Ended due to chat idle timeout		9:02:11 PM



Chat Transcript

Hello, I am your Acebuddy

9 Feb, 1:33:45 AM

Visitor Details

#72211 Christopher Gore

Email: chris@c3energypartneres.com 📞 14063660622

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:** 56 Secs  
**City:** GREENLEAF  
**State:** Washington  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 55 Secs

Christopher Gore	Hello, I am your Acebuddy	9 Feb, 1:33:46 AM
	we need the contractor edition, its giving an error when i try to switch	1:34:11 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:35:17 AM
	Hello	1:36:03 AM
Christopher Gore	we need the contractor edition, its giving an error when i try to switch	1:36:58 AM
Shashwat Verma	I will surely help you with this issue.	1:37:33 AM
	Kindly allow me two minutes to check the same.	1:37:36 AM
	done	1:40:01 AM
	Kindly check	1:40:11 AM
Christopher Gore	checking	1:41:31 AM
	c3QB2025@	1:41:35 AM
	we should be ok now. thank you	1:44:13 AM
Shashwat Verma	Great	1:44:27 AM
	Is there anything else I may help you with ?	1:44:31 AM
Christopher Gore	no mam	1:44:43 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:44:52 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>	1:44:54 AM
	<i>Shashwat Verma has ended this chat session</i>	1:45:08 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 4:03:54 PM

**#72374 Azhar Bocus**  
**Email:** azhar@umgroup.mu 📞 23052587585  
**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:** 41 Secs  
**City:** CAP MALHEUREUX  
**State:** Port Louis  
**Country:** MAURITIUS

Chat Transcript

Chat Duration : 23 Mins 40 Secs

Azhar Bocus	Hello, I am your Acebuddy	12 Feb, 4:03:56 PM
Acebuddy	Hello Azhar Bocus, I'm your Ace Buddy. I'll be happy to assist you!	4:03:58 PM
	Whom Would You Like to Connect With?	4:03:58 PM
Azhar Bocus	Technical Support (QB & App Hosting)	4:04:37 PM
Acebuddy	Welcome to Ace Support.	4:04:37 PM
	Please chose an option :	4:04:37 PM
Azhar Bocus	I'd like to report an Issue	4:04:41 PM
Acebuddy	Please select an option!	4:04:41 PM
Azhar Bocus	Other Issue	4:04:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:04:49 PM
Azhar Bocus	[Window Title] Remote Desktop Connection [Content] The remote session was disconnected because there are no Remote Desktop Licence Servers available to provide a licence. Please contact the server administrator. [^] Hide details [OK] [Expanded Informa	4:04:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:04:59 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	4:04:59 PM
	<i>Manish Singh accepted the chat transfer request.</i>	4:05:14 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	4:05:24 PM
Azhar Bocus	Hi Manish	4:05:46 PM
Manish Singh	I will surely help you with this issue.	4:05:51 PM
Azhar Bocus	Thank you..	4:05:58 PM
	Can you please advise what's the problem?	4:06:51 PM
Manish Singh	I am checking, Azhar.	4:07:37 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	4:07:49 PM
Azhar Bocus	Many thanks	4:07:52 PM
	All users	4:08:00 PM
Manish Singh	Alright.	4:08:07 PM
Azhar Bocus	All users are experiencing this	4:08:14 PM
Manish Singh	UMCLLtd.myrealdata.net this is your server right?	4:08:39 PM
Azhar Bocus	yes	4:08:47 PM
Manish Singh	Please wait.	4:09:01 PM
Azhar Bocus	Ok	4:09:40 PM
Manish Singh	Kindly try to access now, Azhar.	4:12:28 PM
	Are we still connected here?	4:14:07 PM
Azhar Bocus	Yes.. Trying	4:14:14 PM
Manish Singh	Sure, please take your time.	4:14:31 PM
Azhar Bocus	Mine is fine..	4:15:25 PM
	Checking with the other users..	4:15:30 PM
Manish Singh	As i can check 3 users are logged into the server right now.	4:15:49 PM
	Selven, Kevin and Azhar.	4:16:00 PM
	Everything seems to be working fine now?	4:18:48 PM
	Are we still connected here?	4:19:54 PM
	Are we still connected here?	4:23:02 PM
	Are we still connected here?	4:27:31 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.	4:27:35 PM
	<i>Manish Singh has ended this chat session</i>	4:27:37 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 3:01:45 AM

**#72532 Yunhai**  
**Email:** yunhai@rainbowloom.com 📞 12489243151  
**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:** 58 Secs  
**City:** SOUTHFIELD  
**State:** Michigan  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 36 Secs

Yunhai	Hello, I am your Acebuddy	14 Feb, 3:01:46 AM
Acebuddy	Hello Yunhai, I'm your Ace Buddy. I'll be happy to assist you!	3:01:47 AM
	Whom Would You Like to Connect With?	3:01:47 AM
Yunhai	Billing	3:01:50 AM
Acebuddy	Please wait while we connect you to an available Representative.	3:01:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:01:50 AM
Yunhai	Please help us cancel a Microsoft account because this employee has resigned.	3:01:56 AM
	<i>Rajan Sharma accepted the chat transfer request.</i>	3:01:58 AM
Rajan Sharma	Hello! I'm Rajan from ACE Cloud Hosting - Billing Team. How may I help you?	3:02:11 AM
Yunhai	Please help us cancel a Microsoft account because this employee has resigned.	3:02:20 AM
	We previously contacted ACE to help us apply for a Microsoft 365 E3 account	3:03:21 AM
Rajan Sharma	Thank you for sharing your concern, The mentioned concern is regarding the support department, So i	

	am transferring this chat to the support.	3:03:31 AM
	<i>Rajan Sharma is transferring the chat to Support(QB &amp; App Hosting).</i>	3:03:40 AM
Yunhai	ok	3:03:44 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:04:27 AM
	Hi	3:04:34 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:04:38 AM
Yunhai	Please help us cancel a Microsoft account because this employee has resigned. We previously contacted ACE to help us apply for a Microsoft 365 E3 account	3:04:42 AM
Shashwat Verma	Hello Yunhai	3:04:44 AM
	I will surely help you with this issue.	3:05:01 AM
	Kindly allow me two minutes to check the same.	3:05:03 AM
	<i>The visitor's email address and phone number were changed.</i>	3:05:16 AM
Yunhai	If you need any information please let me know	3:06:44 AM
Shashwat Verma	Do you just want to remove office 365 or also the server access? (Edited)	3:08:06 AM
Yunhai	We currently have Office 365 for three people in ACE and we want to cancel one of them	3:09:01 AM
	The account number is SherryZhang@CHOONSDESIGNLLC.onmicrosoft.com	3:09:30 AM
Shashwat Verma	Okay, got it.	3:09:30 AM
	We'll do the needful, kindly email the same from finance@rainbowloom.com to support@acecloudhosting.com	3:10:20 AM
	As we need POC authorization, rest will be assured by us.	3:10:47 AM
Yunhai	Okay, I'll send it now	3:11:24 AM
Shashwat Verma	Is there anything else I may help you with ?	3:12:20 AM
Yunhai	What do I need to do to cancel	3:12:56 AM
Shashwat Verma	Yes will do that	3:13:18 AM
Yunhai	I already sent the email this morning and have the case number	3:13:22 AM
	The Ticket Number is: 640858	3:13:40 AM
Shashwat Verma	Sure, we'll update on email	3:14:02 AM
Yunhai	Now I just need to send an email using finance@rainbowloom.com to support@acecloudhosting.com as you requested and you will cancel it?	3:14:18 AM
	What content do I need to provide in the email? I have the latest bill, which contains the order number and invoice number.	3:15:25 AM
Shashwat Verma	Just mention the username, you want to cancel the services	3:16:43 AM
Yunhai	Can you help me confirm what services we have now?	3:17:17 AM

Shashwat Verma	You currently have office 365 apps for enterprise.	3:17:49 AM
Yunhai	Can you see how many users there are for 365/?	3:18:18 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	3:18:51 AM
	[SherryZhang@CHOONSDESIGNLLC.onmicrosoft.com] (mailto:SherryZhang@CHOONSDESIGNLLC.onmicrosoft.com) , is not in the list	3:21:18 AM
Yunhai	But we get bills every month	3:21:53 AM
	So how can we cancel the account?	3:22:14 AM
	Do you need my invoice number to check?	3:22:39 AM
Shashwat Verma	Do you getting billed for 3 users?	3:22:40 AM
	Is it mentioned in invoice?	3:23:08 AM
Yunhai	The bills I got were for 2 users and for a single user.	3:23:19 AM
Shashwat Verma	Okay	3:24:29 AM
Yunhai	<i>3:24:49 AMYunhai is sharing a file with you</i> <a href="#">72539076012.pdf</a> - ( Size:246.78 KB )  <i>bill</i>	3:24:49 AM
	can you see this invoice	3:25:05 AM
	<i>3:26:32 AMShashwat Verma is sharing a file with you</i> <a href="#">image.png</a> - ( Size:26.09 KB )  <i>here is the list of users</i>	3:26:32 AM
Shashwat Verma	We are giving the services to these 2 users only.	3:26:54 AM
Yunhai	The account that needs to be canceled was obtained by the previous employee through ACE	3:27:30 AM
	But her ACE account has been removed, so you can't see her information anymore?	3:28:12 AM
	Can you check the account number through this order number or invoice number?	3:29:03 AM
Shashwat Verma	If you have any issue with billing, shall I transfer this chat to billing team?	3:29:45 AM
	As the following users is not managed by us anymore for MS services.	3:30:30 AM
	Also we have checked earlier ticket #627314, in which office services are given to only 2 users	3:31:25 AM
	Are we still connected here?	3:33:31 AM
	Are we still connected here?	3:35:04 AM
	Are we still connected here?	3:37:42 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.	3:39:19 AM
	<i>Shashwat Verma has ended this chat session</i>	3:39:23 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 7:56:05 PM

**#72561 David Weinstein**  
**Email:** david@davidweinsteincpa.com ☎ 19149071180  
**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:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 58 Secs

David Weinstein	Hello, I am your Acebuddy	14 Feb, 7:56:06 PM
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!	7:56:08 PM
	Whom Would You Like to Connect With?	7:56:08 PM
David Weinstein	Technical Support (QB & App Hosting)	7:56:18 PM
Acebuddy	Welcome to Ace Support.	7:56:18 PM
	Please chose an option :	7:56:18 PM
David Weinstein	I'd like to raise a Request	7:56:35 PM
Acebuddy	Please select your request type.	7:56:35 PM
David Weinstein	Other Request	7:56:51 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.	7:56:51 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:56:51 PM
David Weinstein	No, That'll be all!	7:57:04 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	7:57:04 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 5:40:03 AM

**#73093 Mohita Chadha**  
**Email:** mohita@kaurtax.com 📞 19097099000  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** LAS VEGAS  
**State:** Nevada  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 1 Sec

Mohita Chadha	Hello, I am your Acebuddy	25 Feb, 5:40:03 AM
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	5:40:05 AM
	Whom Would You Like to Connect With?	5:40:05 AM
Mohita Chadha	Technical Support (QB & App Hosting)	5:40:07 AM
Acebuddy	Welcome to Ace Support.	5:40:07 AM
	Please chose an option :	5:40:07 AM
Mohita Chadha	I'd like to raise a Request	5:40:17 AM
Acebuddy	Please select your request type.	5:40:17 AM
Mohita Chadha	Other Request	5:40:23 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	5:40:23 AM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:40:23 AM
Mohita Chadha	Yes, I'm facing issues with my server	5:40:30 AM
Acebuddy	Please select an option!	5:40:30 AM
Mohita Chadha	Other Issue	5:40:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:40:34 AM
Mohita Chadha	Hello! My team is working on the returns and needs Lacerte to be updated immediately. Can you please help with this?	5:40:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:40:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:40:59 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:41:45 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:41:47 AM
	Hello Mohita	5:41:53 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:42:30 AM
Mohita Chadha	Hello!	5:42:31 AM
	My team and I are having trouble accessing Lacerte, can you please help with this?	5:42:41 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:43:02 AM
Mohita Chadha	It says that the admin needs to update the software. Can you please help with this?	5:43:13 AM
	my username is KPTC_Accountant	5:43:21 AM
Anurag Sharma	Please confirm if your server name is KaurTax.myrealdata.net?	5:43:29 AM
Mohita Chadha	yes	5:43:34 AM
Anurag Sharma	Thanks for the confirmation !	5:43:45 AM
	I can see active users on the server.	5:43:54 AM
	Can I log them out from the server ?	5:44:09 AM
	To perform this application update right now. (Edited)	5:44:33 AM
Mohita Chadha	yes	5:45:08 AM
	please log everyone out	5:45:10 AM
	and update as soon as possible	5:45:16 AM
Anurag Sharma	Thanks for the confirmation.	5:45:17 AM
	Do you wish to update Lacerte 2024?	5:45:25 AM
Mohita Chadha	yes	5:45:56 AM
	do any of the other years require updates? then can we please update those as well?	5:46:08 AM
Anurag Sharma	Okay, I will schedule an update check for all the Lacerte application versions during night hours.	5:47:27 AM

Mohita Chadha	no, is it possible to please have the update now?	5:47:56 AM
	my team works at night	5:47:58 AM
	and i am unable to log into lacerte and need to access it immediately	5:48:11 AM
Anurag Sharma	Mohita, I am unable to proceed with the Lacerte 2024 application update request due to low disk space in the C drive of the server.	5:48:22 AM
Mohita Chadha	what does that mean? sorry and what is the solution?	5:48:37 AM
Anurag Sharma	Actually only 2 % of disk space is available on the server. Which is prohibiting me from processing the application update.	5:49:17 AM
	You may need to add on some extra space on the server.	5:49:34 AM
Mohita Chadha	okay	5:49:38 AM
Anurag Sharma	But it is chargeable.	5:49:40 AM
Mohita Chadha	how do i go about doing that?	5:49:42 AM
	okay who do i speak to about this?	5:49:47 AM
	i need it done immediatelys	5:49:50 AM
	sorry our work is all stopped right now because of this	5:49:57 AM
Anurag Sharma	These are the pricing for space addition.  Plan 1: 200 GB – \$120/month Plan 2: 100 GB – \$60/month Plan 3: 80 GB – \$50/month Plan 4: 60 GB – \$40/month Plan 5: 40 GB – \$28/month	5:50:27 AM
Mohita Chadha	how much GB do i currently have?	5:50:44 AM
Anurag Sharma	You currently have 63 GB of total disk space in your C drive.	5:51:08 AM
	Please confirm if you wish to proceed with any of these plans.	5:51:45 AM
Mohita Chadha	I am running some math, i will get back to you quickly	5:53:13 AM
Anurag Sharma	Okay	5:53:23 AM
	After this chat I will send you an email. You can just revert back to that email with an approval from the primary contact with an update with this plan.	5:54:13 AM
	I will share the pricing on mail as well.	5:54:50 AM
	Is there anything else I may help you with ?	5:54:53 AM
Mohita Chadha	Can you please provide admin rights to Accountant?	5:55:42 AM
	I'm talking to Dev who helps me with my account	5:56:04 AM
	so we will talk about storage issue	5:56:12 AM
Anurag Sharma	Yes, after this chat I will send you an email you can just revert back to that email with an approval from the primary contact with this request.	5:57:44 AM

Mohita Chadha	thank you!	5:58:38 AM
Anurag Sharma	Okay, please let us know once you consult with Dev. As due to low disk space it is not allowing to update the application on the server.	5:58:39 AM
	Is there anything else I may help you with ?	5:58:45 AM
Mohita Chadha	is there a way to get those admin rights immediately?	5:59:10 AM
Anurag Sharma	Yes, once we will receive the approval. We will provide the admin access immediately.	5:59:54 AM
	I hope I addressed your all concerns.	6:00:14 AM
Mohita Chadha	great, will i get an email?	6:01:34 AM
Anurag Sharma	Yes, after this chat. I will send you the mail.	6:02:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:02:57 AM
Mohita Chadha	okay	6:02:58 AM
	thank you	6:02:58 AM
Anurag Sharma	<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>	6:03:02 AM
	<i>Anurag Sharma has ended this chat session</i>	6:03:05 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb, 2:16:33 AM

#72687 William Mays

Email: [developer@grafbro.com](mailto:developer@grafbro.com) ☎ 6064986766

Department: Support(QB & App Hosting)


**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 16 Secs  
**City:** SOUTH SHORE  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Duration : 20 Mins 25 Secs

Chat Transcript

William Mays	Hello, I am your Acebuddy	18 Feb, 2:16:34 AM
Acebuddy	Hello William Mays, I'm your Ace Buddy. I'll be happy to assist you!	2:16:35 AM
	Whom Would You Like to Connect With?	2:16:35 AM
William Mays	Technical Support (QB & App Hosting)	2:16:40 AM
Acebuddy	Welcome to Ace Support.	2:16:40 AM
	Please chose an option :	2:16:40 AM
William Mays	I'd like to report an Issue	2:17:03 AM
Acebuddy	Please select an option!	2:17:03 AM
William Mays	Other Issue	2:17:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:17:11 AM
William Mays	Chat with someone	2:17:20 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:17:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:17:20 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	2:17:25 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	2:17:40 AM
William Mays	Ticket #: 642860	2:17:45 AM
	When can this be completed? We need this done in the next few hours as our internet company will be here resetting our network. If we do not remove the Static IP restriction we will be unable to access our server	2:18:22 AM
Sharath Kumar	Hello William, The ticket is currently with the security team and they are working on it	2:19:23 AM
William Mays	Can you connect me with the security team please so I can get this resolved today before we do not have access to anything	2:19:50 AM
Sharath Kumar	Unfortunately, the only way to reach them is via email	2:21:10 AM
William Mays	Do you have a way to call them now?	2:21:22 AM

	If we don't have this fixed by 5pm EST we will be unable to access our server at all	2:21:33 AM
	That is a big issue	2:21:38 AM
Sharath Kumar	I am checking with them as we speak	2:21:44 AM
	waiting for a response	2:21:49 AM
William Mays	Awesome thanks so much	2:21:52 AM
Sharath Kumar	allow me 2-3 minutes, I'll physically have to go there and check the status	2:23:07 AM
William Mays	Totally fine, take your time I will be here	2:23:17 AM
Sharath Kumar	Hi William, Thank you for your patience.	2:26:05 AM
	Could you let me know if this a temporary request? because it will be easier for us to restore the server to the same IP once your network is reset	2:27:02 AM
William Mays	Yes and no, the restriction will need to be put back on the server, but the static IP addresses will be changing	2:27:36 AM
Sharath Kumar	got it, let me quickly go back and inform the team	2:28:05 AM
William Mays	Thanks	2:29:13 AM
Sharath Kumar	I am back, please let me know at what time the restrictions needs to be put back on	2:31:39 AM
William Mays	We have no time frame on will it will need to be back on I will just have to reach out. Just depends how long it takes our internet provider to reset our server configuration	2:32:16 AM
Sharath Kumar	alright, I will pass that information along to the network and security team and have them reach out to you with a confirmation before 5 PM	2:33:41 AM
William Mays	Awesome thank so much	2:33:56 AM
	I am the main IT director here at Graf Brothers	2:34:04 AM
	My email is will@grafbro.com or developer@grafbro.com	2:34:11 AM
	My cell is 606-498-6765	2:34:23 AM
	Or IT department is IT@grafbro.com and cell is 606-498-6766	2:34:37 AM
Sharath Kumar	got it	2:35:03 AM
	anything else that I maya assist you with?	2:35:17 AM
William Mays	Nope that is it thank you	2:35:22 AM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:36:22 AM
	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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:36:26 AM
	<i>Sharath Kumar has ended this chat session</i>	2:36:59 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	13 Feb, 8:49:17 PM
<b>#72470 steven</b>	
<b>Email:</b> steven@lynncpas.com 📞 17204703581	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Acebuddy	
<b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Google Chrome	
<b>Device:</b> Desktop	
<b>City:</b> KANSAS CITY	
<b>State:</b> Kansas	
<b>Country:</b> UNITED STATES	

Chat Transcript

steven

Hello, I am your Acebuddy

13 Feb, 8:49:18 PM

Acebuddy

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

8:49:19 PM

Whom Would You Like to Connect With?


8:49:19 PM

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

9:26:51 PM

Ended due to chat idle timeout

9:26:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Feb, 3:24:23 AM

#73034 Blair Aihara

Email: blair@rulotaxstrategies.com 📞 13106945533

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: SAN GABRIEL

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 57 Secs

Blair Aihara	Hello, I am your Acebuddy	24 Feb, 3:24:25 AM
Acebuddy	Hello Blair Aihara, I'm your Ace Buddy. I'll be happy to assist you!	3:24:26 AM
	Whom Would You Like to Connect With?	3:24:26 AM
Blair Aihara	Technical Support (QB & App Hosting)	3:24:55 AM
Acebuddy	Welcome to Ace Support.	3:24:55 AM
	Please chose an option :	3:24:55 AM
Blair Aihara	I'd like to raise a Request	3:26:06 AM
Acebuddy	Please select your request type.	3:26:06 AM
Blair Aihara	Other Request	3:26:30 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.	3:26:30 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:26:30 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.	4:07:23 AM
	Ended due to chat idle timeout	4:07:23 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Feb, 1:18:32 AM

**#72626 s.corbin23**  
**Email:** s.corbin23@gmail.com 📞 2514592867  
**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:** 28 Secs  
**City:** YOUNGSTOWN  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 41 Secs

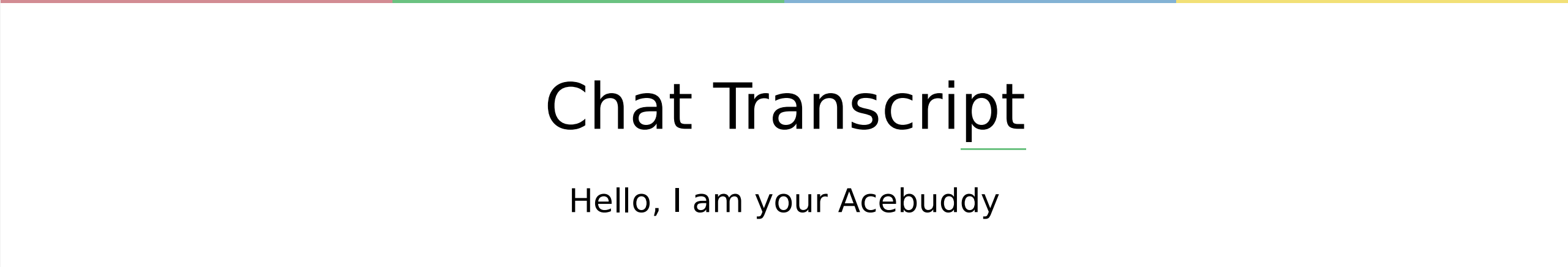
s.corbin23	Hello, I am your Acebuddy	17 Feb, 1:18:33 AM
Acebuddy	Hello S.corbin23, I'm your Ace Buddy. I'll be happy to assist you!	1:18:34 AM
	Whom Would You Like to Connect With?	1:18:34 AM
s.corbin23	Technical Support (QB & App Hosting)	1:18:43 AM
Acebuddy	Welcome to Ace Support.	1:18:43 AM
	Please chose an option :	1:18:43 AM
s.corbin23	I'd like to report an Issue	1:18:52 AM
Acebuddy	Please select an option!	1:18:52 AM
s.corbin23	Other Issue	1:18:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:18:58 AM
s.corbin23	Need Password reset ticket #642328. Megan is unable to reset. Did not sign up of self help	1:19:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:19:52 AM
Acebuddy (bot) forwarded the chat request		1:19:52 AM

	<i>Shashwat Verma accepted the chat transfer request.</i>	1:20:36 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:20:39 AM
	Hello	1:20:45 AM
s.corbin23	hello	1:21:08 AM
Shashwat Verma	I will surely help you with this issue.	1:21:40 AM
	As per the mentioned ticket kindly authorize the password reset request from ms.rsplumbing@gmail.com	1:22:10 AM
s.corbin23	she is not in the office and we did not sign up for the self help	1:22:46 AM
Shashwat Verma	You can ask them for myportal credentials and do the needful at your end.	1:23:17 AM
	Susan,we understand your concern, but due to security concerns we cannot share the password without ms.rsplumbing@gmail.com approval.	1:24:15 AM
s.corbin23	what do you need. I have emails on all of this stuff	1:25:04 AM
Shashwat Verma	For every password reset request, we require a fresh email from the POC as per the guidelines of our general process.	1:26:17 AM
s.corbin23	is there a way that i can see my old password? Is it logged somewhere in my shortcut? System was asking me to change it and I cant remember the old one	1:29:23 AM
Shashwat Verma	Susan, password used by user cannot be seen by us due to security limitations, for your situation as you have not registered yourself on selfcare, hence the only way out is to get the approval from ms.rsplumbing@gmail.com	1:29:43 AM
s.corbin23	she is emailing you now. I was asking if there was a way I could find it on my computer	1:30:20 AM
Shashwat Verma	Perfect, unfortunately we have no other way out.	1:31:04 AM
	We really appreciate your efforts and patience.	1:31:17 AM
s.corbin23	did you receive?	1:31:53 AM
Shashwat Verma	Let me check	1:32:09 AM
	Got it, will be sharing you the password in 2 mins.	1:32:45 AM
	Is there anything else I may help you with ?	1:32:50 AM
s.corbin23	nope	1:32:58 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:33:06 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>	1:33:09 AM

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

*Shashwat Verma has ended this chat session*

1:34:14 AM



Visitor Details

17 Feb, 7:45:55 PM

**#72656 anewtonmanda**  
**Email:** anewton@riverviewtaxcpa.com ☎ +18136728297  
**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:** 42 Secs  
**City:** WILMINGTON  
**State:** Illinois  
**Country:** UNITED STATES

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 5 Secs

chat transcript		
anewtonmanda	Hello, I am your Acebuddy	17 Feb, 7:45:57 PM
Acebuddy	Hello Amanda Newton, I'm your Ace Buddy. I'll be happy to assist you!	7:45:58 PM
	Whom Would You Like to Connect With?	7:45:58 PM
anewtonmanda	Technical Support (QB & App Hosting)	7:46:03 PM
Acebuddy	Welcome to Ace Support.	7:46:04 PM
	Please chose an option :	7:46:04 PM
anewtonmanda	I'd like to report an Issue	7:46:09 PM
Acebuddy	Please select an option!	7:46:09 PM
anewtonmanda	Other Issue	7:46:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:46:13 PM

anewtonmanda	Hello, I am your Acebuddy	17 Feb, 7:45:57 PM
Acebuddy	Hello Amanda Newton, I'm your Ace Buddy. I'll be happy to assist you!	7:45:58 PM
	Whom Would You Like to Connect With?	7:45:58 PM
anewtonmanda	Technical Support (QB & App Hosting)	7:46:03 PM
Acebuddy	Welcome to Ace Support.	7:46:04 PM
	Please chose an option :	7:46:04 PM
anewtonmanda	I'd like to report an Issue	7:46:09 PM
Acebuddy	Please select an option!	7:46:09 PM
anewtonmanda	Other Issue	7:46:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:46:13 PM

anewtonmanda	pCloud error message when trying to open	7:46:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:46:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:46:27 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:46:42 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:46:47 PM
anewtonmanda	Hi Manish	7:46:53 PM
Manish Singh	Hii Amanda	7:47:22 PM
	May I know what error you are facing?	7:48:01 PM
	Are you not able to access server? (Edited)	7:48:10 PM
	<i>7:48:16 PManewtonmanda is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:6.49 KB )</i>	7:48:16 PM
	Checking please wait.	7:50:24 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	7:51:05 PM
	Are we still connected here?	7:55:27 PM
anewtonmanda	we are here	7:56:18 PM
	we need back in	7:56:21 PM
	aswap	7:56:23 PM
	p cloud can be fixed after work hours?	7:56:48 PM
Manish Singh	Kindly logout from the server as i have repaired the application and reboot is needed.	7:56:49 PM
anewtonmanda	It will just take 2 minutes.	7:57:06 PM
	ok i will log out	7:57:17 PM
	we are connected on my server so the chat might drop[	7:57:28 PM
Manish Singh	Kindly ask Jamie and Sheldon to logout once.	7:57:36 PM
	You can reinitiate the chat once the reboot is done.	7:59:11 PM
	Restarting the server now.	7:59:39 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.	8:01:58 PM
	<i>Manish Singh has ended this chat session</i>	8:02:02 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Feb, 1:28:32 AM

#72116 tina

Email: tina@dejenetax.com 📞 13105694895

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: 7 Secs

City: IRVINE


State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 12 Secs

tina	Hello, I am your Acebuddy	7 Feb, 1:28:32 AM
Acebuddy	Hello Tina, I'm your Ace Buddy. I'll be happy to assist you!	1:28:33 AM
	Whom Would You Like to Connect With?	1:28:33 AM
tina	Technical Support (QB & App Hosting)	1:28:40 AM
Acebuddy	Welcome to Ace Support.	1:28:40 AM
	Please chose an option :	1:28:40 AM
tina	I'd like to report an Issue	1:28:45 AM
Acebuddy	Please select an option!	1:28:46 AM
tina	Other Issue	1:28:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:28:50 AM
tina	remote desktop connect is BLACK	1:29:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:29:09 AM
	Acebuddy (bot) forwarded the chat request	1:29:09 AM
	Shashwat Verma accepted the chat transfer request.	1:29:15 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:29:19 AM

	Hello Tina	1:29:23 AM
tina	Hi when I log into my remote desktop, the whole screen is BLACK. I cannot see the taskbar or anything	1:29:57 AM
	I restarted my physical PC and didn't fix it	1:30:13 AM
Shashwat Verma	I will surely help you with this issue.	1:30:19 AM
	Kindly allow me two minutes to check the same.	1:30:22 AM
tina	When I first logged in, it was fine, but when Anteneh logged in to show me something, it got stuck on black screen	1:31:26 AM
Shashwat Verma	Kindly try now to connect to server.	1:31:27 AM
tina	okay it fixed thank you so much	1:31:59 AM
Shashwat Verma	Great	1:32:05 AM
	Is there anything else I may help you with ?	1:32:07 AM
tina	no that's it thank you	1:32:27 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:32:30 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:32:40 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>	1:32:42 AM
	<i>Shashwat Verma has ended this chat session</i>	1:32:45 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71998 Janet Malasig

5 Feb, 10:06:18 PM

**Email:** j.malasig@ieee-isto.org 📞 07324655807

**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:** 46 Secs

**City:** BAYONNE

**State:** New Jersey

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 53 Secs

Janet Malasig	Hello, I am your Acebuddy	5 Feb, 10:06:19 PM
Acebuddy	Hello Janet Malasig, I'm your Ace Buddy. I'll be happy to assist you!	10:06:20 PM
	Whom Would You Like to Connect With?	10:06:20 PM
Janet Malasig	Technical Support (QB & App Hosting)	10:06:25 PM
Acebuddy	Welcome to Ace Support.	10:06:25 PM
	Please chose an option :	10:06:25 PM
Janet Malasig	I'd like to report an Issue	10:06:32 PM
Acebuddy	Please select an option!	10:06:32 PM
Janet Malasig	Password Reset	10:06:37 PM
Acebuddy	Please select an option below	10:06:37 PM
Janet Malasig	Already Enrolled to Selfcare Portal	10:06:42 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:06:42 PM
	Do you need any further assistance on the topic?	10:06:42 PM
Janet Malasig	Yes	10:06:48 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:06:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:06:48 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:07:25 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:07:29 PM
	Hello Janet	10:07:34 PM
Janet Malasig	Hello	10:07:40 PM
Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:08:01 PM
Janet Malasig	Server name? I think IEEE-ISTO	10:08:31 PM

	user names, not sure which one as they issued 2	10:08:50 PM
	JanetMal.rdp or Janet.rdp	10:09:01 PM
Shashwat Verma	Okay	10:09:10 PM
	Kindly allow me two minutes to check the same.	10:09:12 PM
	Janet, allow me 2 mins more, checking from backend.	10:10:59 PM
	Thanks for the patience	10:11:05 PM
Janet Malasig	ok	10:11:05 PM
Shashwat Verma	We have some changes from backend, kindly try now with your existing credentials.	10:13:28 PM
Janet Malasig	which rdp	10:13:50 PM
Shashwat Verma	username is JanetMal@myrealdata.net	10:14:12 PM
Janet Malasig	ok	10:14:20 PM
	ok, thanks, I think it is working now	10:15:44 PM
Shashwat Verma	Great!	10:15:50 PM
	Is there anything else I may help you with ?	10:15:52 PM
Janet Malasig	that is all thank you	10:16:01 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	10:16:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:16:08 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <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>	10:16:10 PM
	<i>Shashwat Verma has ended this chat session</i>	10:16:13 PM



# I need help with QuickBooks

Visitor Details

20 Feb, 8:33:53 PM

**#72873 Rincy Jacob**  
**Email:** rjacob@foresightcpa.com 📞 215-758-1060  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/ace-support/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 15 Secs  
**City:** CYPRESS  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 4 Secs

Rincy Jacob	I need help with QuickBooks	20 Feb, 8:33:55 PM
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.	8:33:57 PM
	Hi Rincy, how are you doing today?	8:34:13 PM
Rincy Jacob	Great, My QB file is not opening	8:35:03 PM
Mohit	Rincy, just want to confirm do you already have an existing account with Ace?	8:35:44 PM
Rincy Jacob	Yes	8:35:56 PM
	Foresight Business Solution	8:36:03 PM
Mohit	Perfect	8:36:03 PM
	Let me check	8:36:10 PM
	I am transferring this chat to support for further assistance	8:36:43 PM
Rincy Jacob	ok	8:36:50 PM
	Mohit is transferring the chat to Support(QB & App Hosting).	8:37:00 PM
	Sharath Kumar accepted the chat transfer request.	8:37:54 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:38:06 PM
Rincy Jacob	Ok I am not able to access my QB file	8:38:31 PM
	I am with Forsight bUsiness Solutions	8:38:40 PM
	and my server name is UCMGroup	8:38:59 PM

	<i>8:39:18 PM</i> Rincy Jacob is sharing a file with you <a href="#">image.png</a> - ( Size:50.64 KB )	8:39:18 PM
Sharath Kumar	Hello Rincy, sorry to hear about your concern	8:39:39 PM
Rincy Jacob	I did nothing different I just started receiving this message	8:39:43 PM
Sharath Kumar	I am logging in on the server to see why this is happening	8:39:56 PM
Rincy Jacob	ok great	8:40:02 PM
Sharath Kumar	thank you for your patience Rincy, could you please sign out from the server using the log out icon provided on the desktop	8:43:44 PM
	and sign back in to check if the issue is resolved	8:43:55 PM
Rincy Jacob	ok	8:44:05 PM
	<i>8:46:17 PM</i> Rincy Jacob is sharing a file with you <a href="#">image.png</a> - ( Size:15.69 KB )	8:46:17 PM
	issue persist.	8:46:26 PM
Sharath Kumar	sorry to see that. allow me a couple more minutes to make further changes	8:47:32 PM
	Thank you for your patience.	8:51:15 PM
	could you confirm if the issue is with a particular company file	8:51:19 PM
Rincy Jacob	yes	8:53:26 PM
Sharath Kumar	got it, where is this company file located	8:53:56 PM
Rincy Jacob	D:\Client Data\UCM Group\Quickbooks Files (LIVE)	8:54:18 PM
Sharath Kumar	also, what version of QuickBooks are you using?	8:54:28 PM
Rincy Jacob	Shagbark Properties 2, LLC	8:54:33 PM
	2018	8:54:42 PM
Sharath Kumar	Is anybody else using QB 2018	8:56:34 PM
Rincy Jacob	on that server?	8:57:00 PM
	I don't think so	8:57:09 PM
Sharath Kumar	thank you for that info, could you close the application	8:57:31 PM
Rincy Jacob	Closed	8:57:42 PM
Sharath Kumar	let me quickly update it and hopefully that should resolve your concern	8:57:47 PM
Rincy Jacob	Thanks!	8:57:59 PM
Sharath Kumar	it is updating now, will take a couple more minutes	9:01:28 PM
Rincy Jacob	thanks for update	9:03:10 PM
Sharath Kumar	Please try now	9:04:00 PM
Rincy Jacob	Nope!	9:05:04 PM

	<i>9:05:07 PM</i> Rincy Jacob is sharing a file with you <a href="#">image.png</a> - ( Size:17.12 KB )	9:05:07 PM
Sharath Kumar	I see, let me try restoring a previous version of that company file	9:06:01 PM
Rincy Jacob	Ok	9:06:12 PM
Sharath Kumar	unfortunately I do not have access to that file. Let me have someone reach out to you to troubleshoot this issue remotely	9:07:29 PM
	what would be an appropriate phone number and time to call you	9:07:52 PM
Rincy Jacob	215-758-1060 anytime	9:08:14 PM
	i need a call back soon though because i need to send invoices to vendors soon	9:08:51 PM
Sharath Kumar	noted, I will have someone call you at the earliest.	9:11:17 PM
	anything else that I can assist you in the meantime?	9:11:29 PM
Rincy Jacob	ok great thnaks! have agood day!	9:11:35 PM
	nope just this	9:11:42 PM
Sharath Kumar	My pleasure!	9:11:53 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>	9:11:56 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:11:59 PM
	<i>Sharath Kumar has ended this chat session</i>	9:12:02 PM



