

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr, 12:01:55 AM

#75057 nicole.herlihy

Email: nicole.herlihy@montesanogroup.com ☎ 8054553840

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 32 Secs

nicole.herlihy	Hello, I am your Acebuddy	3 Apr, 12:01:56 AM
Acebuddy	Hello Nicole Herlihy, I'm your Ace Buddy. I'll be happy to assist you!	12:01:56 AM
	Whom Would You Like to Connect With?	12:01:56 AM
nicole.herlihy	Technical Support (QB & App Hosting)	12:02:01 AM
Acebuddy	Welcome to Ace Support.	12:02:01 AM
	Please chose an option :	12:02:01 AM
nicole.herlihy	I'd like to report an Issue	12:02:11 AM
Acebuddy	Please select an option!	12:02:12 AM
nicole.herlihy	QuickBooks Issue	12:02:15 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:02:15 AM
nicole.herlihy	Other QB related issue	12:02:21 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:02:21 AM
nicole.herlihy	I am unable to export to excel	12:02:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:02:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:02:42 AM

	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:03:05 AM
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>	12:03:21 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	12:03:27 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	12:03:38 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:03:54 AM
nicole.herlihy	nicole. h1 rdp	12:04:32 AM
	Nicole	12:04:44 AM
Shivam Singh	Kindly allow me two minutes to check the same.	12:06:21 AM
	Nicole as I checked it seems like that you don't have access to excel right now.	12:08:26 AM
	To be able to use the Excel you need to have the Excel rights.	12:09:02 AM
	Are we still connected here?	12:10:29 AM
	Are we still connected here?	12:12:05 AM
	Are we still connected here?	12:14:24 AM
nicole.herlihy	Sorry i got sidetracked	12:16:26 AM
	How do I get excel rights?	12:16:46 AM
Shivam Singh	I will share the mail after the chat, we just need an approval from the Account owner.	12:18:23 AM
nicole.herlihy	Okay, who do you show as the account owner so I can have them grant approval?	12:19:47 AM
Shivam Singh	Ian smith is the POC .	12:19:57 AM
nicole.herlihy	Does he need to reach out to you to grant approval?	12:20:22 AM
Shivam Singh	No, I will mention the POC in the mail, He just to send the approval.	12:20:52 AM
	We will amend the changes right away.	12:21:09 AM
nicole.herlihy	Great, I believe I also need access to adobe to read / use pdf's	12:21:17 AM
Shivam Singh	are you not able to open the PDF files	12:21:48 AM
nicole.herlihy	I haven't tried on remote desktop	12:22:23 AM
	I am not able to open PDF Files	12:23:29 AM
Shivam Singh	Rest Assured. All users will have rights by default to use Adobe.	12:23:42 AM
	Is there anything else I may help you with ?	12:25:14 AM
	If you still face issues with opening the PDF we can assist you with it	12:25:34 AM
	Are we still connected here?	12:27:09 AM
	Are we still connected here?	12:29:03 AM
	Are we still connected here?	12:31:17 AM
nicole.herlihy	Hi - I'm so sorry, can you please also tell me how to add remote desktop to my Mac at home. And I will	

also need to know how to add printers for printing from QB and remote desktop

12:34:32 AM

Shivam Singh

I will share the RDP with you along with the instruction to use it on MAC along with printing instructions

12:35:06 AM

nicoles.herlihy

Thank you

12:35:54 AM

Shivam Singh

Is there anything else I may help you with ?

12:35:58 AM

nicoles.herlihy

I think that's it for now

12:36:05 AM

Shivam Singh

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.

12:36:22 AM

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

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

12:36:27 AM

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

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

Shivam Singh has ended this chat session

12:36:28 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Apr, 5:17:09 AM

#75290 JACK Lench

Email: jack@southgateps.com 7327731152

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: LAKEWOOD

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 24 Secs

JACK Lench	Hello, I am your Acebuddy	8 Apr, 5:17:10 AM
Acebuddy	Hello Jack Lench, I'm your Ace Buddy. I'll be happy to assist you!	5:17:11 AM
	Whom Would You Like to Connect With?	5:17:11 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:55:34 AM
	<i>Ended due to chat idle timeout</i>	5:55:34 AM



Chat Transcript

I cannot figure out how to get a thumb drive QB file from that drive, into my computer.

Visitor Details

30 Apr, 8:34:04 PM

#76380 Thomas P Maher

Email: taxmanharrisburgpa@gmail.com 17178362175

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: <https://www.acecloudhosting.com/knowledgebase/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: MANCHESTER

State: Manchester

Country: UNITED KINGDOM

Chat Transcript

Chat Duration : 10 Mins 39 Secs

Thomas P Maher	I cannot figure out how to get a thumb drive QB file from that drive, into my computer.	30 Apr, 8:34:05 PM
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.	8:34:09 PM

	Hey. How are you doing?	8:34:24 PM
Thomas P Maher	I am doing very well today, and you?	8:34:40 PM
Vatsal	I am forwarding this chat to the support team, they'll assist you with this.	8:34:41 PM
	I am doing great	8:34:47 PM
	Thanks for asking	8:34:52 PM
	<i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>	8:34:58 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:35:09 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:35:18 PM
Thomas P Maher	Good day to you Sir.	8:35:47 PM
Ashutosh Mishra	I wish a wonderful day to you too. I understand you have an external flash drive which has your QB file, and you want to copy it over to your local computer, is that correct?	8:37:11 PM
Thomas P Maher	Yes, that is my current problem,	8:37:36 PM
	The thumb drive is separate from ACE platform.	8:38:42 PM
Ashutosh Mishra	I wish I could assist you with this however since this is unrelated to Ace servers, I would suggest contacting your local IT for further assistance they would be able to better assist you with the task.	8:42:48 PM
Thomas P Maher	Okay, thank you.	8:43:19 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:43:36 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:43:42 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	8:44:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75184 Peabell726

Email: peabell726@gmail.com 19256836415**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:** BRENTWOOD**State:** California**Country:** UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 43 Secs

Peabell726	Hello, I am your Acebuddy	5 Apr, 1:15:02 AM
Acebuddy	Hello Peabell726, I'm your Ace Buddy. I'll be happy to assist you!	1:15:02 AM
	Whom Would You Like to Connect With?	1:15:02 AM
Peabell726	Technical Support (QB & App Hosting)	1:15:14 AM
Acebuddy	Welcome to Ace Support.	1:15:14 AM
	Please chose an option :	1:15:14 AM
Peabell726	I'd like to raise a Request	1:15:22 AM
Acebuddy	Please select your request type.	1:15:22 AM
Peabell726	Change in Users	1:15:27 AM
Acebuddy	Please select your desired option!	1:15:27 AM
Peabell726	User Removal	1:15:31 AM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	1:15:31 AM
	Do you need any further assistance on the topic?	1:15:31 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.	1:54:45 AM
	<i>Ended due to chat idle timeout</i>	1:54:45 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Apr, 7:08:36 PM

#75818 jeana

Email: jeana@worldwidedoord.com ☎ 18135075488

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: LUTZ

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 6 Secs

jeana	Hello, I am your Acebuddy	21 Apr, 7:08:38 PM
Acebuddy	Hello Jeana, I'm your Ace Buddy. I'll be happy to assist you!	7:08:39 PM
	Whom Would You Like to Connect With?	7:08:39 PM
jeana	Technical Support (QB & App Hosting)	7:08:59 PM
Acebuddy	Welcome to Ace Support.	7:08:59 PM
	Please chose an option :	7:08:59 PM
jeana	I'd like to raise a Request	7:09:05 PM
Acebuddy	Please select your request type.	7:09:05 PM
jeana	Other Request	7:09:16 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:09:16 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:09:16 PM
jeana	Yes, I'm facing issues with my server	7:09:21 PM
Acebuddy	Please select an option!	7:09:22 PM
jeana	QuickBooks Issue	7:09:25 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:09:25 PM

jeana	QuickBooks Update	7:09:30 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.	7:09:30 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.	7:09:30 PM
	Do you need any further assistance on the topic?	7:09:30 PM
jeana	Yes	7:09:40 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:09:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:09:40 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	7:09:54 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:09:58 PM
jeana	Hello	7:10:08 PM
Rohan Prajapati	Hello Jeana, How are you doing today ?	7:10:09 PM
jeana	Doing well	7:10:13 PM
Rohan Prajapati	That's Great	7:10:34 PM
jeana	it looks like our QB version was updated and now each user is showing 2 icons on their desktop	7:10:39 PM
	We need to remove the old icons from each user please	7:10:52 PM
Rohan Prajapati	I will surely help you with this.	7:10:53 PM
	Would you like us to completely uninstall the old version from the server, or just remove the icon from the desktop for all users?	7:11:40 PM
jeana	just remove the icon please	7:12:03 PM
Rohan Prajapati	This has been done from the backend.	7:13:54 PM
	Is there anything else I may help you with ?	7:13:57 PM
jeana	thank you so much!!!	7:14:10 PM
Rohan Prajapati	Thanks for the confirmation !	7:14:20 PM
	I would request you to please give your Valuable feedback after ending the chat.	7:14:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:14:37 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:14:40 PM

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

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

Rohan Prajapati has ended this chat session

7:14:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Apr, 10:51:44 PM

#76035 Lorraine Weaver

Email: l.renee.weaver@gmail.com ☎ 17069754009

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 18 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 45 Secs

Lorraine Weaver	Hello, I am your Acebuddy	24 Apr, 10:51:46 PM
Acebuddy	Hello Renee Weaver, I'm your Ace Buddy. I'll be happy to assist you!	10:51:46 PM
	Whom Would You Like to Connect With?	10:51:46 PM
Lorraine Weaver	Technical Support (QB & App Hosting)	10:51:51 PM
Acebuddy	Welcome to Ace Support.	10:51:51 PM
	Please chose an option :	10:51:51 PM
Lorraine Weaver	I'd like to report an Issue	10:51:58 PM
Acebuddy	Please select an option!	10:51:58 PM

Lorraine Weaver	Other Issue	10:52:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:52:02 PM
Lorraine Weaver	My new user cghc3.1 cannot access the server I changed their password successfully - but am unable to access the server CGFC	10:52:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:52:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:52:38 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:52:48 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:52:51 PM
Lorraine Weaver	Thank you	10:52:56 PM
Anurag Sharma	Hello Renee. (Edited)	10:52:58 PM
Lorraine Weaver	server name is CGFC	10:53:04 PM
	the new user name is cghc3.1	10:53:20 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:54:03 PM
	May I take the remote access of your local computer?	10:54:07 PM
Lorraine Weaver	certainly	10:54:19 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	10:54:25 PM
	https://assist.acecloudhosting.com/join/1032183042	10:54:48 PM
	Kindly paste this link in the browser of local computer and join the session.	10:54:52 PM
Lorraine Weaver	done	10:55:58 PM
Anurag Sharma	Please refresh the session once	10:56:51 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:56:56 PM
Lorraine Weaver	thank you	10:59:58 PM
Anurag Sharma	Is there anything else I may help you with ?	11:00:03 PM
Lorraine Weaver	Im good - thanks for the help!	11:00:19 PM
Anurag Sharma	Thanks for the confirmation !	11:00:22 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:00:24 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:00:27 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

11:00:29 PM

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

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

Anurag Sharma has ended this chat session

11:00:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 9:35:47 PM

#75433 Michael Tunney

Email: michael@mataaccountants.com 17086060183

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: 18 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 45 Secs

Michael Tunney	Hello, I am your Acebuddy	10 Apr, 9:35:48 PM
Acebuddy	Hello Michael, I'm your Ace Buddy. I'll be happy to assist you!	9:35:49 PM
	Whom Would You Like to Connect With?	9:35:49 PM
Michael Tunney	Technical Support (QB & App Hosting)	9:35:57 PM
Acebuddy	Welcome to Ace Support.	9:35:57 PM
	Please chose an option :	9:35:57 PM
Michael Tunney	I'd like to report an Issue	9:36:05 PM

Acebuddy	Please select an option!	9:36:05 PM
Michael Tunney	Other Issue	9:36:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:36:14 PM
Michael Tunney	the system is running very slow it is the end of tax season and it has to running at top speed	9:37:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:37:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:37:14 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:37:25 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:37:29 PM
	Hello Michael	9:37:35 PM
Michael Tunney	hello	9:37:47 PM
Shashwat Verma	I will surely help you with this issue.	9:37:58 PM
	Kindly allow me two minutes to check the same.	9:38:05 PM
	Let me check the resources of the server causing the slowness	9:39:53 PM
	There are 2 reasons for the slowness, first your C drive is running low at 14% and your RAM having high usage at 92% continuously.	9:42:21 PM
	Let me share you the screenshots of the same.	9:42:42 PM
	<i>9:42:57 PM Shashwat Verma is sharing a file with you image.png - (Size:5.13 KB)</i>	9:42:57 PM
Michael Tunney	ok do you need to increase both?	9:43:01 PM
	<i>9:43:16 PM Shashwat Verma is sharing a file with you image.png - (Size:5.17 KB)</i>	9:43:16 PM
Shashwat Verma	Yes for the betterment of the performance of the server.	9:43:40 PM
	Shall I share the plans?	9:44:18 PM
Michael Tunney	OK yes please increase both as to how much I will rely on your expertise I am aware you will add this to my bill	9:44:57 PM
Shashwat Verma	Okay here are the plans for C drive	9:45:16 PM
	Plan1 : 200GB : \$120/Month	
	Plan2 : 100GB : \$60/Month	
	Plan3 : 80 GB : \$50/Month	9:45:18 PM
	Plan4 : 60 GB : \$40/Month	
	And RAM cost you \$20 for 1GB	9:45:42 PM
Michael Tunney	lets start with 60 gb is 1 gb enough for RAM we have 3 users	9:46:22 PM
Shashwat Verma	We recommend you to have RAM increased by 2 GB as you have high usage of the same.	9:47:01 PM
Michael Tunney	I agree 2 gb is approved	9:47:45 PM

Shashwat Verma	Kindly authorize the same from michael@mataaccountants.com to support@acecloudhosting.com.	9:48:05 PM
	Then we'll proceed with Plan4 : 60 GB : \$40/Month for C drive and 2 GB ram on server	9:48:48 PM
Michael Tunney	I authorize 60 gb for C drive and 2 gb for ram	9:49:07 PM
Shashwat Verma	Michael, we need the same confirmation on email too for the authorization purpose. (Edited)	9:49:29 PM
	Hope you understand.	9:49:39 PM
	Rest will be assured by us.	9:50:02 PM
	We got the email	9:53:47 PM
	We'll do the needful in 15 minutes and will let you know on email.	9:54:54 PM
	Is there anything else I may help you with ?	9:58:22 PM
	Are we still connected here?	10:00:24 PM
	Are we still connected here?	10:02:30 PM
	Are we still connected here?	10:04:46 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:07:15 PM
	<i>Shashwat Verma has ended this chat session</i>	10:07:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Apr, 9:27:03 PM

#75688 danielle.taras

Email: danielle.taras@ecs-env.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: BELTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 8 Secs

danielle.taras	Hello, I am your Acebuddy	16 Apr, 9:27:04 PM
Acebuddy	Hello Danielle.taras, I'm your Ace Buddy. I'll be happy to assist you!	9:27:04 PM
	Whom Would You Like to Connect With?	9:27:04 PM
danielle.taras	Technical Support (QB & App Hosting)	9:27:31 PM
Acebuddy	Welcome to Ace Support.	9:27:31 PM
	Please chose an option :	9:27:31 PM
danielle.taras	I'd like to report an Issue	9:27:36 PM
Acebuddy	Please select an option!	9:27:36 PM
danielle.taras	QuickBooks Issue	9:27:41 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:27:41 PM
danielle.taras	Other QB related issue	9:27:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:27:48 PM
danielle.taras	AB desktop is unable to send your emails to Outlook. This is the second time this week.	9:28:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:28:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:28:37 PM
danielle.taras	Please reference ticket 674317	9:28:51 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:29:02 PM
	or 676230	9:29:14 PM
	not sure which one is for the email issue	9:29:25 PM
Ashutosh Mishra	Let me transfer you to a specialist who can better address your concern.	9:30:16 PM
	<i>Ashutosh Mishra is transferring the chat to Rohan Prajapati.</i>	9:30:29 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	9:30:57 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you onwards.	9:31:23 PM
danielle.taras	hello	9:31:31 PM
Rohan Prajapati	Hello Danielle, How are you doing today ? (Edited)	9:31:54 PM
	I will surely try to help you with this issue.	9:32:15 PM
danielle.taras	I am good, thank you. How are you?	9:32:28 PM
	I appreciate your time	9:32:32 PM
Rohan Prajapati	That's Great. I'm good too, thanks for asking.	9:32:48 PM

	Kindly allow me 5-6 minutes to check the same.	9:33:01 PM
danielle.taras	It seems I will need to step away in 10 min for another meeting should I try to do this later?	9:33:09 PM 9:33:23 PM
Rohan Prajapati	Yes It would be better if you can contact us back when you are available. (Edited)	9:33:58 PM
danielle.taras	ok	9:34:06 PM
	good bye	9:34:07 PM
	<i>danielle.taras has ended this chat session</i>	9:34:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 8:23:38 PM

#75741 Nasimul Hassan

Email: cs@columbiataxservice.com ☎ 14109299778

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 14 Secs

City: BALTIMORE

State: West Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 16 Secs

Nasimul Hassan	Hello, I am your Acebuddy	17 Apr, 8:23:39 PM
Acebuddy	Hello Cs, I'm your Ace Buddy. I'll be happy to assist you!	8:23:39 PM
	Whom Would You Like to Connect With?	8:23:39 PM
Nasimul Hassan	Technical Support (QB & App Hosting)	8:23:46 PM
Acebuddy		

	Welcome to Ace Support.	8:23:46 PM
	Please chose an option :	8:23:46 PM
Nasimul Hassan	I'd like to report an Issue	8:23:52 PM
Acebuddy	Please select an option!	8:23:52 PM
Nasimul Hassan	Other Issue	8:23:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:23:57 PM
Nasimul Hassan	i can not access the server	8:24:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:24:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:24:08 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	8:24:17 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:24:24 PM
Nasimul Hassan	we are unable to access our instanc	8:25:06 PM
	is the server down?	8:25:11 PM
Sharath Kumar	Hello there, sorry to hear about your concern, signing into the server to check if it is accessible to us	8:25:15 PM
	Thank you for your patience. I can access the server	8:26:31 PM
Nasimul Hassan	i can not	8:26:42 PM
	and none of my team members	8:26:51 PM
Sharath Kumar	what is the username that you are signing in with	8:26:57 PM
Nasimul Hassan	nasimulhassan	8:27:18 PM
Sharath Kumar	I see Afsana_CTAS still connected to the server	8:27:22 PM
Nasimul Hassan	rita	8:27:23 PM
Sharath Kumar	may I take a remote session of your local computer to check this	8:27:44 PM
Nasimul Hassan	she was connected, then the we got the notification that she is no longer connected	8:27:53 PM
	sure	8:27:59 PM
Sharath Kumar	Could you try once more, as I see Rita just signed into the server	8:28:17 PM
Nasimul Hassan	its working . thanks	8:29:37 PM
Sharath Kumar	glad to hear that! but honestly I did no make any changes on the server to help you	8:29:57 PM
	look like it took a few tries for you to connect to the server, is that something that happens frequently?	8:30:34 PM
	Are we still connected here?	8:32:05 PM
	Are we still connected here?	8:32:32 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.	8:32:38 PM

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

8:32:49 PM

Sharath Kumar has ended this chat session

8:32:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr, 7:14:37 PM

#76220 Loreta Gonzalez

Email: lgonzalez@ipgholding.com 14073741365

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: 20 Secs

City: VICENTE LOPEZ

State: Buenos Aires

Country: ARGENTINA

Chat Transcript

Chat Duration : 12 Mins 50 Secs

Loreta Gonzalez	Hello, I am your Acebuddy	28 Apr, 7:14:37 PM
Acebuddy	Hello Lgonzalez, I'm your Ace Buddy. I'll be happy to assist you!	7:14:38 PM
	Whom Would You Like to Connect With?	7:14:38 PM
Loreta Gonzalez	Technical Support (QB & App Hosting)	7:14:48 PM
Acebuddy	Welcome to Ace Support.	7:14:48 PM
	Please chose an option :	7:14:48 PM
Loreta Gonzalez	I'd like to report an Issue	7:15:16 PM
Acebuddy	Please select an option!	7:15:16 PM
Loreta Gonzalez	Other Issue	7:16:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:16:03 PM

Loreta Gonzalez	cannot connect to server	7:16:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:16:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:16:29 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:16:43 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:17:04 PM
	hello, please allow me a couple minutes to sign into the server and check this for you	7:17:30 PM
	Hi Loreta, I can see that your account is already signed into the server. Please confirm if I should close your active session so that you can try accessing the server again	7:20:50 PM
	Are we still connected here?	7:23:34 PM
	Are we still connected here?	7:24:29 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.	7:26:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:27:25 PM
	<i>Sharath Kumar has ended this chat session</i>	7:27:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 1:21:52 PM

#76074 AIFinancedone

Email: aifinancedone@outlook.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: HARIPUR HINDUAN

State: Punjab

Country: INDIA

Chat Transcript

AIFinancedone	Hello, I am your Acebuddy	25 Apr, 1:21:53 PM
Acebuddy	Hello Afinancedone, I'm your Ace Buddy. I'll be happy to assist you!	1:21:54 PM
	Whom Would You Like to Connect With?	1:21:54 PM
AIFinancedone	Technical Support (QB & App Hosting)	1:21:59 PM
Acebuddy	Welcome to Ace Support.	1:21:59 PM
	Please chose an option :	1:21:59 PM
AIFinancedone	I'd like to report an Issue	1:22:05 PM
Acebuddy	Please select an option!	1:22:05 PM
AIFinancedone	Other Issue	1:22:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:22:08 PM
AIFinancedone	I am not able to connect RDP	1:22:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:22:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:22:24 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	1:22:30 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	1:22:37 PM
AIFinancedone	I am not able to connect RDP	1:22:43 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:22:45 PM
AIFinancedone	Accountsavvy CPAs	1:23:00 PM
	user Sachin bansal	1:23:07 PM
	Few minutes ago	1:23:22 PM
	a user name as supportrtcs05	1:23:58 PM
	joined the RDP	1:24:04 PM
	& then RDP closed	1:24:12 PM
	after few minutes	1:24:18 PM
	now no user working right now	1:24:29 PM
	Is that user from your team	1:24:41 PM
Shubham Kataria	Supportrtcs is our username which is used by us for the maintainence work on server	1:24:41 PM
AIFinancedone	Okay	1:24:51 PM
	Let me know when maintainene will be completed by your end	1:25:52 PM

Shubham Kataria	As of now, we are not working on it.	1:26:14 PM
	Could you please confirm if you are receiving any error while login	1:26:32 PM
AIFinancedone	Yes	1:27:22 PM
	Errors	1:27:26 PM
	found	1:27:29 PM
	no user	1:27:32 PM
	working	1:27:36 PM
Shubham Kataria	Actually we are also unable to access the server currently that's we require to reboot the server	1:28:01 PM
	Kindly confirm if we can reboot it	1:28:10 PM
AIFinancedone	Please do	1:28:23 PM
Shubham Kataria	Please allow me few minutes, will get back to you	1:28:44 PM
AIFinancedone	Sure	1:28:59 PM
Shubham Kataria	Thank you	1:29:20 PM
	Could you please try to access now	1:29:42 PM
	Server is up and running	1:29:50 PM
	Are you trying to access the server?	1:32:12 PM
AIFinancedone	checkin	1:33:05 PM
Shubham Kataria	Okay	1:33:13 PM
AIFinancedone	Now working	1:33:53 PM
Shubham Kataria	Great	1:33:55 PM
	Is there anything else I may help you with ?	1:33:59 PM
<i>AIFinancedone has ended this chat session</i>		1:34:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Apr, 6:13:49 AM

#75460 Ryan Godbey

Email: rgodbey@cgfinancialaccounting.com  6064257574

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: LEXINGTON

State: Kentucky

Country: UNITED STATES

Chat Duration : 56 Secs

Chat Transcript

Ryan Godbey	Hello, I am your Acebuddy	11 Apr, 6:13:51 AM
Acebuddy	Hello Ryan Godbey, I'm your Ace Buddy. I'll be happy to assist you!	6:13:52 AM
	Whom Would You Like to Connect With?	6:13:52 AM
Ryan Godbey	Technical Support (QB & App Hosting)	6:14:02 AM
Acebuddy	Welcome to Ace Support.	6:14:02 AM
	Please chose an option :	6:14:02 AM
Ryan Godbey	I'd like to raise a Request	6:14:20 AM
Acebuddy	Please select your request type.	6:14:20 AM
Ryan Godbey	Password Reset	6:14:24 AM
Acebuddy	Please select an option below	6:14:24 AM
Ryan Godbey	Not Enrolled to Selfcare Portal	6:14:35 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	6:14:35 AM
	Do you need any further assistance on the topic?	6:14:35 AM
Ryan Godbey	No	6:14:48 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	6:14:48 AM
	<i>Acebuddy has ended this chat session</i>	6:14:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Apr, 5:35:51 PM

#75147 Brooke Hommel

Email: bhommel@ohioams.com ☎ 216-264-1065

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: 59 Secs

City: BRUNSWICK

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 48 Secs

Brooke Hommel	Hello, I am your Acebuddy	4 Apr, 5:35:52 PM
Acebuddy	Hello Bhommel, I'm your Ace Buddy. I'll be happy to assist you!	5:35:53 PM
	Whom Would You Like to Connect With?	5:35:53 PM
Brooke Hommel	Technical Support (QB & App Hosting)	5:36:01 PM
Acebuddy	Welcome to Ace Support.	5:36:01 PM
	Please chose an option :	5:36:01 PM
Brooke Hommel	I'd like to report an Issue	5:36:08 PM
Acebuddy	Please select an option!	5:36:09 PM
Brooke Hommel	Other Issue	5:36:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:36:15 PM
Brooke Hommel	Password is not working for login	5:36:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:36:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:36:26 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	5:36:30 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	5:36:38 PM

	could you please confirm if it is the server that you are signing into and the username that you are signing in with.	5:37:41 PM
	Are we still connected here?	5:39:11 PM
	Are we still connected here?	5:40:03 PM
Brooke Hommel	I am trying to log into the server and my password is not working	5:40:21 PM
Sharath Kumar	thank you for the confirmation and please let me know the username that you are signing in with	5:40:51 PM
	please let me know the username that you are trying to access the server with	5:43:04 PM
Brooke Hommel	the username is KrisJ	5:43:59 PM
Sharath Kumar	Thank you! The account was in a restricted state due to inactivity, I have just unlocked it and now you should be able to sign in with your last known password	5:44:53 PM
Brooke Hommel	Thank you, I am trying to log in now. for some reason lately it has taken a while for me to get in. I will get about 10 messages saying that it cannot connect to the remote computer and then it will randomly let me in	5:47:11 PM
Sharath Kumar	Glad to know that you were able to sign in, when was the last time you had the issue that you mentioned	5:48:22 PM
Brooke Hommel	i am having the issue now. i have not been able to log in yet	5:48:36 PM
Sharath Kumar	and you are absolutely sure about the password.	5:49:01 PM
Brooke Hommel	My password will work i will just have a hard time connecting to the server. after about 4 attempts this time it was finally able to connect	5:49:40 PM
	so I am logged in now	5:50:09 PM
Sharath Kumar	That is strange! We had some issue with one of our servers earlier this week but that was resolved two days ago	5:51:28 PM
	Once you get connected to the server, is there any slowness afterwards or when you work?	5:51:56 PM
	and what about your colleagues? do they also have a hard time connecting to the server initially	5:53:10 PM
Brooke Hommel	This has been happening for about 2 months now, once I am logged in the speed is fine and I have no issues. its just trying to log in. And i have not heard any reports from my colleagues with this issues just mine	5:54:25 PM
Sharath Kumar	Alright, and this just happens only when you're connecting to the server for the first time on a day?	5:56:26 PM
	or have you faced this issue even after you disconnect from the server and sign back in after sometime?	5:57:08 PM
	Thank you for all the information above! I will definitely look into your concern and will reach out to you once I identify what exactly is causing this. I would suggest switching to a different network next time and let me know if the issue still persists.	5:59:34 PM
	Is there anything else I may help you with ?	5:59:37 PM
	Are we still connected here?	6:00:51 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:01:30 PM

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

6:01:37 PM

Sharath Kumar has ended this chat session

6:01:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 6:12:25 PM

#75871 salmanseo323

Email: salmanseo323@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: PARIS

State: Iledefrance

Country: FRANCE

Chat Transcript

Chat Duration : 40 Mins 45 Secs

salmanseo323	Hello, I am your Acebuddy	22 Apr, 6:12:26 PM
Acebuddy	Hello Salman, I'm your Ace Buddy. I'll be happy to assist you!	6:12:27 PM
	Whom Would You Like to Connect With?	6:12:27 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.	6:53:12 PM
	<i>Ended due to chat idle timeout</i>	6:53:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 11:59:48 PM

#75908 Sandy Hawkins

Email: sandy@aeroconcrete.net 5633496017

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: SIOUX FALLS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 7 Secs

Sandy Hawkins	Hello, I am your Acebuddy	22 Apr, 11:59:49 PM
Acebuddy	Hello Sandy, I'm your Ace Buddy. I'll be happy to assist you!	11:59:49 PM
	Whom Would You Like to Connect With?	11:59:49 PM
Sandy Hawkins	Technical Support (QB & App Hosting)	11:59:57 PM
Acebuddy	Welcome to Ace Support.	11:59:57 PM
	Please chose an option :	11:59:57 PM
Sandy Hawkins	I'd like to report an Issue	23 Apr, 12:00:03 AM
Acebuddy	Please select an option!	12:00:03 AM
Sandy Hawkins	QuickBooks Issue	12:00:13 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:00:13 AM
Sandy Hawkins	QuickBooks Update	12:00:19 AM
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.	12:00:19 AM
	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.	12:00:19 AM
	Do you need any further assistance on the topic?	12:00:19 AM

Sandy Hawkins	No	12:04:56 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:04:56 AM
	<i>Acebuddy has ended this chat session</i>	12:04:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Apr, 8:38:23 PM

#75825 Nichole Steele

Email: nichole@44interactive.com

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: 30 Secs

City: SIOUX FALLS

State: South Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 24 Secs

Nichole Steele	Hello, I am your Acebuddy	21 Apr, 8:38:24 PM
Acebuddy	Hello Nichole Steele, I'm your Ace Buddy. I'll be happy to assist you!	8:38:25 PM
	Whom Would You Like to Connect With?	8:38:25 PM
Nichole Steele	Technical Support (QB & App Hosting)	8:38:34 PM
Acebuddy	Welcome to Ace Support.	8:38:34 PM
	Please chose an option :	8:38:34 PM
Nichole Steele	I'd like to report an Issue	8:38:43 PM
Acebuddy	Please select an option!	8:38:43 PM
Nichole Steele		

	Other Issue	8:38:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:38:49 PM
Nichole Steele	received instructions for downloading UPClientWebInstall.exe but it wont allow me to click on it and extract file to open need help	8:39:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:39:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:39:58 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	8:40:15 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:40:22 PM
	Hi Nichole, I have just replied to your email. Could you please check and confirm that you can install Uniprint with the instructions provided	8:41:11 PM
Nichole Steele	i did receive your first email and i replied back stating the problem still and have not gotten a second email with any further instructions	8:42:15 PM
	still having issues	8:42:41 PM
Sharath Kumar	strange, but no problem! let me help you over here	8:43:11 PM
Nichole Steele	great thanks	8:43:21 PM
	<i>8:43:26 PM Sharath Kumar is sharing a file with you image.png - (Size:16.97 KB)</i>	8:43:26 PM
Sharath Kumar	is this how your downloaded file looks like?	8:43:41 PM
Nichole Steele	its not even showing up under my desktop	8:44:03 PM
	it showed up under downloads but no where else	8:44:13 PM
Sharath Kumar	yes, typically files downloaded do appear under Downloads folder. That is fine.	8:44:56 PM
	Try opening the file and proceed with the installation	8:45:11 PM
Nichole Steele	when im under downloads and click it to open it up nothing happens	8:45:41 PM
	it wont give me the option when clicked to extract it either	8:46:01 PM
Sharath Kumar	okay, let me take over your computer and help you remotely in installing this	8:46:20 PM
Nichole Steele	perfect	8:46:40 PM
Sharath Kumar	This is the link you will need to provide me the remote access, open this on your personal computer and NOT on the server	8:47:04 PM
	https://assist.acecloudhosting.com/join/1032508991	8:47:05 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:47:10 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:48:51 PM
	I was connected for a second there but now it shows blank screen	8:49:33 PM
		9:11:18 PM

Nichole. we got disconnected over the remote session

Are we still connected here?

9:13:10 PM

Are we still connected here?

9:15:36 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.

9:15:40 PM

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

9:15:46 PM

Sharath Kumar has ended this chat session

9:15:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 11:45:58 PM

#75974 Alison Matte

Email: alison@lorenwoodbuilders.com 812-219-3233

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: BLOOMINGTON

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 37 Secs

Alison Matte 23 Apr, 11:45:59 PM
Hello, I am your Acebuddy

Acebuddy 11:46:00 PM
Hello Alison Matte, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With? 11:46:00 PM

Alison Matte 11:46:06 PM
Technical Support (QB & App Hosting)

Acebuddy 11:46:06 PM
Welcome to Ace Support.

	Please chose an option :	11:46:06 PM
Alison Matte	I'd like to raise a Request	11:46:13 PM
Acebuddy	Please select your request type.	11:46:13 PM
Alison Matte	Change in Users	11:46:19 PM
Acebuddy	Please select your desired option!	11:46:19 PM
Alison Matte	User Replacement	11:46:25 PM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	11:46:25 PM
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	11:46:25 PM
	Do you need any further assistance on the topic?	11:46:25 PM
Alison Matte	Yes	11:46:39 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:46:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:46:39 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:47:22 PM
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>	11:47:35 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	11:47:55 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	11:48:03 PM
Alison Matte	Hello	11:48:11 PM
	We have had an employee leave our company. She has a log in using her email that I would like to update to someone else	11:49:02 PM
Shivam Singh	okay	11:49:57 PM
	You could use My portal to make the changes.	11:50:14 PM
Alison Matte	where do I find that?	11:51:14 PM
Shivam Singh	After the chat I will share the email containing article which will guide you as to how to do so.	11:52:52 PM
Alison Matte	ok	11:53:02 PM
Shivam Singh	However, Only POC (Account Owner) will only be able to do so.	11:53:31 PM
Alison Matte	ah ok	11:53:56 PM
	thank you!	11:53:57 PM
Shivam Singh	Is there anything else I may help you with ?	11:54:03 PM
Alison Matte	no thank you	11:54:14 PM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:55:31 PM

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

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

11:55:34 PM

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

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

Shivam Singh has ended this chat session

11:55:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 6:35:06 PM

#76370 Tayler Lopez

Email: taylor@soleilfloors.com 5122180400

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: 25 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 11 Secs

Tayler Lopez	Hello, I am your Acebuddy	30 Apr, 6:35:06 PM
Acebuddy	Hello Tayler, I'm your Ace Buddy. I'll be happy to assist you!	6:35:07 PM
	Whom Would You Like to Connect With?	6:35:07 PM
Tayler Lopez	Technical Support (QB & App Hosting)	6:35:12 PM

Acebuddy	Welcome to Ace Support.	6:35:12 PM
	Please chose an option :	6:35:12 PM
Tayler Lopez	I'd like to report an Issue	6:35:23 PM
Acebuddy	Please select an option!	6:35:25 PM
Tayler Lopez	Other Issue	6:36:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:36:06 PM
	<i>6:36:29 PM Tayler Lopez is sharing a file with you Capture.PNG - (Size:9.36 KB)</i>	6:36:29 PM
	Please wait while we connect you to a Support Representative	6:36:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:36:30 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	6:36:47 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:37:16 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:37:19 PM
	Hello taylor	6:37:25 PM
Tayler Lopez	hello	6:37:28 PM
Shashwat Verma	Could you please elaborate your issue?	6:37:49 PM
Tayler Lopez	the pop up won't go away	6:38:03 PM
Shashwat Verma	Okay	6:38:39 PM
	I will surely help you with this issue.	6:38:45 PM
	May I take the remote access of your local computer?	6:39:08 PM
Tayler Lopez	yes	6:39:14 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	6:39:54 PM
	https://assist.acecloudhosting.com/join/1322513108	6:40:26 PM
	Kindly Click on the link and open the downloaded file.	6:40:29 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:41:36 PM
	as per the remote session we helped you to set app password for outlook	7:01:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:01:15 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:01:16 PM

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

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

Shashwat Verma has ended this chat session

7:01:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 9:11:39 PM

#76112 Croaches

Email: croaches@mvalveso.com ☎ 8323158558

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 1 Sec

Croaches	Hello, I am your Acebuddy	25 Apr, 9:11:40 PM
Acebuddy	Hello Corwin Walker, I'm your Ace Buddy. I'll be happy to assist you!	9:11:41 PM
	Whom Would You Like to Connect With?	9:11:41 PM
Croaches	Technical Support (QB & App Hosting)	9:11:48 PM
Acebuddy	Welcome to Ace Support.	9:11:48 PM
	Please chose an option :	9:11:48 PM
Croaches	I'd like to raise a Request	9:13:06 PM
Acebuddy	Please select your request type.	9:13:06 PM

Croaches	Password Reset	9:13:11 PM
Acebuddy	Please select an option below	9:13:11 PM
Croaches	Not Enrolled to Selfcare Portal	9:13:17 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:13:17 PM
	Do you need any further assistance on the topic?	9:13:17 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.	9:49:42 PM
	<i>Ended due to chat idle timeout</i>	9:49:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Apr, 12:18:40 AM

#75591 Rebecca Sims

Email: bex@elevatepackaging.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: BELLEVUE

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 33 Secs

Rebecca Sims	Hello, I am your Acebuddy	15 Apr, 12:18:41 AM
Acebuddy	Hello Rebecca Sims, I'm your Ace Buddy. I'll be happy to assist you!	12:18:42 AM
	Whom Would You Like to Connect With?	12:18:42 AM
Rebecca Sims	Technical Support (QB & App Hosting)	12:18:48 AM

Acebuddy	Welcome to Ace Support.	12:18:48 AM
	Please chose an option :	12:18:48 AM
Rebecca Sims	I'd like to report an Issue	12:18:55 AM
Acebuddy	Please select an option!	12:18:55 AM
Rebecca Sims	Other Issue	12:18:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:18:59 AM
Rebecca Sims	Can't connect to remote desktop	12:19:11 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:19:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:19:12 AM
	<i>Gaurav Kumar declined the transfer request.</i>	12:19:16 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	12:20:02 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	12:20:07 AM
	Hello Rebecca, How are you doing today ?	12:20:22 AM
Rebecca Sims	Hi Rohan	12:20:22 AM
	I'm having difficulty logging in to the remote desktop. It says it is initiating connection, but it gets stuck there and doesn't complete the connection	12:21:24 AM
Rohan Prajapati	I will surely help you with this issue.	12:22:19 AM
	Kindly allow me two minutes to check the same.	12:22:22 AM
Rebecca Sims	Thank you	12:22:34 AM
Rohan Prajapati	Thank you for waiting.	12:25:27 AM
	Please try to login again	12:25:39 AM
Rebecca Sims	Attempting	12:26:12 AM
	I'm not sure how long it should take but it still appears to be stuck at "initiating remote connection"	12:27:02 AM
Rohan Prajapati	May I take the remote access of your local computer?	12:27:02 AM
Rebecca Sims	I am a contractor using my personal computer, not a company provided computer so I cannot do that, is there something else I can try?	12:28:04 AM
Rohan Prajapati	Rebecca, I just need to make few changes to your RDP file that's all	12:28:17 AM
	I hope that not all users are experiencing this issue.	12:28:51 AM
Rebecca Sims	I am the only user with this issue. I'm a new user and haven't been able to log in yet.	12:29:12 AM
	Are you able to instead send me a new RDP file with the changes? I can't provide access to this computer	12:29:32 AM
Rohan Prajapati	I can try that and will check if that works	12:29:43 AM
Rebecca Sims	Thank you, I appreciate it	12:29:49 AM

Rohan Prajapati	Are you using mac or windows ?	12:30:22 AM
Rebecca Sims	Windows	12:30:27 AM
Rohan Prajapati	Thanks for the confirmation !	12:30:32 AM
	I'm sending the RDP to this email "bex@elevatepackaging.com"	12:32:44 AM
Rebecca Sims	perfect thank you	12:32:51 AM
Rohan Prajapati	Please delete the old one and download the RDP file that I've sent you just now	12:34:51 AM
Rebecca Sims	Got it	12:35:17 AM
	Great, now it is giving me a prompt for username and password. Is my username the same as it was previously?	12:36:12 AM
Rohan Prajapati	It should not ask for Username as its already saved in the new RDP file	12:36:34 AM
	However this is your username "rebecca.s@myrealdata.net"	12:36:53 AM
	Enter your existing Password	12:37:05 AM
	<i>12:38:19 AM Rebecca Sims is sharing a file with you rdpCapture.PNG - (Size:7.26 KB)</i>	12:38:19 AM
	<i>this is the login prompt it gave me (in case you need to see that)</i>	
	It seems that you don't have RDP features installed on your Laptop	12:39:04 AM
Rebecca Sims	That is odd. Give me a moment and I will try a different computer	12:39:45 AM
	I am getting an error on a different computer, it just says the logon attempt failed.	12:42:28 AM
	Am I missing an additional piece of software or something like that?	12:42:45 AM
Rohan Prajapati	Please try to login now on different computer and make sure you enter the correct Password	12:45:06 AM
	Yes All you need to do is open the new RDP file with RDP Feature not with Remote Desktop Application	12:47:23 AM
	All you need to make sure that you are entering the correct Password	12:47:55 AM
Rebecca Sims	Ok I attempted again on my other computer. This time it gave an error "Problem connecting to remote resource" error: 0x3000008	12:49:03 AM
Rohan Prajapati	I need the remote access of your local PC	12:50:06 AM
Rebecca Sims	I'm entering the password I was given by my boss who set the password, I am assuming it is correct but can't confirm.	12:50:07 AM
Rohan Prajapati	Rebecca, Please note that if you are getting login attempt Failed Error on the other computer that means the Password is incorrect as everything is good at our end	12:51:38 AM
	And on your personal computer RDP Feature is not configured However you may try entering the username and Password However you would still need the correct Password	12:52:39 AM
Rebecca Sims	Ok thank you. Am I able to reset my own password, or will I need my boss/admin to do that for me?	12:53:13 AM
Rohan Prajapati	So, it would be better if you contact your boss who can give you both RDP file and new Password. He can reset it through the My Portal.	12:53:38 AM
Rebecca Sims		

	Thank you for your help. I apologize it was something as simple as a wrong password!	12:54:12 AM
Rohan Prajapati	Yes that's the Problem	12:54:28 AM
	No Issue, Please ask contact your boss to provide new Password	12:54:49 AM
	Is there anything else I may help you with ?	12:54:52 AM
Rebecca Sims	that's all i need, thank you have a good day!	12:55:10 AM
Rohan Prajapati	Thanks for the confirmation !	12:55:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:55:12 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:55:14 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan Prajapati has ended this chat session</i>	12:55:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Apr, 1:08:44 AM

#74953 hala.mikati.dalloul

Email: hala.mikati.dalloul@gmail.com ☎ 18183264538

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 35 Secs

hala.mikati.dalloul	Hello, I am your Acebuddy	1 Apr, 1:08:45 AM
Acebuddy	Hello Hala.mikati.dalloul, I'm your Ace Buddy. I'll be happy to assist you!	1:08:46 AM
	Whom Would You Like to Connect With?	1:08:46 AM
hala.mikati.dalloul	Technical Support (QB & App Hosting)	1:08:51 AM
Acebuddy	Welcome to Ace Support.	1:08:51 AM
	Please chose an option :	1:08:51 AM
hala.mikati.dalloul	I'd like to report an Issue	1:09:03 AM
Acebuddy	Please select an option!	1:09:03 AM
hala.mikati.dalloul	QuickBooks Issue	1:09:07 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:09:07 AM
hala.mikati.dalloul	Other QB related issue	1:09:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:09:19 AM
hala.mikati.dalloul	QB not launching	1:09:36 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:09:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:09:36 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	1:11:07 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	1:11:25 AM
	Hello, How are you doing today ?	1:11:36 AM
hala.mikati.dalloul	fine thank you	1:12:00 AM
Rohan Prajapati	That's Great	1:12:34 AM
	I will surely help you with this issue.	1:12:38 AM
	Kindly allow me 4-5 minutes to check the same.	1:12:45 AM
	We need to reboot the server once its not launching at our end as well	1:15:49 AM
	Shall I proceed with the reboot ?	1:16:00 AM
hala.mikati.dalloul	so it will kick all the users out?	1:16:36 AM
Rohan Prajapati	Yes users needs to be log out from the server	1:17:30 AM
hala.mikati.dalloul	let me ask them before we proceed	1:17:49 AM
Rohan Prajapati	Sure take your time	1:18:01 AM

hala.mikati.dalloul	a few more minutes	1:20:57 AM
Rohan Prajapati	Okay please let me know when we can proceed (Edited)	1:22:47 AM
hala.mikati.dalloul	ok go for it	1:25:33 AM
Rohan Prajapati	Thanks for the confirmation !	1:25:50 AM
	Are we still connected here ?	1:31:40 AM
	Are we still connected here?	1:31:44 AM
	Are we still connected here?	1:32:05 AM
	This message has been deleted	1:32:08 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:32:16 AM
	<i>Rohan Prajapati has ended this chat session</i>	1:32:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 10:47:07 PM

#75901 bobi

Email: bobi@courtsense.com ☎ 12012861318

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 33 Secs

City: LISBON

State: Lisboa

Country: PORTUGAL

Chat Transcript

Chat Duration : 32 Mins 4 Secs

bobi Hello, I am your Acebuddy

22 Apr, 10:47:07 PM

Acebuddy	Hello Bobi, I'm your Ace Buddy. I'll be happy to assist you!	10:47:08 PM
	Whom Would You Like to Connect With?	10:47:08 PM
bobi	Technical Support (QB & App Hosting)	10:47:11 PM
Acebuddy	Welcome to Ace Support.	10:47:11 PM
	Please chose an option :	10:47:11 PM
bobi	I'd like to raise a Request	10:47:20 PM
Acebuddy	Please select your request type.	10:47:20 PM
bobi	Other Request	10:47:31 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:47:31 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:47:31 PM
bobi	Yes, I'm facing issues with my server	10:47:45 PM
Acebuddy	Please select an option!	10:47:45 PM
bobi	Other Issue	10:47:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:47:50 PM
bobi	user needs permission to create company file	10:48:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:48:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:48:02 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	10:48:07 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	10:48:16 PM
bobi	Hi	10:48:26 PM
	my server name is CourtSense.myrealdata.net	10:48:31 PM
	we need to add permission to the user Kim_Court@myrealdata.net to be able to create company file	10:48:52 PM
	now she is getting error	10:48:59 PM
	<i>Rohan Prajapati is transferring the chat to Tushar.</i>	10:49:07 PM
	<i>10:49:11 PM bobbi is sharing a file with you <u>1_image.png</u> - (Size:2.22 MB)</i>	10:49:11 PM
	<i>Tushar accepted the chat transfer request.</i>	10:49:20 PM
Tushar	Hello bobbi I will be assisting you now.	10:49:54 PM
bobi	thanks	10:50:06 PM
Tushar	Kindly allow me two minutes to check the permissions.	10:50:35 PM
	Thank you for waiting.	10:52:54 PM
	May I know in which folder Kim_Court@myrealdata.net is making the new company file as it seems the	

	permissions to that folder are not given.	10:53:41 PM
bobi	I assume where all the company files are	10:53:56 PM
	She is in another location, I texted her to ask .. let's see	10:54:37 PM
Tushar	There are two folders in D drive client data which are 1st QB Files and 2nd QB Files-Others	10:55:25 PM
bobi	ok, let me check	10:56:01 PM
Tushar	What we can do is gain remote access to the system she is using to create the company file. This will allow us to determine where she is attempting to create the file. After that, please email us at support@acecloudhosting.com, requesting access for Kim_Court@myreldata.net to the specified folder, along with its location, from the email address bobi@courtsense.com. Once we receive the request, we will grant the necessary permissions, and the issue will be resolved.	11:00:17 PM
bobi	can you give me link for remote support, Ill send it to her	11:00:46 PM
	and you an me will chat here	11:00:50 PM
	she will put the file in the QB Files-Others folders	11:02:28 PM
	give her permission there	11:02:35 PM
Tushar	Okay we can give permissions on QB Files-Others folders.	11:03:12 PM
bobi	please do	11:03:19 PM
Tushar	Kindly email us at support@acecloudhosting.com, requesting access for Kim_Court@myreldata.net to theQB Files-Others folders ,from the email address bobi@courtsense.com. Once we receive the request, we will grant the necessary permissions, and the issue will be resolved.	11:04:15 PM
bobi	ok	11:04:30 PM
	I sent an email now	11:06:22 PM
Tushar	Thank you for the email.	11:08:06 PM
	Kindly allow me two minutes to check the same.	11:08:08 PM
	Thank you for waiting, kindly ask her to log off and relogging and check if the issue persists or not.	11:11:58 PM
bobi	ok	11:12:51 PM
Tushar	I can see from back end Kim_Court@myreldata.net has not logged in yet.	11:16:06 PM
bobi	she is doing something else.. she will try later	11:18:16 PM
Tushar	Okay, kindly email us if the issue is resolved or not.	11:18:38 PM
bobi	I'll reach out later if needed	11:18:38 PM
Tushar	Is there anything else I may help you with ?	11:18:43 PM
bobi	no	11:18:47 PM
	thank you	11:18:48 PM
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	11:18:54 PM

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

11:19:00 PM

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

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

Thanks!

11:19:08 PM

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

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

Tushar has ended this chat session

11:19:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Apr, 3:21:29 PM

#74968 Fenil Shah

Email: tax@sktaxaddison.com ☎ 8473508121

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 6 Secs

Fenil Shah

Hello, I am your Acebuddy

1 Apr, 3:21:30 PM

Acebuddy

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

3:21:32 PM

Whom Would You Like to Connect With?

3:21:32 PM

Fenil Shah	Managed IT	3:22:03 PM
Acebuddy	Please wait while we connect you to an available Representative.	3:22:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:22:03 PM
	<i>Suneetha Barre accepted the chat transfer request.</i>	3:22:13 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?	3:22:38 PM
Fenil Shah	Chirag Folder got deleted	3:22:38 PM
Suneetha Barre	Surely , i will assist you on this	3:22:55 PM
Fenil Shah	Help me to get it back	3:22:56 PM
Suneetha Barre	Kindly confirm you Business name	3:23:05 PM
Fenil Shah	Sk Tax Addison	3:23:31 PM
Suneetha Barre	Thank you for providing details with us	3:24:07 PM
Fenil Shah	Do it asap as i need to work on client	3:24:23 PM
Suneetha Barre	Kindly allow me to transfer this chat to concerned team	3:24:29 PM
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>	3:24:38 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	3:24:44 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	3:24:52 PM
	Hello there, could you please let us know the where this folder was located on the server and the last time that you were able to access it	3:25:44 PM
	Are we still connected here?	3:27:14 PM
	Are we still connected here?	3:28:09 PM
Fenil Shah	yes	3:28:25 PM
Sharath Kumar	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.	3:28:25 PM
	I am still here!	3:28:36 PM
	Thank you for responding!	3:28:42 PM
	In order to retrieve the folder from backup, we will need the location of the folder on the server and also let us know the last time you were able to access this folder	3:29:39 PM
Fenil Shah	yeah sure	3:30:18 PM
Sharath Kumar	An email request has to be sent to support with those details, and I will get this completed at the earliest	3:30:27 PM
Fenil Shah	what all details are required?	3:30:55 PM
	hello	3:31:22 PM
	are we still connected?	3:31:29 PM

	hello?	3:31:47 PM
Sharath Kumar	yes, we are	3:31:57 PM
	details required -	
	1. Location of the folder	3:32:15 PM
	2. Last accessible date and time	
Fenil Shah	Actually i have already mailed for the same	3:32:35 PM
	And they said it would require 2 hours	3:32:55 PM
	Pls do it asap as i need to work on it	3:33:10 PM
Sharath Kumar	could you help me with the ticket number	3:33:21 PM
Fenil Shah	yeah pls wait the rdps are lagging a lot \\	3:33:37 PM
Sharath Kumar	I got the ticket, my colleague is already working on this ticket	3:35:19 PM
Fenil Shah	pls do it fast	3:35:34 PM
	as i have deadline	3:35:45 PM
	how much more time would be required?	3:36:27 PM
	also let me know why did it got deleted . it happened previously twicer, once the darshak folder got deleted and once the mayur	3:37:10 PM
Sharath Kumar	I understand the importance of this task, however, the folder size that we are recovering is of 25 GB. We will then have to upload the date to a we transfer link that will be shared with you	3:37:18 PM
	It will take one more hour to get it completed!	3:37:45 PM
Fenil Shah	okay	3:37:54 PM
	But just to let you know its more then 5 hours for the request	3:38:20 PM
	and i undeerstand the size is large but you guys should have adequate amount of wifi speed to cope up	3:38:54 PM
Sharath Kumar	Apologies for the delay, let me confirm with my colleague if there is any way to speed up the process	3:39:10 PM
Fenil Shah	yes pols	3:39:21 PM
	Why does it happen again and again? Happens once in a month , stops our work , waste the resources.	3:40:39 PM
Sharath Kumar	Sir, the backup we have is encrypted and to decrypt and upload is what's consuming time. But I have definitely prioritized your work	3:40:59 PM
	Give me one more hour and I will share with you the backup on your email	3:41:19 PM
Fenil Shah	Okay	3:41:27 PM
Sharath Kumar	That is strange and am sure that the server won't do it. Somone with the access to the folder must have moved it or accidentally deleted it, that is my hypothesis. Since you mentioned this has happens quite often, I will have the appropriate team look into this. It'd be really helpful for us if you could let us know the ticket numbers raised for those incidents	3:43:36 PM
Fenil Shah		

	i dont have the ticket numbers. But i remember what folders got deleted are Mayur Drashak	3:45:02 PM
	Chirag	3:45:06 PM
Sharath Kumar	okay and on what dates did these files got deleted	3:45:38 PM
Fenil Shah	it would be helpful if you could look upto this matter personally and let us know why does it get deleted	3:45:56 PM
	Darshak Folder around 20 Feb	3:46:41 PM
Sharath Kumar	Absolutely, I need some time but I will check the server and see why is this happening noted!	3:46:42 PM
Fenil Shah	Yes please	3:47:11 PM
Sharath Kumar	and all these folders were on Sktaxaddison1?	3:47:39 PM
Fenil Shah	please mention what was the issue why it got deleted and what can we do to avoid it on all servers i guess	3:47:41 PM
	Also one another request all the rdps are working too slow and lagging too much.	3:48:19 PM
Sharath Kumar	Sure, will do	3:49:07 PM
Fenil Shah	and pls mail it us on registered email	3:49:27 PM
	thanks	3:49:38 PM
Sharath Kumar	Since when is this happening? We had issues with one of our site but got it resolved by afternoon (CST)	3:49:57 PM
Fenil Shah	From the start of the day	3:50:10 PM
	IST	3:50:23 PM
	but now its working little better	3:51:22 PM
Sharath Kumar	understood! and have you tried logging off from the server from the log off option provided on the desktop and signing back in	3:52:22 PM
	May I also ask if others are also experiencing the same issue, and if they are in the same network/location	3:52:49 PM
Fenil Shah	That was by mistake but it was yesterday night	3:52:50 PM
	Yes they are in same netwrok location. SktBDm8 and 1 were facing these errors	3:53:36 PM
	but now it seems sorted	3:53:43 PM
Sharath Kumar	I want users to do this whenever they have time	3:54:19 PM
Fenil Shah	okay noted	3:54:41 PM
	Thanks	3:54:52 PM
Sharath Kumar	simply closing the remtote session from the top bar won't work. they will have to use the log off option provided on their desktop	3:55:00 PM
Fenil Shah	Okay got it	3:55:15 PM

Sharath Kumar	I have received confirmation from my colleague that the wetransfer link will be ready in 20 mins!	3:55:38 PM
Fenil Shah	great	3:55:47 PM
Sharath Kumar	I will send you that as soon as it is ready	3:55:50 PM
Fenil Shah	okay thanks \]	3:55:59 PM
	also let me know why did and does happen ?	3:56:11 PM
Sharath Kumar	anything else that I may assist you with?	3:56:13 PM
Fenil Shah	No thanks	3:56:20 PM
Sharath Kumar	I will but it will take a few days since you have so many servers with us and I will have to check logs to identify who deleted those folders and when	3:57:21 PM
	but I will definitely keep you posted on my findings	3:57:36 PM
Fenil Shah	yeah no worries take your time	3:57:50 PM
	but do let the issue open as its a big issue	3:58:21 PM
Sharath Kumar	totally understand your concern	3:58:38 PM
	Alright, since nothing else is required, I wish you a good rest of your day	3:59:14 PM
Fenil Shah	yeah thanks . keep me updated whenever you find something regarding to this. or if you dont just let me know how much more time you will need]	3:59:28 PM
Sharath Kumar	Absolutely!	3:59:48 PM
Fenil Shah	OKAY GREAT	3:59:53 PM
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!	4:00:01 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:00:04 PM
	<i>Sharath Kumar has ended this chat session</i>	4:00:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 5:49:00 PM

#75027 valeria

Email: valeria@cpagoveo.com ☎ 17877885505

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: TOA BAJA

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 16 Mins 14 Secs

valeria	Hello, I am your Acebuddy	2 Apr, 5:49:01 PM
Acebuddy	Hello Valeria, I'm your Ace Buddy. I'll be happy to assist you!	5:49:02 PM
	Whom Would You Like to Connect With?	5:49:02 PM
valeria	Technical Support (QB & App Hosting)	5:49:11 PM
Acebuddy	Welcome to Ace Support.	5:49:11 PM
	Please chose an option :	5:49:11 PM
valeria	I'd like to report an Issue	5:49:18 PM
Acebuddy	Please select an option!	5:49:18 PM
valeria	Other Issue	5:49:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:49:24 PM
valeria	Hello! I am not able to access sage 50 on my cloud. The server name is: goveoasociates.myrealdata.net	5:50:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:50:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:50:38 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	5:50:46 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	5:50:51 PM

	Hi Valeria, signing into the server to check the same could you let me know the last time that you were able to access the application	5:51:56 PM 5:52:21 PM
valeria	Yesterday	5:52:35 PM
Sharath Kumar	and are there others that are also unable to access Sage	5:54:30 PM
valeria	Yes	5:54:49 PM
	<i>5:56:25 PM Sharath Kumar is sharing a file with you image.png - (Size:7.21 KB)</i>	5:56:25 PM
Sharath Kumar	could you confirm this is the error that you are receiving	5:56:41 PM
valeria	Yes	5:56:48 PM
Sharath Kumar	Could you check with others if it okay to restart the server they will need to save the work and then sign out of the server	5:58:09 PM 5:58:31 PM
valeria	Ok, let me check You may restart the server.	5:58:42 PM 5:59:57 PM
Sharath Kumar	thank you! also, I hope you are not connected on the chat via the server as restarting the server will disconnect us	6:00:25 PM 6:00:38 PM
valeria	No, I'm outside the server.	6:00:44 PM
Sharath Kumar	great! restarting the server now the server is now up and running again	6:01:54 PM 6:04:03 PM
valeria	I can access sage now, thanks!	6:04:11 PM
Sharath Kumar	and so is the application glad to hear that, anything else that I may assist you with?	6:04:14 PM 6:04:29 PM
valeria	That will be all, thanks. <i>valeria has ended this chat session</i>	6:04:50 PM 6:05:15 PM



Chat Transcript

Hello, I am your Acebuddy

#75708 trenish.gayden-dennis

Email: trenish.gayden-dennis@iqvia.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: MESA

State: Georgia

Country: UNITED STATES

Chat Duration : 13 Mins 3 Secs

Chat Transcript

trenish.gayden-dennis	Hello, I am your Acebuddy	17 Apr, 3:00:22 AM
Acebuddy	Hello Trenish.gayden-dennis, I'm your Ace Buddy. I'll be happy to assist you!	3:00:23 AM
	Whom Would You Like to Connect With?	3:00:23 AM
trenish.gayden-dennis	Technical Support (QB & App Hosting)	3:00:30 AM
Acebuddy	Welcome to Ace Support.	3:00:30 AM
	Please chose an option :	3:00:30 AM
trenish.gayden-dennis	I'd like to report an Issue	3:00:38 AM
Acebuddy	Please select an option!	3:00:39 AM
trenish.gayden-dennis	QuickBooks Issue	3:00:48 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:00:48 AM
trenish.gayden-dennis	QuickBooks is Frozen	3:00:53 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	3:00:53 AM
	Was that helpful?	3:00:53 AM
trenish.gayden-dennis	No	3:03:36 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:03:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:03:37 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:04:18 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:04:20 AM
	Hello Trenish	3:04:25 AM

trenish.gayden-dennis	Hi there!	3:04:35 AM
	My screen is frozen, can you help?	3:04:53 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:05:28 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:05:31 AM
trenish.gayden-dennis	novasytellc.myrealdatal.net	3:05:48 AM
	TrenishG_NV	3:05:51 AM
Anurag Sharma	Thankyou for the information.	3:06:27 AM
	Trenish, could you please confirm that are you the only one facing this issue?	3:06:48 AM
trenish.gayden-dennis	Yes, I am.	3:06:58 AM
Anurag Sharma	Okay	3:07:02 AM
	Do you face this issue regularly?	3:07:10 AM
trenish.gayden-dennis	No, not often.	3:07:26 AM
Anurag Sharma	Okay	3:07:30 AM
	Can I log you off from the server?	3:07:43 AM
trenish.gayden-dennis	Yes	3:07:48 AM
Anurag Sharma	Thanks for the confirmation !	3:07:54 AM
	I have successfully logged the user off from the server.	3:09:27 AM
	Please check and confirm if the issue is now resolved.	3:09:44 AM
trenish.gayden-dennis	Ok, about to log back in.	3:09:57 AM
Anurag Sharma	Okay	3:10:08 AM
	Please confirm if the issue is now resolved.	3:11:30 AM
trenish.gayden-dennis	I'm back in. Thanks!!	3:12:08 AM
Anurag Sharma	Thanks for the confirmation !	3:12:32 AM
	Is there anything else I may help you with ?	3:12:36 AM
trenish.gayden-dennis	No, I am good. Thanks again for your help!!	3:12:55 AM
Anurag Sharma	Thankyou so much Trenish for such a wonderful chat session.	3:13:12 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:13:18 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:13:21 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

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

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

3:13:23 AM

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

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

Anurag Sharma has ended this chat session

3:13:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 9:50:35 AM

#75929 ankit

Email: ankit@hkidata.com

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: 40 Secs

City: KANAVADA

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 20 Mins 42 Secs

ankit Hello, I am your Acebuddy 23 Apr, 9:50:35 AM

Acebuddy Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you! 9:50:37 AM

Whom Would You Like to Connect With? 9:50:37 AM

ankit Technical Support (QB & App Hosting) 9:50:40 AM

Acebuddy

	Welcome to Ace Support.	9:50:40 AM
	Please chose an option :	9:50:40 AM
ankit	I'd like to report an Issue	9:50:46 AM
Acebuddy	Please select an option!	9:50:46 AM
ankit	QuickBooks Issue	9:50:50 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:50:50 AM
ankit	Other QB related issue	9:50:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:50:58 AM
ankit	Hi	9:51:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:51:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:51:11 AM
	<i>Manish Singh accepted the chat transfer request.</i>	9:51:25 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:51:29 AM
ankit	Quickbook not going to open	9:51:32 AM
Manish Singh	I will surely help you with this issue.	9:51:49 AM
	Is this the first time you are facing this issue and is the issue faced by other users too?	9:52:04 AM
	<i>9:52:13 AM Mankit is sharing a file with you</i>	
	<i>IMG-20250423-WA0010.jpg - (Size:62.12 KB)</i>	9:52:13 AM
	<i>Error comes in all pc</i>	
ankit	I think we updated last week	9:52:40 AM
Manish Singh	May I know in which QuickBooks version you are facing this issue?	9:52:59 AM
ankit	I think we updated to 24	9:53:29 AM
	Priorware Solutions	9:53:44 AM
Manish Singh	Kindly ask everyone to close QuickBooks 2024 once	9:53:48 AM
	Let me check	9:53:53 AM
ankit	Ok	9:54:45 AM
	All logoff in 1 min	9:54:59 AM
Manish Singh	Sure please take your time.	9:56:56 AM
ankit	U can do further process	10:01:03 AM
	U can do further process	10:01:03 AM
	U can do further process	10:01:03 AM
	U can do further process	10:01:04 AM

	U can do further process	10:01:04 AM
	U can do further process	10:01:04 AM
	Logoff done	10:01:04 AM
	Logoff done	10:01:04 AM
	Logoff done	10:01:04 AM
Manish Singh	Rajvi and Sagar are still there	10:01:27 AM
	Are we still connected here?	10:03:00 AM
	Update in process	10:04:47 AM
	Kindly try to access QuickBooks 2024 now.	10:08:00 AM
	Are we still connected here?	10:08:54 AM
	Are we still connected here?	10:10:03 AM
	Are we still connected here?	10:11:11 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:11:16 AM
ankit	Wait	10:11:17 AM
	Check now	10:11:17 AM
	Hello	10:11:17 AM
	<i>Manish Singh has ended this chat session</i>	10:11:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr, 11:05:53 PM

#76259 Toni Winkle

Email: toni@sierraviewequipment.com 17757833580

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 45 Secs

City: MINDEN

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 4 Secs

Toni Winkle	Hello, I am your Acebuddy	28 Apr, 11:05:54 PM
Acebuddy	Hello Toni Van Winkle, I'm your Ace Buddy. I'll be happy to assist you!	11:05:55 PM
	Whom Would You Like to Connect With?	11:05:55 PM
Toni Winkle	Technical Support (QB & App Hosting)	11:06:19 PM
Acebuddy	Welcome to Ace Support.	11:06:19 PM
	Please chose an option :	11:06:19 PM
Toni Winkle	I'd like to report an Issue	11:06:25 PM
Acebuddy	Please select an option!	11:06:25 PM
Toni Winkle	QuickBooks Issue	11:06:33 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:06:33 PM
Toni Winkle	Restart	11:07:08 PM
Acebuddy	Hello Toni Van Winkle, I'm your Ace Buddy. I'll be happy to assist you!	11:07:08 PM
	Whom Would You Like to Connect With?	11:07:08 PM
Toni Winkle	Technical Support (QB & App Hosting)	11:07:16 PM
Acebuddy	Welcome to Ace Support.	11:07:16 PM
	Please chose an option :	11:07:16 PM
Toni Winkle	I'd like to raise a Request	11:07:27 PM
Acebuddy	Please select your request type.	11:07:27 PM
Toni Winkle	Password Reset	11:07:36 PM
Acebuddy	Please select an option below	11:07:36 PM
Toni Winkle	Not Enrolled to Selfcare Portal	11:07:41 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:07:41 PM
	Do you need any further assistance on the topic?	11:07:41 PM
Toni Winkle	Yes	11:08:44 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:08:44 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:08:44 PM
	<i>Gaurav Kumar declined the transfer request.</i>	11:08:47 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	11:09:07 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	11:10:08 PM
Toni Winkle	hello! I am unable to sign in because my password dint working	11:11:47 PM
Shivam Singh	Hi Toni, please use your old password.	11:12:33 PM
	Your account was locked maybe because of multiple login attempts.	11:12:52 PM
Toni Winkle	I think I tried too many times	11:13:03 PM
Shivam Singh	Please try the same password to see if it is working now.	11:13:05 PM
Toni Winkle	I think I have the wrong one	11:13:20 PM
Shivam Singh	Please try, as if it won't work, we have to reset it.	11:14:35 PM
Toni Winkle	okay I will try	11:15:18 PM
	didn't work	11:15:31 PM
Shivam Singh	Okay, we have to reset it then.	11:16:20 PM
Toni Winkle	okay. thank you for your help!	11:16:30 PM
Shivam Singh	I will share an email and please approve the request from the registered Account owner email and I will reset password.	11:19:03 PM
Toni Winkle	ok	11:19:45 PM
Shivam Singh	Is there anything else I may help you with ?	11:20:05 PM
Toni Winkle	no thank you	11:20:13 PM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:20:28 PM
Toni Winkle	I haven't received the email yet	11:20:28 PM
Shivam Singh	You will receive it after the chat ends.	11:20:40 PM
Toni Winkle	ok. thank you for your help!	11:20:49 PM
Shivam Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	11:20:56 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shivam Singh has ended this chat session</i>	11:20:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 3:15:47 PM

#75020 sharath.kumar

Email: sharath.kumar@myrealdata.in

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: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 47 Secs

sharath.kumar	Hello, I am your Acebuddy	2 Apr, 3:15:48 PM
Acebuddy	Hello Sharath.kumar, I'm your Ace Buddy. I'll be happy to assist you!	3:15:49 PM
	Whom Would You Like to Connect With?	3:15:49 PM
sharath.kumar	Technical Support (QB & App Hosting)	3:16:01 PM
Acebuddy	Welcome to Ace Support.	3:16:01 PM
	Please chose an option :	3:16:01 PM
sharath.kumar	I'd like to report an Issue	3:16:17 PM
Acebuddy	Please select an option!	3:16:17 PM
sharath.kumar	Other Issue	3:16:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:16:21 PM
sharath.kumar	test chat	3:16:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:16:30 PM

Acebuddy (bot) forwarded the chat request

3:16:30 PM

Gaurava Tyagi declined the transfer request.

3:16:33 PM

sharath.kumar has ended this chat session

3:16:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 3:11:23 PM

#75932 AMANDA

Email: 378807418@qq.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: XIAOZHI

State: Zhejiang Sheng

Country: CHINA

Chat Transcript

Chat Duration : 15 Mins 6 Secs

AMANDA	Hello, I am your Acebuddy	23 Apr, 3:11:24 PM
Acebuddy	Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you!	3:11:26 PM
	Whom Would You Like to Connect With?	3:11:26 PM
AMANDA	Technical Support (QB & App Hosting)	3:11:30 PM
Acebuddy	Welcome to Ace Support.	3:11:30 PM
	Please chose an option :	3:11:30 PM
AMANDA	I'd like to report an Issue	3:11:37 PM
Acebuddy	Please select an option!	3:11:38 PM
AMANDA	Other Issue	3:11:42 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:11:42 PM
AMANDA	Hello we would like to install to the new computer	3:11:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:11:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:11:59 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	3:12:08 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	3:12:16 PM
AMANDA	Hello Sharath	3:12:18 PM
	This is Amanda from A&A	3:12:31 PM
Sharath Kumar	Hi Amanda, could you let me know more about your request	3:12:32 PM
AMANDA	I am in China and need to install the remote on the brand new window base computer.	3:13:02 PM
Sharath Kumar	got it!	3:13:18 PM
AMANDA	Just drop an email to you guys	3:13:26 PM
	Since I could not take a call in China	3:13:42 PM
	Only can work through via chat	3:13:54 PM
	Or email	3:13:57 PM
Sharath Kumar	allow me a minute and I will share with you the RDP file, all you'll need to do is double click on the RDP and enter your password.	3:14:02 PM
AMANDA	Would you pls forward the zohu	3:14:06 PM
	ok	3:14:20 PM
	We would like to install aamd aapayroll aacn aabk	3:14:44 PM
Sharath Kumar	let me share the RDP first file, in case that doesn't work, I will provide you remote assistance	3:15:01 PM
AMANDA	sure. thanks	3:15:12 PM
	378807418@qq.com	3:16:05 PM
	here is the china email	3:16:09 PM
Sharath Kumar	Amanda, what is the username that you sign into the server with?	3:16:58 PM
AMANDA	let s go with aacn FIRST	3:17:20 PM
	I would like to install all to this computer	3:17:39 PM
Sharath Kumar	noted! I am having difficulty with finding your account	3:19:25 PM
AMANDA	A&A TAX AND ACCOUNTING GROUP	3:19:41 PM
	Amanda Shih	3:19:45 PM
	Cell:4436325992	3:19:51 PM
	Hope to helpful	3:20:03 PM

Sharath Kumar	thank you, that was helpful	3:20:26 PM
	sending you the RDP for account AACN	3:20:39 PM
AMANDA	not receive so far	3:21:13 PM
	<i>3:21:30 PM Sharath Kumar is sharing a file with you AACN@myrealdata.net.zip - (Size:770 Bytes)</i>	3:21:30 PM
	Are you forward to amanda.shih or 378807418@qq.com?	3:21:35 PM
Sharath Kumar	here you go	3:21:44 PM
	not sending it to your email	3:22:03 PM
AMANDA	ok	3:22:09 PM
Sharath Kumar	you may simply download it from this chat	3:22:16 PM
AMANDA	I am receiving	3:22:16 PM
Sharath Kumar	let me know if you were able to connect to the server with this	3:24:18 PM
	Are we still connected here?	3:25:52 PM
	Are we still connected here?	3:26:14 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:26:23 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:26:27 PM
	<i>Sharath Kumar has ended this chat session</i>	3:26:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Apr, 5:24:55 PM

#75773 accounting

Email: accounting@ecplastictrays.com 5857506545

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: HILTON HEAD ISLAND

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 31 Secs

accounting	Hello, I am your Acebuddy	18 Apr, 5:24:56 PM
Acebuddy	Hello Jennie, I'm your Ace Buddy. I'll be happy to assist you!	5:24:57 PM
	Whom Would You Like to Connect With?	5:24:57 PM
accounting	Technical Support (QB & App Hosting)	5:25:01 PM
Acebuddy	Welcome to Ace Support.	5:25:01 PM
	Please chose an option :	5:25:01 PM
accounting	I'd like to report an Issue	5:25:07 PM
Acebuddy	Please select an option!	5:25:07 PM
accounting	QuickBooks Issue	5:25:12 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:25:12 PM
accounting	Other QB related issue	5:25:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:25:21 PM
accounting	I ran a backup this morning and now I am unable to login to QB	5:25:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:25:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:25:45 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:26:11 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:26:21 PM
accounting	Hi. Looks like my problem has been solved. Sorry to bother you	5:27:27 PM
Anjainay Singh	Its always our pleasure to assist you .	5:27:58 PM
	However could you please tell me what issue you were facing while opening QB .	5:28:28 PM
	Is there anything else I may help you with ?	5:29:25 PM
	<i>Anjainay Singh has ended this chat session</i>	5:31:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 8:31:23 PM

#76378 Thomas P Maher

Email: taxmanharrisburgpa@gmail.com  17178362175

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: MANCHESTER

State: Manchester

Country: UNITED KINGDOM

Chat Transcript

Chat Duration : 35 Mins 51 Secs

Thomas P Maher	Hello, I am your Acebuddy	30 Apr, 8:31:24 PM
Acebuddy	Hello Thomas Maher, I'm your Ace Buddy. I'll be happy to assist you!	8:31:25 PM
	Whom Would You Like to Connect With?	8:31:25 PM
Thomas P Maher	Technical Support (QB & App Hosting)	8:31:36 PM
Acebuddy	Welcome to Ace Support.	8:31:36 PM
	Please chose an option :	8:31:36 PM
Thomas P Maher	I'd like to raise a Request	8:31:44 PM
Acebuddy	Please select your request type.	8:31:44 PM
Thomas P Maher	Other Request	8:32:16 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:32:17 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:32:17 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.	9:07:16 PM
	<i>Ended due to chat idle timeout</i>	9:07:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Apr, 2:22:38 AM

#76152 help

Email: help@triadcyclersolutions.com ☎ 3362999989

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 47 Secs

City: ORANGEBURG

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 7 Secs

help	Hello, I am your Acebuddy	26 Apr, 2:22:39 AM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	2:22:40 AM
	Whom Would You Like to Connect With?	2:22:40 AM
help	Managed IT	2:22:42 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:22:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:22:42 AM
	<i>Priyanshu accepted the chat transfer request.</i>	2:22:49 AM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?	2:23:11 AM
	<i>2:23:20 AM help is sharing a file with you 1_image.png - (Size:51.45 KB)</i>	2:23:20 AM
	Please let me transfer you chat to the concerned team so that they may assist you better	2:23:58 AM
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>	2:24:07 AM
	<i>Tushar accepted the chat transfer request.</i>	2:25:26 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	2:25:47 AM

	help	resolve this permission issue	2:27:16 AM
		TCSSecuredSVR.myrealdata.net	2:27:24 AM
Tushar		I will surely help you with this issue.	2:27:44 AM
		Kindly allow me two minutes to check the same.	2:27:46 AM
help		TCS_Tecora@myrealdata.net username	2:27:58 AM
		???	2:28:36 AM
		This is a usual issue	2:28:51 AM
		I need to connect daily for this I have to face this issue on one of my servers daily	2:29:42 AM
Tushar		I deeply apologize for the inconvenience caused to you.	2:32:01 AM
help		????	2:33:27 AM
Tushar		We are working with our team to see what is causing the issue.	2:34:46 AM
		As you mentioned that this is a usual issue.	2:35:00 AM
help		ususal as it came on different servers of us	2:35:30 AM
		its a permission issue	2:35:39 AM
		grant the necessary permission	2:35:50 AM
		other guy get this resolved in 5 mns	2:36:18 AM
Tushar		May I know the other server name.	2:36:58 AM
help		TCSSecuredSVR.myrealdata.net	2:37:23 AM
		TCS_Tecora@myrealdata.net this is username	2:37:53 AM
Tushar		This is same detailed that you provided us earlier.	2:39:44 AM
help		yes	2:40:04 AM
Tushar		I was asking for this different server that you mentioned.	2:40:07 AM
help		man please resolve the issue first	2:40:41 AM
		user is waiting	2:40:58 AM
		its tax season	2:41:10 AM
		can you please grant permission so Quickbooks can be opened	2:42:06 AM
		681813 see this previous case	2:44:30 AM
Tushar		Kindly allow me two minutes to check the same.	2:44:45 AM
help		just give the permission	2:45:11 AM
Tushar		I'm working on it.	2:45:57 AM
		We were facing some issue with the permission so with the help of your ticket we identified the engineer they are our escalation team member.	2:48:21 AM

help	ok waitinh please resolve	2:50:17 AM
	??	2:52:47 AM
Tushar	The same person is currently working on it to resolve it.	2:53:46 AM
	They are our senior team who take these type of cases. (Edited)	2:54:06 AM
help	ok plase do it fast user is on hold	2:54:48 AM
	this is a time sensitive issue	2:55:01 AM
Tushar	Thank you for waiting kindly check now if the issue is resolved or not.	2:58:39 AM
help	ok	2:59:21 AM
Tushar	Is the issue resolved ?	3:01:34 AM
	Are we still connected here?	3:06:21 AM
	Are we still connected here?	3:07:05 AM
help	all good bye	3:07:21 AM
Tushar	Great.	3:07:26 AM
	Is there anything else I may help you with ?	3:07:29 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:07:40 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:07:43 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar has ended this chat session</i>	3:07:47 AM



Chat Transcript

Hello, I am your Acebuddy

#75841 shreen**Email:** shreen@soleilfloors.com  15122180400**Department:** Support(QB & App Hosting)**Operator:** Rohan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 10 Secs**City:** WILMINGTON**State:** Delaware**Country:** UNITED STATES

Chat Duration : 6 Mins 8 Secs

Chat Transcript

shreen	Hello, I am your Acebuddy	21 Apr, 11:23:02 PM
Acebuddy	Hello Shreen, I'm your Ace Buddy. I'll be happy to assist you!	11:23:02 PM
	Whom Would You Like to Connect With?	11:23:02 PM
shreen	Technical Support (QB & App Hosting)	11:23:10 PM
Acebuddy	Welcome to Ace Support.	11:23:11 PM
	Please chose an option :	11:23:11 PM
shreen	I'd like to report an Issue	11:23:19 PM
Acebuddy	Please select an option!	11:23:19 PM
shreen	QuickBooks Issue	11:23:22 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:23:22 PM
shreen	Other QB related issue	11:23:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:23:29 PM
shreen	Can you please remove QB 22.0 from our server now that we have upgraded to QB 24.0?	11:24:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:24:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:24:13 PM
	<i>Gaurav Kumar declined the transfer request.</i>	11:25:35 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	11:26:13 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	11:26:20 PM
	Hello Shreen, how are you doing today ?	11:26:31 PM
shreen	Hi Rohan, thank you for helping me again. Now, that we have transferred over to QB 24.0, can you please remove QB 22.0? My staff is having some issues with understanding the upgrade and they	11:27:46 PM

	mostly work remote.	
Rohan Prajapati	Shareen, We would request you to email us for the same from the registered email address and will proceed with the same once receive the approval.	11:28:05 PM
	Is there anything else I may help you with ?	11:28:06 PM
shreen	Yes, okay, what email do I send the request?	11:28:42 PM
Rohan Prajapati	This is our email "support@acecloudhosting.com'	11:28:53 PM
shreen	Thank you!	11:29:01 PM
Rohan Prajapati	Thanks for the confirmation !	11:29:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:29:07 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:29:09 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Rohan Prajapati has ended this chat session

11:29:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 4:25:33 PM

#75025 Michelle Robinson

Email: mrobinson@gammaq.com 6144879550

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 53 Secs

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 23 Secs

Michelle Robinson	Hello, I am your Acebuddy	2 Apr, 4:25:34 PM
Acebuddy	Hello Michelle Robinson, I'm your Ace Buddy. I'll be happy to assist you!	4:25:35 PM
	Whom Would You Like to Connect With?	4:25:35 PM
Michelle Robinson	Technical Support (QB & App Hosting)	4:25:40 PM
Acebuddy	Welcome to Ace Support.	4:25:40 PM
	Please chose an option :	4:25:40 PM
Michelle Robinson	I'd like to report an Issue	4:25:47 PM
Acebuddy	Please select an option!	4:25:47 PM
Michelle Robinson	Other Issue	4:25:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:25:53 PM
Michelle Robinson	TICKET 671040 my printer is not on the list for me to use	4:26:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:26:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:26:44 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	4:27:02 PM
	<i>Sharath Kumar is transferring the chat to Anjainay Singh.</i>	4:27:11 PM
	<i>Anjainay Singh has not responded for the transfer request.</i>	4:29:12 PM
	<i>Sharath Kumar is transferring the chat to Anjainay Singh.</i>	4:30:08 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:30:15 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:30:46 PM
Michelle Robinson	hello	4:30:55 PM
	ticket 671040, my printer is not on the list for me to print	4:31:14 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:31:17 PM
Michelle Robinson	its Brother MFC-L5900DW	4:31:31 PM
	please add it to the list	4:31:39 PM
Anjainay Singh	Please allow me two minutes I am looking into this .	4:32:17 PM
Michelle Robinson	of course	4:32:27 PM
Anjainay Singh	One of our employee tried to reached you and your operator informed that you were unavailable. We	

	request you to please provide us your available time slot for call back with time zone so that we can fix this on call remotely.	4:35:54 PM
Michelle Robinson	eastern time zone, my phone does not work from home, my cell is 614-984-6541	4:36:41 PM
Anjainay Singh	Please also confirm suitable time for call .	4:37:48 PM
	Are we connected here?	4:39:59 PM
	Are we connected here?	4:43:31 PM
	Are we still connected?	4:48:03 PM
	As there is no response from your end we are closing this chat	4:50:34 PM
	<i>Anjainay Singh has ended this chat session</i>	4:51:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr, 8:13:37 PM

#76308 Lisa

Email: lisa@hemrindustrial.com 541-396-4674

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 43 Secs

City: COQUILLE

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 2 Secs

Lisa	Hello, I am your Acebuddy	29 Apr, 8:13:39 PM
Acebuddy	Hello Lisa, I'm your Ace Buddy. I'll be happy to assist you!	8:13:39 PM
	Whom Would You Like to Connect With?	8:13:39 PM

Lisa	Technical Support (QB & App Hosting)	8:13:45 PM
Acebuddy	Welcome to Ace Support.	8:13:45 PM
	Please chose an option :	8:13:45 PM
Lisa	I'd like to report an Issue	8:13:51 PM
Acebuddy	Please select an option!	8:13:51 PM
Lisa	QuickBooks Issue	8:13:56 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:13:56 PM
Lisa	Other QB related issue	8:14:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:14:05 PM
Lisa	I cannot print anything. None of my printers are listed	8:14:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:14:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:14:44 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:14:50 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:15:11 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:15:17 PM
Lisa	My name is Lisa (Lathrom) McNeill. I am with HEMR Industrial Contractors, LLC	8:15:54 PM
Shivam Singh	Thanks for the information. Allow me 2 minutes to check the same.	8:17:29 PM
	Are you able to print from local printer?	8:21:15 PM
Lisa	no	8:21:24 PM
Shivam Singh	Kindly get it work for your printer locally once it is up and running there it will automatically start to work on server.	8:22:57 PM
	As if it is facing issue on local environment, it will not be able to show up on the server.	8:23:45 PM
Lisa	I can print things from other programs. I cannot print from QuickBooks	8:24:24 PM
Shivam Singh	Try printing from the local printer if it is printing just fine, we can troubleshoot further	8:24:30 PM
	Oh, I get it	8:24:39 PM
	Allow me 2 minutes to check the same. (Edited)	8:24:52 PM
	May I take the remote access of your local computer?	8:26:40 PM
Lisa	yes	8:26:48 PM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	8:27:04 PM
Lisa	done	8:27:10 PM
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.	8:27:36 PM
	https://assist.acecloudhosting.com/join/5382622896	8:27:38 PM

Lisa	done	8:28:34 PM
Shivam Singh	Kindly allow me two minutes.	8:29:10 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:31:46 PM
	we are still connected here.	8:53:08 PM
	Is there anything else I may help you with ?	8:54:13 PM
Lisa	That is all I needed today, thank you.	8:54:32 PM
Shivam Singh	great	8:55:24 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.	8:55:26 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:55:39 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shivam Singh has ended this chat session</i>	8:55:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Apr, 3:16:56 PM

#75228 Jerry Leikness

Email: jerryleikness@charter.net ☎ 16082194426

Department: Support(QB & App Hosting)

Operator: Karan Kanwal

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MCFARLAND

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Jerry Leikness	Hello, I am your Acebuddy	6 Apr, 3:16:57 PM
Acebuddy	Hello Jerryleikness, I'm your Ace Buddy. I'll be happy to assist you!	3:16:57 PM
	Whom Would You Like to Connect With?	3:16:57 PM
Jerry Leikness	Technical Support (QB & App Hosting)	3:17:03 PM
Acebuddy	Welcome to Ace Support.	3:17:03 PM
	Please chose an option :	3:17:03 PM
Jerry Leikness	I'd like to report an Issue	3:17:11 PM
Acebuddy	Please select an option!	3:17:11 PM
Jerry Leikness	Other Issue	3:17:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:17:16 PM
Jerry Leikness	Cannot Scan documents	3:17:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:17:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:17:32 PM
	<i>Chat request was not picked up by the operators</i>	3:34:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Apr, 2:13:27 AM

#75503 Krystal Lee

Email: krystal.lee@la.gov 2253421047

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: RESTON

State: Virginia

Country: UNITED STATES

Chat Duration : 27 Mins 41 Secs

Chat Transcript

Krystal Lee	Hello, I am your Acebuddy	12 Apr, 2:13:28 AM
Acebuddy	Hello Krystal.lee, I'm your Ace Buddy. I'll be happy to assist you!	2:13:29 AM
	Whom Would You Like to Connect With?	2:13:29 AM
Krystal Lee	Technical Support (QB & App Hosting)	2:13:34 AM
Acebuddy	Welcome to Ace Support.	2:13:34 AM
	Please chose an option :	2:13:34 AM
Krystal Lee	I'd like to report an Issue	2:13:39 AM
Acebuddy	Please select an option!	2:13:39 AM
Krystal Lee	Password Reset	2:13:43 AM
Acebuddy	Please select an option below	2:13:43 AM
Krystal Lee	Not Enrolled to Selfcare Portal	2:13:52 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	2:13:52 AM
	Do you need any further assistance on the topic?	2:13:52 AM
Krystal Lee	Yes	2:13:58 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:13:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:13:58 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:14:37 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:14:49 AM
Krystal Lee	I am referencing ticket Number 676797. I received the email to log in to the portal to change my password (i forgot my password), but the system is not taking my username to make the change. Could you let me know what the "CID" is we are supposed to use for our username?	2:15:56 AM
Ashutosh Mishra	I will surely help you with this issue.	2:17:59 AM
	Please note that currently the My Portal Admin is Judith.	2:19:03 AM
	The CID for your account is CID66039.	2:19:37 AM

	Only the My Portal Admin can login to the My Portal account and change password for the users.	2:20:19 AM
Krystal Lee	So Judith is the only person to change passwords? I am asking because I believe she is on extended leave from office now.	2:20:55 AM
Ashutosh Mishra	Their are other methods also, like enrolling in self care to change the password. I can also reset the password for you.	2:22:32 AM
	I would require approval from the current account holder email kerri.traxler@la.gov to change your password.	2:23:14 AM
Krystal Lee	Yes..that was the reason I sent the email (see ticket # 676797. I copied Kerri on the email so she could approve. I would much rather have my password reset that way.	2:24:43 AM
	Do yuou need Kerri to respond to the email with her approval to have password reset?	2:26:03 AM
Ashutosh Mishra	Yes i require the response from Kerri.	2:26:32 AM
Krystal Lee	OK..I'll ask her to respond to the ticket giving approval.	2:26:53 AM
Ashutosh Mishra	I will send an email to kerri for the approval also.	2:26:54 AM
Krystal Lee	Also...what needs to be done to have Kerri as Portal admin instead of Judith?	2:27:14 AM
Ashutosh Mishra	I would require approval from kerri and a note that mentions that My Portal needs to be changed to her and accordingly i will proceed and forward to relevant department to get it changed.	2:28:18 AM
	If you want to proceed with password change by support team, we can end the chat session and i will send email request to Kerri.	2:29:19 AM
	With the new ticket number.	2:29:31 AM
Krystal Lee	I i have one more question,	2:29:44 AM
	This is about QB licensing. Should I submit another chat?	2:30:31 AM
Ashutosh Mishra	That's okay, i can also help you with any issue related to Ace accounts and server, you can let me know and i will assist further.	2:31:28 AM
Krystal Lee	OK..thanks! You can go ahead and send the email to Kerri.	2:32:32 AM
	We have a new license number and product code for our QB application. We should just send to you and you will take care of updating it, correct?	2:33:07 AM
	It was recenntly renewed.	2:33:19 AM
Ashutosh Mishra	Yes I can schedule it for night hours and the backend team can handle it for you.	2:34:35 AM
Krystal Lee	Thank you so much!	2:34:59 AM
	Who do I send to?	2:35:06 AM
Ashutosh Mishra	You can send the license once you send the approval in the same email mentioning what needs to be done.	2:36:35 AM
Krystal Lee	OK..send to support@acecloudhosting.com?	2:37:12 AM
	Also..Kerri should send the request to have Judith's name removed as portal admin to this same email address?	2:37:50 AM
Ashutosh Mishra	Yes, I will send you an email shortly, you can simply reply to that. You will receive the email within 15	

	minutes of ending the chat session.	2:38:07 AM
Krystal Lee	OK..thanks! Please send emails to both Kerri and myself so we will both be informed. Thank you again!	2:39:09 AM
Ashutosh Mishra	Surely i will send the email. I have also noticed that space in the C: Drive is running lower than recommended i would suggest removing unnecessary files from the drive in order to maintain the server stability and performance. I have removed unnecessary files from the backend also. In case you do not want to remove any data i would suggest looking to upgrade your storage.	2:39:20 AM
	Is there anything else I may help you with ?	2:40:03 AM
Krystal Lee	ok..thank you. We will take a look at that as soon as we can.	2:40:16 AM
Ashutosh Mishra	Great, so let me know if i can end the chat session.	2:40:34 AM
Krystal Lee	Yes. we can end the chat.	2:40:50 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:41:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:41:07 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:41:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 10:09:18 PM

#76127 steven

Email: steven@lynncpas.com ☎ 17204703581

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 6 Secs

steven	Hello, I am your Acebuddy	25 Apr, 10:09:19 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	10:09:20 PM
	Whom Would You Like to Connect With?	10:09:20 PM
steven	Technical Support (QB & App Hosting)	10:09:23 PM
Acebuddy	Welcome to Ace Support.	10:09:23 PM
	Please chose an option :	10:09:23 PM
steven	I'd like to raise a Request	10:09:28 PM
Acebuddy	Please select your request type.	10:09:28 PM
steven	Application Update	10:09:35 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.	10:09:35 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	10:09:35 PM
steven	Yes	10:09:41 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:09:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:09:41 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	10:10:08 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	10:10:27 PM
steven	I put in a request fopr an app update and was told to wait 30 min	10:10:46 PM
	its been 40 and the app is not updated	10:10:53 PM
Shivam Singh	It is still in process	10:13:36 PM
steven	do i need to logoff again?	10:13:58 PM
Shivam Singh	please wait I will have to do it.	10:14:22 PM
	Allow me 5 minutes.	10:15:38 PM
	Steven, you may check the update has been installed.	10:18:21 PM
	Are we still connected here?	10:19:20 PM
	Are we still connected here?	10:20:51 PM
	Are we still connected here?	10:23:11 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:25:22 PM
	<i>Shivam Singh has ended this chat session</i>	10:25:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr, 3:08:24 AM

#75068 Tom

Email: tom@empirefoamsolutions.com 518-852-2812

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: POUGHKEEPSIE

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 55 Secs

Tom	Hello, I am your Acebuddy	3 Apr, 3:08:25 AM
Acebuddy	Hello Tom, I'm your Ace Buddy. I'll be happy to assist you!	3:08:26 AM
	Whom Would You Like to Connect With?	3:08:26 AM
Tom	Technical Support (QB & App Hosting)	3:08:30 AM
Acebuddy	Welcome to Ace Support.	3:08:30 AM
	Please chose an option :	3:08:30 AM
Tom	I'd like to report an Issue	3:08:38 AM
Acebuddy	Please select an option!	3:08:38 AM
Tom	Other Issue	3:08:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:08:43 AM
Tom	New OP system on this laptop. Need ICON to connect to our QB reinstalled.	3:09:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:09:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:09:19 AM

	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:09:40 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:09:51 AM
	I understand you want the RDP application.	3:10:53 AM
Tom	Not sure what RDP stands for.	3:11:08 AM
Ashutosh Mishra	The application where you enter the password to connect with the server.	3:11:29 AM
Tom	Need to connect to the virtual desktop to access QB	3:11:31 AM
	Yep	3:11:41 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:11:45 AM
Tom	Not sure	3:12:02 AM
	Empire Foam Solutions is our company	3:12:13 AM
	Cynthia@EmpireFoamSolutions.com is the email we probably signed up with.	3:12:40 AM
	Or Tom@EmpireFoamSolutions.com	3:12:48 AM
Ashutosh Mishra	Thanks for the confirmation !	3:13:28 AM
	Kindly allow me two minutes to check the same.	3:13:34 AM
	I see their is only one user that is active in the account.	3:15:48 AM
	Please allow me to inform i can share the Icon over the email.	3:16:13 AM
	Once the chat session ends the ticket will be generated and i will send you the Icon in the ticket.	3:16:48 AM
	Are we still connected here?	3:17:34 AM
Tom	Yes]	3:17:44 AM
Ashutosh Mishra	I will send the icon on the email.	3:18:08 AM
	Is there anything else I may help you with ?	3:18:14 AM
Tom	to which email?	3:18:18 AM
Ashutosh Mishra	tom@empirefoamsolutions.com	3:18:27 AM
Tom	good	3:18:34 AM
Ashutosh Mishra	This is the email we have for you.	3:18:39 AM
	Is there anything else I may help you with ?	3:19:18 AM
Tom	Not at the moment. Hopefully the icon in the email works.	3:19:47 AM
Ashutosh Mishra	Sure, if issue persists we can assist over the remote session.	3:20:22 AM
Tom	Did you send it yet?	3:20:23 AM
Ashutosh Mishra	I can send once the chat session ends since i would require a ticket to be generated. You can end the chat session and i will proceed quickly.	3:21:07 AM
	You can also let me know and i will end the session.	3:21:59 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.

3:23:19 AM

Ashutosh Mishra has ended this chat session

3:23:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr, 8:03:22 PM

#75097 Shaugn Lindley

Email: shaugn@rrlift.com 12068178453

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: KYLE

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 22 Secs

Shaugn Lindley	Hello, I am your Acebuddy	3 Apr, 8:03:23 PM
Acebuddy	Hello Shaugn Lindley, I'm your Ace Buddy. I'll be happy to assist you!	8:03:24 PM
	Whom Would You Like to Connect With?	8:03:24 PM
Shaugn Lindley	Technical Support (QB & App Hosting)	8:03:40 PM
Acebuddy	Welcome to Ace Support.	8:03:40 PM
	Please chose an option :	8:03:40 PM
Shaugn Lindley	I'd like to raise a Request	8:03:46 PM
Acebuddy	Please select your request type.	8:03:47 PM
Shaugn Lindley	Application Update	8:03:59 PM

Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	8:03:59 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	8:03:59 PM
Shaughn Lindley	Yes	8:04:07 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:04:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:04:08 PM
	<i>Deepak Taneja declined the transfer request.</i>	8:04:16 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:04:17 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:04:20 PM
	Hello Shaughn	8:04:26 PM
Shaughn Lindley	hello	8:04:31 PM
	I think my ace cloud and quickbooks both need updates	8:04:52 PM
	can you perform these updates at night after business hours?	8:05:05 PM
Shashwat Verma	I will surely help you with this issue.	8:05:15 PM
	So you need quickbooks and windows update, right?	8:05:33 PM
Shaughn Lindley	quickbooks yes	8:06:26 PM
	what version of windows are we on? and what would the windows update be?	8:06:39 PM
Shashwat Verma	Windows update refers to generic update patches from Microsoft, however you have mention to update ace cloud, which we refer to that.	8:07:36 PM
	Nevertheless, we'll do the needful.	8:08:06 PM
Shaughn Lindley	ok yes on those updates	8:08:35 PM
	our team just doesnt want a new version of windows	8:08:46 PM
	ex: going from windows 10 to windows 11	8:08:55 PM
Shashwat Verma	No issues, will move with Quickbooks update for now	8:09:04 PM
	No, that not the case.	8:09:18 PM
Shaughn Lindley	if they are generic updates we are ok with those	8:09:29 PM
	our system has been moving a little slow lately	8:09:39 PM
Shashwat Verma	Shaughn, on server we do not use windows 10 or 11, server have special windows configure called windows server, which will be in updated state from our side.	8:10:43 PM
	As of now , we have noted your request of QB update in night hours.	8:11:04 PM
	Kindly also confirm, whether you are facing slowness issue on server?	8:11:52 PM
Shaughn Lindley	good to know	8:12:00 PM

	they are reporting the system being slow and it keeps logging off one of our users	8:12:25 PM
	accounting	8:12:32 PM
Shashwat Verma	Let me check	8:12:37 PM
	I have checked the issue and found high usage of RAM on server causing the slowness issue, it on 87-89% ranging.	8:14:14 PM
	<i>8:14:39 PM Shashwat Verma is sharing a file with you image.png - (Size:3.14 KB)</i>	8:14:39 PM
Shaughn Lindley	what does that mean	8:14:42 PM
	and how do we fix	8:15:11 PM
Shashwat Verma	Its mean high usage of resources on the server from users, you can simply add some more which will cost you \$20 per 1GB	8:15:48 PM
	we recommend you to add 2GB on the server for smooth operations.	8:17:00 PM
Shaughn Lindley	Id rather find ways to reduce the ram	8:17:51 PM
	what do you recommend	8:17:59 PM
	I dont want to spend more money	8:18:04 PM
Shashwat Verma	It's totally depend on you, but I have checked the statistics and found that your users generally require the RAM for the work. (Edited)	8:19:19 PM
	It will otherwise cause to more slowness on the server.	8:19:36 PM
	We suggest you have preference for smooth and faster experience while using the server.	8:20:42 PM
Shaughn Lindley	im going to work with my team to see if we can reduce RAM first	8:21:14 PM
	if I need to increase RAM, do you I chat you to upgrade?	8:21:30 PM
Shashwat Verma	You can simply email us on support@acecloudhosting.com and make sure to refer my name(shashwat) for faster operation.	8:22:16 PM
	Rest will be assured by us.	8:22:24 PM
Shaughn Lindley	ok thanks	8:22:52 PM
Shashwat Verma	Is there anything else I may help you with ?	8:22:58 PM
Shaughn Lindley	so you will do the quickbooks and windows updates tonight?	8:23:00 PM
Shashwat Verma	Yes will do that.	8:23:06 PM
Shaughn Lindley	and ace server updates	8:23:11 PM
Shashwat Verma	Sure.	8:23:23 PM
Shaughn Lindley	ok thanks	8:23:31 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:23:36 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:23:38 PM

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

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

8:23:42 PM

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

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

Shashwat Verma has ended this chat session

8:23:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 10:51:09 PM

#75052 Peter Jorssen

Email: pjourssen@prodigalsonventures.com 6043185207

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: 44 Secs

City: DELTA

State: British Columbia

Country: CANADA

Chat Transcript

Chat Duration : 17 Mins 49 Secs

Peter Jorssen	Hello, I am your Acebuddy	2 Apr, 10:51:10 PM
Acebuddy	Hello Peter Jorssen, I'm your Ace Buddy. I'll be happy to assist you!	10:51:10 PM
	Whom Would You Like to Connect With?	10:51:10 PM
Peter Jorssen	Technical Support (QB & App Hosting)	10:51:33 PM

Acebuddy	Welcome to Ace Support.	10:51:33 PM
	Please chose an option :	10:51:33 PM
Peter Jorssen	I'd like to raise a Request	10:51:51 PM
Acebuddy	Please select your request type.	10:51:51 PM
Peter Jorssen	Office 365 Addition	10:51:56 PM
Acebuddy	Please specify if you already have an Office365 subscription	10:51:56 PM
Peter Jorssen	I already have O365 license	10:52:02 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	10:52:02 PM
	<ul style="list-style-type: none"> • O365 E3 • O365 E5 • O365 Apps for Enterprise 	10:52:02 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	10:52:02 PM
	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.	10:52:02 PM
	Do you need any further assistance on the topic?	10:52:02 PM
Peter Jorssen	Yes	10:52:11 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:52:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:52:11 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:52:26 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:52:29 PM
	Hello Peter	10:52:34 PM
Peter Jorssen	Hi there, I am trying to setup Outlook on one of the RDP and having difficulties as it is asking for a license. the user is HeilleDa	10:53:05 PM
Shashwat Verma	I will surely help you with this issue.	10:53:21 PM
	Kindly allow me two minutes to check the same.	10:53:25 PM
Peter Jorssen	thx	10:53:30 PM
Shashwat Verma	May I take the remote access of your local computer?	10:56:05 PM
Peter Jorssen	Yes	10:56:13 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:56:22 PM
Peter Jorssen	ok	10:56:29 PM
Shashwat Verma	https://assist.acecloudhosting.com/join/4292456815	10:57:10 PM
	Kindly Click on the link and open the downloaded file.	10:57:14 PM

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

10:59:11 PM

assisted you to sign the O365 from the provided credentials.

11:08:51 PM

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

11:08:53 PM

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

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

Thanks!

11:08:57 PM

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

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

Shashwat Verma has ended this chat session

11:08:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Apr, 12:05:28 PM

#75768 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 8 Secs

City: BAKROL

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 8 Mins 56 Secs

ankit	Hello, I am your Acebuddy	18 Apr, 12:05:29 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:06:21 PM
ankit	Hi	12:06:29 PM
Shubham Kataria	Hello Ankit	12:06:37 PM
ankit	Any update for our issue?	12:07:15 PM
Shubham Kataria	The clean installation has already been completed, and we have sent you an email regarding this. We also tried reaching you by phone, but the call was disconnected. (Edited)	12:07:27 PM
ankit	Ok	12:07:44 PM
Shubham Kataria	Users can access the QuickBooks (Edited)	12:07:48 PM
ankit	Can i check	12:07:53 PM
Shubham Kataria	Sure	12:07:59 PM
ankit	Wait	12:09:07 PM
Shubham Kataria	Sure, please take your time	12:09:25 PM
	Are we still connected here?	12:14:00 PM
	As you are disconnected from the chat hence we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:15:08 PM
	<i>Shubham Kataria has ended this chat session</i>	12:15:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Apr, 2:36:58 AM

#75220 Blackstonecpa

Email: blackstonecpa@protonmail.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Duration : 21 Mins 10 Secs

Chat Transcript

Blackstonecpa	Hello, I am your Acebuddy	6 Apr, 2:37:00 AM
Acebuddy	Hello Tedros Tessema, I'm your Ace Buddy. I'll be happy to assist you!	2:37:01 AM
	Whom Would You Like to Connect With?	2:37:01 AM
Blackstonecpa	Technical Support (QB & App Hosting)	2:37:06 AM
Acebuddy	Welcome to Ace Support.	2:37:06 AM
	Please chose an option :	2:37:06 AM
Blackstonecpa	I'd like to report an Issue	2:37:18 AM
Acebuddy	Please select an option!	2:37:18 AM
Blackstonecpa	Other Issue	2:37:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:37:24 AM
Blackstonecpa	system update	2:37:32 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
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:37:37 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:37:49 AM
Blackstonecpa	Hi Taxcorner3 need a system update	2:38:09 AM
	this is for ATX Tax software	2:38:23 AM
Ashutosh Mishra	I will surely help you with this issue.	2:39:28 AM
Blackstonecpa	ok, thanks	2:39:37 AM
	waiting	2:39:41 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	2:40:55 AM
	To update the system i am rebooting the server now. Please save your work and let me know to initiate the reboot.	2:44:04 AM
Blackstonecpa	OK, GO AHEAD	2:46:26 AM
Ashutosh Mishra	I am rebooting server now.	2:46:40 AM
	Reboot is complete please check now.	2:49:02 AM
	Are we still connected here?	2:51:52 AM

Are we still connected here? 2:54:12 AM

Are we still connected here? 2:57:10 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 2:58:08 AM

Ashutosh Mishra has ended this chat session 2:58:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 22 Apr, 9:12:32 PM

#75889 pnyland

Email: pnyland@midwestintegrated.com ☎ 18159338376

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: 27 Secs

City: BRADLEY

State: Illinois

Country: UNITED STATES

Chat Transcript Chat Duration : 18 Mins 10 Secs

pnyland	Hello, I am your Acebuddy	22 Apr, 9:12:33 PM
Acebuddy	Hello Paige Nyland, I'm your Ace Buddy. I'll be happy to assist you!	9:12:34 PM
	Whom Would You Like to Connect With?	9:12:34 PM
pnyland	Technical Support (QB & App Hosting)	9:12:38 PM
Acebuddy	Welcome to Ace Support.	9:12:38 PM
	Please chose an option :	9:12:38 PM
pnyland	I'd like to report an Issue	9:12:46 PM

Acebuddy	Please select an option!	9:12:46 PM
pnycland	Other Issue	9:12:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:12:52 PM
pnycland	Network discovery has been turned off	9:13:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:13:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:13:03 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:13:33 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:13:37 PM
	Hello Paige	9:13:43 PM
pnycland	Hi. I just spoke with someone a bit ago and they helped me with my issue, but now it seems that they have turned off my network discovery and I can't access my personal files from the server. I need to be able to do that.	9:14:15 PM
Shashwat Verma	I will surely help you with this issue.	9:14:34 PM
	Kindly allow me two minutes to check the same.	9:14:37 PM
pnycland	Sure	9:14:44 PM
Shashwat Verma	Do you have any related ticket number of that?	9:16:01 PM
pnycland	75884	9:16:31 PM
Shashwat Verma	It may be of 6 digits	9:17:32 PM
	When you have last connected?	9:18:10 PM
pnycland	It was just about half an hour ago. The transcript only shows that number	9:18:31 PM
Shashwat Verma	Okay	9:18:42 PM
	Got it	9:19:35 PM
	May I take the remote access of your local computer?	9:19:39 PM
pnycland	Is it necessary? The only change I need is from the server	9:20:02 PM
Shashwat Verma	Last time you have the connection issue with server, if the same issue still persist we need to have the access	9:20:44 PM
pnycland	It's not the same issue. It is connecting fine. I just can't access my personal files from the server now.	9:21:16 PM
Shashwat Verma	okay	9:21:44 PM
	May I take the remote access of your server?	9:21:51 PM
pnycland	Yes	9:22:00 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:22:03 PM
	https://assist.acecloudhosting.com/join/4982146091	9:26:14 PM
	Kindly Click on the link and open the downloaded file.	9:26:19 PM

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

9:27:19 PM

[issue resolved on remote session by mapping the drive]

9:30:31 PM

It would be great if you could share your feedback after this chat ends. Thanks in advance!

9:30:36 PM

phyland That was all I needed, thanks again. I hope you have a great day!

9:30:37 PM

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

9:30:40 PM

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

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

9:30:42 PM

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

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

Shashwat Verma has ended this chat session

9:30:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Apr, 1:17:54 AM

#75648 April Bennett

Email: april@northpointedev.com 9202034421

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 45 Secs

City: OSHKOSH

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 37 Secs

April Bennett	Hello, I am your Acebuddy	16 Apr, 1:17:54 AM
Acebuddy	Hello April, I'm your Ace Buddy. I'll be happy to assist you!	1:17:55 AM
	Whom Would You Like to Connect With?	1:17:55 AM
April Bennett	Technical Support (QB & App Hosting)	1:17:57 AM
Acebuddy	Welcome to Ace Support.	1:18:02 AM
	Please chose an option :	1:18:02 AM
April Bennett	I'd like to report an Issue	1:18:06 AM
Acebuddy	Please select an option!	1:18:06 AM
April Bennett	Other Issue	1:18:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:18:14 AM
April Bennett	Can't get on ace	1:18:25 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:18:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:18:25 AM
	<i>Gaurav Kumar declined the transfer request.</i>	1:18:27 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:19:37 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:19:39 AM
	Hello April	1:19:42 AM
April Bennett	Hi, a couple of us in the office are getting this message and cannot get onto Ace	1:20:15 AM
	<i>1:20:18 AM April Bennett is sharing a file with you image.png - (Size:199.15 KB)</i>	1:20:18 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1:20:57 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:21:01 AM
April Bennett	I'm not 100% sure. I also have a ticket 678215 that I just put in for another issue earlier this afternoon	1:22:17 AM
Anurag Sharma	Okay	1:24:29 AM
	Kindly allow me 3-4 minutes to check the same.	1:24:37 AM
	Thank you for your patience.	1:27:17 AM
	May I take the remote access of your local computer?	1:27:20 AM
April Bennett	yes	1:27:51 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	1:27:58 AM
	https://assist.acecloudhosting.com/join/2772251618	1:28:12 AM

Kindly paste this link in the browser of local computer and join the session.

1:28:15 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.

1:29:45 AM

Are we still connected here?

1:33:43 AM

Are we still connected here?

1:34:16 AM

Are we still connected here?

1:35:26 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.

1:35:27 AM

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

1:35:29 AM

Anurag Sharma has ended this chat session

1:35:32 AM



Chat Transcript

Hi,

Visitor Details

21 Apr, 2:02:47 AM

#75813 Stephanie Orozco

Email: behsr.sac@gmail.com 9166009576

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 18 Secs

City: LODI

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 24 Secs

Stephanie Orozco

Hi,

21 Apr, 2:02:48 AM

Dikshant Yadav

Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.

2:02:59 AM

Stephanie Orozco	We need our server restarted everything I go in it freezes on me then kicks me out everytime *	2:03:15 AM
		2:03:26 AM
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>	2:03:53 AM
	I was trying to do a payroll update in quickbooks and when I tried it it froze on me and now ever since then it just freezes	2:04:07 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:04:18 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:04:29 AM
Stephanie Orozco	thank you	2:04:45 AM
Ashutosh Mishra	I understand your Server is frozen.	2:04:51 AM
	Kindly allow me two minutes to check the same.	2:04:59 AM
Stephanie Orozco	yes	2:04:59 AM
Ashutosh Mishra	Kindly help me with your server name and user name?	2:07:57 AM
Stephanie Orozco	It's Stephanie Orozco and the company name is Back End Helpers	2:09:01 AM
Ashutosh Mishra	I see you are not logged in the server.	2:11:04 AM
Stephanie Orozco	I am not I logged out that way the server can be reset	2:11:36 AM
	I had all the other users log out as well	2:11:48 AM
Ashutosh Mishra	I have rebooted the server and will confirm you once it is up and running.	2:11:52 AM
Stephanie Orozco	ok thank you	2:12:09 AM
Ashutosh Mishra	Server is up and running, kindly login.	2:13:09 AM
	Are we still connected here?	2:16:44 AM
	Are we still connected here?	2:18:23 AM
	Are we still connected here?	2:19:36 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.	2:20:21 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:20:24 AM



Chat Transcript

Hello, I am your Acebuddy

19 Apr, 6:51:53 AM

Visitor Details

#75804 diamond

Email: diamond@turnerandsonhomes.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: EDMOND

State: Oklahoma

Country: UNITED STATES

Chat Duration : 34 Mins 21 Secs

Chat Transcript

diamond	Hello, I am your Acebuddy	19 Apr, 6:51:54 AM
Acebuddy	Hello Diamond, I'm your Ace Buddy. I'll be happy to assist you!	6:51:55 AM
	Whom Would You Like to Connect With?	6:51:55 AM
diamond	Technical Support (QB & App Hosting)	6:52:01 AM
Acebuddy	Welcome to Ace Support.	6:52:01 AM
	Please chose an option :	6:52:01 AM
diamond	I'd like to report an Issue	6:52:09 AM
Acebuddy	Please select an option!	6:52:09 AM
diamond	Password Reset	6:52:12 AM
Acebuddy	Please select an option below	6:52:12 AM
diamond	Not Enrolled to Selfcare Portal	6:52:17 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	6:52:17 AM
	Do you need any further assistance on the topic?	6:52:17 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.	7:26:15 AM
	<i>Ended due to chat idle timeout</i>	7:26:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Apr, 3:17:45 AM

#75242 Emily Saller

Email: emily@dlfarmhome.com 19403900466

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: GAINESVILLE

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 9 Secs

Emily Saller	Hello, I am your Acebuddy	7 Apr, 3:17:47 AM
Acebuddy	Hello Emily Saller, I'm your Ace Buddy. I'll be happy to assist you!	3:17:48 AM
	Whom Would You Like to Connect With?	3:17:48 AM
Emily Saller	Technical Support (QB & App Hosting)	3:17:58 AM
Acebuddy	Welcome to Ace Support.	3:17:58 AM
	Please chose an option :	3:17:58 AM
Emily Saller	I'd like to report an Issue	3:18:07 AM
Acebuddy	Please select an option!	3:18:07 AM
Emily Saller	Other Issue	3:18:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:18:11 AM
Emily Saller	Ticket ID: 673534	3:18:16 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:18:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:18:17 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:18:20 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:18:31 AM

Emily Saller	Thanks -- I'm trying to login to our server and keep getting the error pictured in our ticket.	3:19:03 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:19:26 AM
	Are we still connected here?	3:20:48 AM
Emily Saller	It's working now!	3:20:49 AM
Ashutosh Mishra	Great to see it is working.	3:21:09 AM
	Is there anything else I may help you with ?	3:21:12 AM
Emily Saller	Nope, all good now, thanks!	3:21:36 AM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:21:49 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:21:53 AM
	<i>Ashutosh Mishra has ended this chat session</i>	3:21:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 8:56:55 PM

#76383 Charles Xavier

Email: support@coretechs.it ☎ 2259007448

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: BELLA VISTA

State: Panama

Country: PANAMA

Chat Transcript

Chat Duration : 57 Secs

Charles Xavier	Hello, I am your Acebuddy	30 Apr, 8:56:56 PM
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!	8:56:56 PM

	Whom Would You Like to Connect With?	8:56:56 PM
Charles Xavier	Technical Support (QB & App Hosting)	8:57:01 PM
Acebuddy	Welcome to Ace Support.	8:57:01 PM
	Please chose an option :	8:57:01 PM
Charles Xavier	I'd like to report an Issue	8:57:11 PM
Acebuddy	Please select an option!	8:57:12 PM
Charles Xavier	QuickBooks Issue	8:57:17 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:57:17 PM
Charles Xavier	QuickBooks Update	8:57:23 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	8:57:23 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	8:57:23 PM
	Do you need any further assistance on the topic?	8:57:23 PM
Charles Xavier	No	8:57:54 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:57:54 PM
	<i>Acebuddy has ended this chat session</i>	8:57:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr, 8:21:13 AM

#76296 jgao

Email: jgao@npftax.com ☎ 16263228826

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: 19 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 15 Secs

jgao	Hello, I am your Acebuddy	29 Apr, 8:21:14 AM
Acebuddy	Hello Jeremy Gao, I'm your Ace Buddy. I'll be happy to assist you!	8:21:15 AM
	Whom Would You Like to Connect With?	8:21:15 AM
jgao	Technical Support (QB & App Hosting)	8:21:18 AM
Acebuddy	Welcome to Ace Support.	8:21:18 AM
	Please chose an option :	8:21:18 AM
jgao	I'd like to raise a Request	8:21:22 AM
Acebuddy	Please select your request type.	8:21:22 AM
jgao	Other Request	8:21:26 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:21:26 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:21:26 AM
jgao	Yes, I'm facing issues with my server	8:21:34 AM
Acebuddy	Please select an option!	8:21:35 AM
jgao	Other Issue	8:21:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:21:39 AM
jgao	Software update	8:21:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:21:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:21:53 AM
	<i>Manish Singh accepted the chat transfer request.</i>	8:22:41 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:22:44 AM
jgao	Hi, I would like to reboot the server to complete the software update. Thanks! CID74755:NPFTaxCA.myrealdatal.net	8:22:45 AM
Manish Singh	May I know which Software would you like us to update?	8:23:15 AM
jgao	It's updated already. Lacerte. Just need the reboot	8:23:44 AM

Manish Singh	Alright doing it now.	8:24:04 AM
jgao	Thanks	8:24:15 AM
Manish Singh	Successfully rebooted the server kindly check after 2 minutes. (Edited)	8:24:45 AM
jgao	Sure	8:24:53 AM
	That's all I need. Have a great one!	8:25:05 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:25:08 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:25:16 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:25:24 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	8:25:29 AM



