

# Chat Transcript

We can't log in to our quicbooks.

Visitor Details


14 May, 6:52:01 PM

**#77021 Elaine TC Industrial**  
**Email:** accounts.tcindustrial@yahoo.com 📞 14066900413  
**Department:** Support(QB & App Hosting)  
**Operator:** Ankit Kumar  
**Website:** https://www.acecloudhosting.com/knowledgebase/receiving-error-120-while-opening-company-file/  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 26 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 32 Secs

Elaine TC Industrial	We can't log in to our quicbooks.	14 May, 6:52:03 PM
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.	6:52:06 PM
	<i>Amit is transferring the chat to Support(QB &amp; App Hosting).</i>	6:52:19 PM
	<i>Ankit accepted the chat transfer request.</i>	6:52:25 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	6:52:29 PM
	Hello Elaine ! how are you doing today?	6:53:42 PM
Elaine TC Industrial	Hi Ankit. We can't log in to our quickbooks. There is a window pop up that says "This Action requires Windows administrator permission.	6:53:58 PM
Ankit	I deeply apologize for the inconvenience caused to you.	6:54:06 PM
	I will surely help you with this issue.	6:54:09 PM
Elaine TC Industrial	Then the error code is (-12, 0)	6:54:24 PM
Ankit	Kindly help me with your server name and username?	6:54:34 PM
Elaine TC Industrial	user name is Elaine A. Where could I find the server name?	6:55:48 PM
Ankit	Thank you for the details. Your server name is : TCISL.myrealddata.net	6:56:38 PM
	Kindly allow me 4-5 minutes to check the same.	6:56:45 PM

	Elaine, Thank you for waiting.	6:58:24 PM
	Please try now and let me know if everything is working as expected.	6:59:08 PM
Elaine TC Industrial	okay	6:59:20 PM
	not fix yet	6:59:59 PM
Ankit	May I take the remote access of your server?	7:00:11 PM
Elaine TC Industrial	JosephSI could not open as well	7:00:21 PM
	yes you could	7:00:37 PM
Ankit	Thanks for the confirmation !	7:00:44 PM
	Please check your server screen once I have sent request for remote session.	7:01:52 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:07:08 PM
	As discussed during the remote session, we will proceed with rebooting the server and will confirm once it is done. (Edited)	7:07:46 PM
Elaine TC Industrial	okay. could I log off the server now	7:07:48 PM
Ankit	Yes. Please	7:08:03 PM
Elaine TC Industrial	this chat will also be closed	7:08:13 PM
Ankit	Alright. Please initiate a new chat if you face any issues. I will check once the server is up and running.	7:09:05 PM
	Is there anything else I may help you with ?	7:09:07 PM
Elaine TC Industrial	nothing else for now. I will log off now.	7:09:28 PM
	thanks	7:09:29 PM
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:09:31 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>). ](<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:09:36 PM
	<i>Ankit has ended this chat session</i>	7:09:39 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 11:33:09 PM

**#77203 Asif Ali**  
**Email:** admin@qscpa.com 📞 16145587724  
**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:** 56 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 59 Secs

Asif Ali	Hello, I am your Acebuddy	19 May, 11:33:10 PM
Acebuddy	Hello Asif Ali, I'm your Ace Buddy. I'll be happy to assist you!	11:33:11 PM
	Whom Would You Like to Connect With?	11:33:11 PM
Asif Ali	Technical Support (QB & App Hosting)	11:33:16 PM
Acebuddy	Welcome to Ace Support.	11:33:16 PM
	Please chose an option :	11:33:16 PM
Asif Ali	I'd like to report an Issue	11:33:22 PM
Acebuddy	Please select an option!	11:33:22 PM
Asif Ali	Other Issue	11:33:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:33:25 PM
Asif Ali	VPN has been disconnected	11:33:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:33:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:33:39 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	11:34:11 PM

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	11:34:42 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:34:48 PM
Asif Ali	Hi Shivam this is regarding ticket 695116	11:34:53 PM
	3QsCPA Inc.	11:35:13 PM
	and User3	11:35:20 PM
Shivam Singh	Is it not resolved?	11:35:45 PM
	Yes , I reckon we arrange a meeting with our NOC team.	11:36:23 PM
Asif Ali	Can you please arrange again because I got Web Access of new router.	11:36:48 PM
Shivam Singh	Sure	11:38:45 PM
	You can use the same link to join.	11:38:56 PM
	Let me reshare it	11:39:01 PM
Asif Ali	ok	11:39:19 PM
Shivam Singh	<a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_ODg0MWFmMDctYmYxNS00MjAzLTk4MGQtYTBhODZkODMxOWRh%40thread.v2/0?context=%7b%22Tid%22%3a%2223b65983-5670-4f14-a752-784cd5cf0cd7%22%2c%22Oid%22%3a%22c8aa1809-9db5-4e08-b242-de1b929b455a%22%7d">https://teams.microsoft.com/l/meetup-join/19%3ameeting_ODg0MWFmMDctYmYxNS00MjAzLTk4MGQtYTBhODZkODMxOWRh%40thread.v2/0?context=%7b%22Tid%22%3a%2223b65983-5670-4f14-a752-784cd5cf0cd7%22%2c%22Oid%22%3a%22c8aa1809-9db5-4e08-b242-de1b929b455a%22%7d</a>	11:39:47 PM
	Please use this to join.	11:40:05 PM
	Asif, Please join the meeting.	11:41:59 PM
	Are we still connected here?	11:43:36 PM
	As checked you have joined the session, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:46:34 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:47:03 PM
	<i>Shivam Singh has ended this chat session</i>	11:47:09 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77194 Ryan Perrone

Email: ryan@nautilus-homes.com 📞 1-941-809-5989

19 May, 10:04:17 PM

**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:** 48 Secs  
**City:** PUNTA GORDA  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 28 Secs

Ryan Perrone	Hello, I am your Acebuddy	19 May, 10:04:18 PM
Acebuddy	Hello Ryan Perrone, I'm your Ace Buddy. I'll be happy to assist you!	10:04:18 PM
	Whom Would You Like to Connect With?	10:04:18 PM
Ryan Perrone	Technical Support (QB & App Hosting)	10:04:25 PM
Acebuddy	Welcome to Ace Support.	10:04:27 PM
	Please chose an option :	10:04:27 PM
Ryan Perrone	I'd like to raise a Request	10:04:35 PM
Acebuddy	Please select your request type.	10:04:35 PM
Ryan Perrone	Other Request	10:04:56 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.	10:04:56 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:04:56 PM
Ryan Perrone	Yes, I'm facing issues with my server	10:05:06 PM
Acebuddy	Please select an option!	10:05:06 PM
Ryan Perrone	Other Issue	10:05:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:05:11 PM
Ryan Perrone	Hello, I am trying to prepare myself for working from italy. In preperation, i took my laptop home. When i try to login, it asks for a user name and password. this is atypical. I do not recall my user name and password.	10:08:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:08:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:08:26 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:09:49 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:10:08 PM

	I will surely help you with this issue.	10:10:18 PM
	Is your business name Nautilus Custom Homes LLC?	10:11:08 PM
Ryan Perrone	Yes	10:11:15 PM
Ashutosh Mishra	Your username is RyanPerrone@myrealdata.net however we cannot reset and provide new password without an approval email from the registered email with Ace that is ryan@nautilus-homes.com	10:12:53 PM
	You can also reset password using MY Portal too that does not require any input from Ace support.	10:13:24 PM
Ryan Perrone	Where do you want me to send that?	10:13:27 PM
	I am surprised that i need to enter it. Usually it just logs on without me entering a password.	10:14:01 PM
Ashutosh Mishra	Due to security reasons, after a while it will ask you for the credentials to maintain privacy and prevent any security threats.	10:14:32 PM
	I am sending you a mail, you can reply to that for approval.	10:14:53 PM
Ryan Perrone	OK.	10:15:01 PM
Ashutosh Mishra	Kindly allow me few minutes.	10:16:05 PM
	I have sent the mail.	10:17:27 PM
	Are we still connected here?	10:19:16 PM
Ryan Perrone	yes, i just responded	10:19:30 PM
Ashutosh Mishra	I have sent the username and password link.	10:22:15 PM
	Is there anything else I may help you with ?	10:22:20 PM
	Are we still connected here?	10:24:38 PM
Ryan Perrone	we are connected. I will do the request.	10:24:59 PM
Ashutosh Mishra	Are you able to connect with the server now?	10:25:22 PM
Ryan Perrone	No, it keeps giving me the same window	10:26:15 PM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	10:26:30 PM
Ryan Perrone	Only for me i think. I have not checked with others on my team.	10:27:02 PM
	<i>10:28:24 PM</i> <i>Ashutosh Mishra is sharing a file with you</i> <i><a href="#">RyanPerrone@myrealdata.net.rdp.zip</a> - ( Size:814 Bytes )</i>  <i>Please unzip this</i> <i>file and find the new RDP application, open the app and enter the new password i have just sent you.</i>	10:28:24 PM
Ashutosh Mishra	This is new RDP file, if the issue is related to settings this would resolve it.	10:28:55 PM
Ryan Perrone	OK, that opened. How do i get that into the ace tap to connect portal	10:31:33 PM
Ashutosh Mishra	Yes, it seems your older RDP app does not have correct settings so you can delete the old one and use the new one from now.	10:32:05 PM
	Ace connect is different app from RDP.	10:32:41 PM
Ryan Perrone	Yes, i want to still utilize the ace connect, and i want to make it where i don't need to remember the	





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 May, 3:10:25 AM

#76416 samantha

Email: samantha@ultimatepower.com 📞 18142743233

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: 3 Mins 48 Secs

City: COUDERSPORT

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 32 Secs

samantha	Hello, I am your Acebuddy	1 May, 3:10:25 AM
Acebuddy	Hello Samantha Hofmann, I'm your Ace Buddy. I'll be happy to assist you!	3:10:26 AM
	Whom Would You Like to Connect With?	3:10:26 AM
samantha	Technical Support (QB & App Hosting)	3:10:37 AM
Acebuddy	Welcome to Ace Support.	3:10:37 AM
	Please chose an option :	3:10:37 AM
samantha	I'd like to report an Issue	3:10:43 AM
Acebuddy	Please select an option!	3:10:43 AM
samantha	QuickBooks Issue	3:10:47 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:10:47 AM
samantha	Other QB related issue	3:10:52 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:10:52 AM
samantha	Need to deactivate bank feeds on American Express account, unable to do so with QB support help. Also cannot download Quickbooks Tool Hub as I do not have administrator rights.	3:11:30 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:11:30 AM
	Acebuddy (bot) forwarded the chat request	3:11:31 AM



	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:12:13 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:12:24 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:13:00 AM
samantha	Ultimate Power Company	3:13:23 AM
	I think I'm Samantha_UPC	3:13:35 AM
	Ashutosh, are you there?	3:16:28 AM
Ashutosh Mishra	Thanks for the confirmation !	3:16:32 AM
samantha	I'm on remote chat with QB currently, so it's a bit time sensitive.	3:16:40 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	3:17:39 AM
	May I take the remote access of your server?	3:19:08 AM
samantha	Yes, but QB is also on remote access. FYI.	3:19:29 AM
Ashutosh Mishra	Sure, i will check on your end and assist with removing the account.	3:20:39 AM
samantha	OK	3:21:51 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	3:21:59 AM
samantha	OK	3:22:06 AM
	Confirmed?	3:42:48 AM
Ashutosh Mishra	As per discussion over the remote session, The issue will be resolved by the reinstallation.	3:43:05 AM
	Once it is completed, we will inform you over the email.	3:43:20 AM
samantha	Confirmed. Thank you	3:43:46 AM
Ashutosh Mishra	Thanks for the confirmation !	3:43:52 AM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	3:43:56 AM

*Ashutosh Mishra has ended this chat session*

3:43:58 AM



#77001 pnyland

Email: pnyland@midwestintegrated.com 📞 18159338376

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: 13 Secs

City: BRADLEY

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 1 Sec

pnnyland	Hello, I am your Acebuddy	14 May, 2:51:48 AM
Acebuddy	Hello Paige Nyland, I'm your Ace Buddy. I'll be happy to assist you!	2:51:49 AM
	Whom Would You Like to Connect With?	2:51:49 AM
pnnyland	Technical Support (QB & App Hosting)	2:51:55 AM
Acebuddy	Welcome to Ace Support.	2:51:55 AM
	Please chose an option :	2:51:55 AM
pnnyland	I'd like to report an Issue	2:52:01 AM
Acebuddy	Please select an option!	2:52:01 AM
pnnyland	QuickBooks Issue	2:52:05 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:52:05 AM
pnnyland	QuickBooks Update	2:52:11 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.	2:52:11 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.	2:52:11 AM
	Do you need any further assistance on the topic?	2:52:11 AM
pnnyland	Yes	2:52:25 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:52:25 AM
	Acebuddy (bot) forwarded the chat request	2:52:25 AM
	Yash Kalra accepted the chat transfer request.	2:53:13 AM
Yash Kalra		

	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:53:17 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:53:28 AM
pnyland	CITCALLC.myrealdata.net	2:54:05 AM
	PaigeN_CL	2:54:09 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:54:14 AM
	<i>Yash Kalra is transferring the chat to Ashutosh Mishra.</i>	2:55:43 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:55:50 AM
Ashutosh Mishra	My name is Ashutosh Mishra. I will be assisting you now.	2:56:09 AM
	I will surely help you with this issue.	2:56:25 AM
pnyland	I think it just updated	2:56:35 AM
	Please give me a moment to check	2:56:39 AM
	It wasn't working before	2:56:43 AM
Ashutosh Mishra	Sure, please take your time	2:56:50 AM
	I have also initiated update from backend.	2:57:39 AM
	Is the QuickBooks working now?	2:58:21 AM
pnyland	Sorry I am also on a chat with QB support	2:58:41 AM
	It seems to be updated though	2:58:44 AM
Ashutosh Mishra	Is there anything else I may help you with ?	2:59:14 AM
pnyland	No. I will contact back if I have the issue again. Thank you	2:59:34 AM
Ashutosh Mishra	Thanks for the confirmation !	2:59:39 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:59:44 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p>	2:59:46 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). ]( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	2:59:49 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 May, 1:26:15 PM

**#77335 xianna zhong**  
**Email:** visionpointtax@gmail.com ☎ 19173029317  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 13 Secs  
**City:** SAN JOSE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 37 Secs

xianna zhong	Hello, I am your Acebuddy	22 May, 1:26:16 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:26:23 PM
xianna zhong	You disconnected too fast..	1:26:26 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1:26:36 PM
xianna zhong	I was messaging another person..	1:26:38 PM
	visionpoint tax	1:26:49 PM
Anurag Sharma	No problem Xianna	1:27:17 PM
xianna zhong	visionpoint.myrealddata.net	1:27:24 PM
Anurag Sharma	Thank you for the information.	1:27:31 PM
xianna zhong	please help to update	1:27:43 PM
	Do you want me to sign off?	1:27:49 PM
Anurag Sharma	I have already started working on your request.	1:27:49 PM
xianna zhong	thx..	1:27:57 PM

	You may email me the status..	1:28:09 PM
	Do you want me to be online?	1:28:20 PM
Anurag Sharma	Even though our chat was disconnected, I started working on it myself	1:28:33 PM
	Yes of course.	1:28:49 PM
xianna zhong	Thanks..	1:28:59 PM
Anurag Sharma	No, I would just required you to please log off from the server for a while.	1:29:07 PM
	So that I can proceed with this application update.	1:29:18 PM
xianna zhong	just logged off.	1:29:19 PM
Anurag Sharma	Thank you so much Xianna	1:29:28 PM
xianna zhong	I will end the chat then. Thank you.	1:29:31 PM
	Have a wonderful day.	1:29:36 PM
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:29:38 PM
	<i>Xianna Zhong has ended this chat session</i>	1:29:58 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76922 tguerrero

Email: tguerrero@kenkinc.com ☎ 8183681291

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: 39 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

12 May, 10:40:29 PM

tguerrero	Hello, I am your Acebuddy	12 May, 10:40:30 PM
Acebuddy	Hello Tguerrero, I'm your Ace Buddy. I'll be happy to assist you!	10:40:31 PM
	Whom Would You Like to Connect With?	10:40:31 PM
tguerrero	Technical Support (QB & App Hosting)	10:41:08 PM
Acebuddy	Welcome to Ace Support.	10:41:08 PM
	Please chose an option :	10:41:08 PM
tguerrero	I'd like to raise a Request	10:41:49 PM
Acebuddy	Please select your request type.	10:41:49 PM
tguerrero	Application Version Upgrade	10:42:18 PM
Acebuddy	Please select the application you would like to upgrade :	10:42:18 PM
tguerrero	QuickBooks	10:42:22 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	10:42:22 PM
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>	10:42:22 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	10:42:22 PM
	Do you need any further assistance on the topic?	10:42:22 PM
tguerrero	Yes	10:42:35 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:42:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:42:35 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	10:43:51 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	10:44:25 PM
tguerrero	Good Morning,	10:44:26 PM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:44:48 PM
tguerrero	We upgraded to QB Premier Edition 2024	10:44:59 PM
	and the bank feeds is not working	10:45:43 PM
Shivam Singh	Okay, allow me to look into it.	10:46:11 PM
tguerrero	I thinks there's a firewall	10:46:49 PM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:47:27 PM



tguerrero	Kenkinc	10:47:36 PM
Shivam Singh	Could you please provide it so that I can look into it	10:47:43 PM
	Thanks	10:47:51 PM
tguerrero	kenk.myrealdata	10:48:00 PM
	we can do teamviewer if you wish	10:48:17 PM
Shivam Singh	Thanks for the information.	10:48:43 PM
tguerrero	correct tguerrero	10:48:54 PM
Shivam Singh	Allow me 2 minutes to check the same.	10:48:54 PM
	As I checked the QuickBooks need to be updated and then we can check for the issue if it fixes it.	10:50:41 PM
tguerrero	shall i tell my co worker to logout ?	10:51:25 PM
Shivam Singh	Yes, it will take a while we can do that in Night Hours.	10:52:10 PM
tguerrero	ok, can you do tonight areound 11: 00 PM PST?	10:53:01 PM
	Also, please check the firewall if blocked?	10:53:25 PM
Shivam Singh	Sure, we can do that.	10:53:35 PM
	Sure	10:54:07 PM
tguerrero	Thanks.	10:54:17 PM
Shivam Singh	Is there anything else I may help you with ?	10:54:55 PM
tguerrero	Can you please send me an email once updated? We have 5 companies, but I only do online bank feeds for one company which is Kenk, Inc.	10:54:57 PM
	That's al for now . Thanks	10:55:08 PM
Shivam Singh	Surely once done you will be updated.	10:55:16 PM
tguerrero	byr	10:55:21 PM
	bye	10:55:24 PM
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:57:21 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:57:25 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">[https://selfcare.acecloudhosting.com)</a>. ](<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:57:27 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 May, 2:33:55 AM

**#77668 Heather Nicklow**  
**Email:** heather@amc-pa.com  
**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:** 52 Secs  
**City:** NEW EAGLE  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 28 Secs

Heather Nicklow	Hello, I am your Acebuddy	31 May, 2:33:56 AM
Acebuddy	Hello Heather Nicklow, I'm your Ace Buddy. I'll be happy to assist you!	2:33:57 AM
	Whom Would You Like to Connect With?	2:33:57 AM
Heather Nicklow	Technical Support (QB & App Hosting)	2:34:07 AM
Acebuddy	Welcome to Ace Support.	2:34:07 AM
	Please chose an option :	2:34:07 AM
Heather Nicklow	I'd like to report an Issue	2:34:18 AM
Acebuddy	Please select an option!	2:34:18 AM
Heather Nicklow	QuickBooks Issue	2:34:24 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:34:24 AM
Heather Nicklow		

	Other QB related issue	2:34:32 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:34:32 AM
Heather Nicklow	online banking will not allow me to connect	2:34:48 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:34:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:34:49 AM
	<i>Arjun Sikarwar declined the transfer request.</i>	2:35:44 AM
	<i>Tushar accepted the chat transfer request.</i>	2:35:57 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	2:36:08 AM
Heather Nicklow	Hello	2:36:33 AM
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:37:08 AM
Heather Nicklow	The Church of Jesus Christ	2:38:15 AM
	i believe I had a case open 696748	2:38:33 AM
Tushar	Thank you for the details.	2:38:46 AM
	Kindly allow me two minutes to check the same.	2:38:48 AM
Heather Nicklow	Our Server Name: TheChurch.myrealdata.net	2:39:16 AM
Tushar	Thank you for waiting,	
	To resolve the issue you've reported, we will need to update QuickBooks, as this typically addresses the problem. Please ensure that all users are logged off the server so we can proceed with the update. The update process should take approximately 15 minutes, provided there are no complications. We will notify you via email once the update is complete.	2:44:08 AM
	Is there anything else I may help you with ?	2:44:46 AM
Heather Nicklow	can you do an update now?	2:45:28 AM
Tushar	Yes but all users will need to be logged of from the server as update will require server reboot.	2:45:54 AM
	users LeahOchs and HetherNicklow are active curently.	2:46:19 AM
Heather Nicklow	i just logged off. let me ask the other person to log off real quick	2:46:31 AM
Tushar	Okay.	2:46:36 AM
Heather Nicklow	she's out	2:47:26 AM
Tushar	Once the QuickBooks is updated, we will notify you over the email after that kindly check if the issue persists or not and let us know as well.	2:47:41 AM
Heather Nicklow	ok. thanks	2:48:08 AM
Tushar	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:48:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:48:19 AM

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

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

Thanks!


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

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

2:48:23 AM

*Tushar has ended this chat session*

2:48:24 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 May, 1:59:22 AM

#76665 eda

**Email:** eda@walldorfcapitalventures.com ☎ 14234001756

**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:** 30 Secs

**City:** SAN BARTOLOME

**State:** Bulacan

**Country:** PHILIPPINES

Chat Transcript

Chat Duration : 4 Mins 10 Secs

eda	Hello, I am your Acebuddy	7 May, 1:59:23 AM
Acebuddy	Hello Eda, I'm your Ace Buddy. I'll be happy to assist you!	1:59:23 AM
	Whom Would You Like to Connect With?	1:59:23 AM
eda	Technical Support (QB & App Hosting)	1:59:41 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 May, 11:47:37 PM

**#76594 Lindsay Rhodes**  
**Email:** lindsay@lmrhodescpa.com 📞 12567364500  
**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 36 Secs  
**City:** CULLMAN  
**State:** Alabama  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 58 Secs

Lindsay Rhodes	Hello, I am your Acebuddy	5 May, 11:47:38 PM
Acebuddy	Hello Lindsay, I'm your Ace Buddy. I'll be happy to assist you!	11:47:39 PM
	Whom Would You Like to Connect With?	11:47:39 PM
Lindsay Rhodes	Technical Support (QB & App Hosting)	11:47:49 PM
Acebuddy	Welcome to Ace Support.	11:47:49 PM
	Please chose an option :	11:47:49 PM
Lindsay Rhodes	I'd like to report an Issue	11:47:57 PM
Acebuddy	Please select an option!	11:47:57 PM
Lindsay Rhodes	QuickBooks Issue	11:48:01 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:48:01 PM
Lindsay Rhodes	QuickBooks Update	11:48:07 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	11:48:07 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	11:48:07 PM




	Do you need any further assistance on the topic?	11:48:07 PM
Lindsay Rhodes	Yes	11:48:29 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:48:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:48:29 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	11:48:36 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	11:48:49 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:48:54 PM
Lindsay Rhodes	My server name is LMRhodesCPA.myrealdata.net	11:49:23 PM
	My user name is LMR_Lindsay	11:49:48 PM
Shivam Singh	As you mentioned that you would like to have Quick book updated, right ?	11:50:14 PM
Lindsay Rhodes	Yes, I am getting an error#15212 on the maintenance releases, but also, I cannot update my bank feeds. It is giving me an error with it as well.\	11:51:00 PM
	This has been going on for several months, but I just didn't have a chance to get you guys to fix it during tax season.	11:51:29 PM
Shivam Singh	Are you the only one facing the issue?	11:52:19 PM
Lindsay Rhodes	I am the only user	11:52:26 PM
	right now	11:52:30 PM
Shivam Singh	Should I sign you off the server?	11:53:20 PM
Lindsay Rhodes	Yes, that's fine	11:53:44 PM
Shivam Singh	As to check further, I need you to log off.	11:53:47 PM
Lindsay Rhodes	I closed out	11:54:04 PM
Shivam Singh	Thanks for your confirmation.	11:54:17 PM
	Allow me 4-5 minutes.	11:54:26 PM
Lindsay Rhodes	sure	11:54:34 PM
Shivam Singh	Thanks for your patience.	11:58:10 PM
Lindsay Rhodes	No problem	11:58:20 PM
Shivam Singh	Please note we have set it to update the Quickbooks Accountant plus 2024.	6 May, 12:03:11 AM
Lindsay Rhodes	Thank you!	12:03:27 AM
	Will this fix the issue I'm having with the bank feeds	12:03:43 AM
Shivam Singh	Once the update is complete, we have to see as to whether the issue is with bank feed, or it requires further configuration.	12:04:51 AM
	Certainly, it will fix the issue. However, after the update we will wait for your confirmation.	12:05:41 AM
Lindsay Rhodes	ok. Just let me know when I need to log back in and check it.	12:06:57 AM

Shivam Singh	Surely, we will share you an email after the completion. However, it will take time.	12:08:21 AM
Lindsay Rhodes	Ok. So, I just need to wait for the email? So we are finished on the chat?	12:08:59 AM
Shivam Singh	Yes	12:09:09 AM
	Is there anything else I may help you with ?	12:09:12 AM
Lindsay Rhodes	ok. Thank you! That's all for now.	12:09:19 AM
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:13:29 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	12:13:34 AM

Shivam Singh has ended this chat session

12:13:36 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 May, 1:17:09 AM

#77408 lewannablake

Email: lewannablake@gmail.com 📞 5127881921

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

lewannablake	Hello, I am your Acebuddy	24 May, 1:17:10 AM
Acebuddy	Hello Lewanna Blake, I'm your Ace Buddy. I'll be happy to assist you!	1:17:10 AM
	Whom Would You Like to Connect With?	1:17:10 AM
lewannablake	Technical Support (QB & App Hosting)	1:17:18 AM
Acebuddy	Welcome to Ace Support.	1:17:18 AM
	Please chose an option :	1:17:18 AM
lewannablake	I'd like to report an Issue	1:17:25 AM
Acebuddy	Please select an option!	1:17:25 AM
lewannablake	Other Issue	1:17:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:17:33 AM
lewannablake	Essentially the workbooks/ spread sheets I am working on froze. I received a prompt which informed me I needed to upgrade MAC. it is now asking for an administrative password which we do not have.	1:19:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:19:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:19:23 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:19:29 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:19:32 AM
	Hello Lewanna	1:19:38 AM
	I will surely help you with this issue.	1:20:05 AM
	So you are facing issue with particular application or for whole server?	1:20:33 AM
lewannablake	with my work books in the server	1:26:11 AM
Shashwat Verma	Okay'	1:27:21 AM
	May I take the remote access of your local computer?	1:27:25 AM
lewannablake	of course	1:28:37 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:28:42 AM
	<a href="https://assist.acecloudhosting.com/join/1702600818">https://assist.acecloudhosting.com/join/1702600818</a>	1:28:49 AM
	Kindly Click on the link and open the downloaded file.	1:28:51 AM
lewannablake	it wont let me close them	1:29:46 AM
Shashwat Verma	Okay, so the screen freeze, kindly try to open the link on your local pc browser	1:30:23 AM
	Are we still connected here?	1:31:48 AM
	Are we still connected here?	1:33:00 AM

	Are we still connected here?	1:34:33 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:35:02 AM
	<i>Shashwat Verma has ended this chat session</i>	1:35:05 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 11:09:59 PM

**#76787 patrickrigg**  
**Email:** patrickrigg@pmrproperties.com 📞 14029689366  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 3 Secs  
**City:** ST JOSEPH  
**State:** Missouri  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 14 Mins

patrickrigg	Hello, I am your Acebuddy	8 May, 11:10:00 PM
Acebuddy	Hello Patrickrigg, I'm your Ace Buddy. I'll be happy to assist you!	11:10:01 PM
	Whom Would You Like to Connect With?	11:10:01 PM
patrickrigg	Technical Support (QB & App Hosting)	11:10:06 PM
Acebuddy	Welcome to Ace Support.	11:10:06 PM
	Please chose an option :	11:10:06 PM
patrickrigg	I'd like to report an Issue	11:10:09 PM
Acebuddy	Please select an option!	11:10:09 PM

patrickrigg	Other Issue	11:10:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:10:18 PM
patrickrigg	I set up a new user on my account. She's trying to log in with the username you created and the password I created and its telling her invalid username/password	11:11:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:11:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:11:21 PM
	<i>Rohan Prajapati declined the transfer request.</i>	11:11:24 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:11:32 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:11:36 PM
	Hello	11:11:39 PM
	I will surely help you with this issue.	11:11:54 PM
	May I take the remote access of local computer facing that issue?	11:12:26 PM
patrickrigg	yes.	11:12:33 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:12:39 PM
	<a href="https://assist.acecloudhosting.com/join/5532160111">https://assist.acecloudhosting.com/join/5532160111</a>	11:12:48 PM
patrickrigg	ok. go ahead	11:12:53 PM
Shashwat Verma	Kindly Click on the link and open the downloaded file.	11:12:53 PM
patrickrigg	ok. think it is done downloading	11:14:33 PM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:14:38 PM
	issue resolved on remote session	11:23:52 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:23:54 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>). ](<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:23:57 PM
	<i>Shashwat Verma has ended this chat session</i>	11:24:00 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 May, 10:24:58 PM

**#77543 felix**  
**Email:** felix@elevatepackaging.com ☎ 15491155897382  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 19 Secs  
**City:** BUENOS AIRES  
**State:** Capital Federal  
**Country:** ARGENTINA

Chat Transcript

Chat Duration : 24 Mins 36 Secs

felix	Hello, I am your Acebuddy	28 May, 10:24:59 PM
Acebuddy	Hello Felix Roumieu, I'm your Ace Buddy. I'll be happy to assist you!	10:25:00 PM
	Whom Would You Like to Connect With?	10:25:00 PM
felix	Managed Security	10:25:17 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:25:17 PM
	Acebuddy (bot) forwarded the chat request	10:25:17 PM
	Abhijeet Arun Thakur accepted the chat transfer request.	10:25:41 PM
	Abhijeet Arun Thakur is transferring the chat to Moin Latief.	10:25:50 PM
	Moin Latief accepted the chat transfer request.	10:25:53 PM
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you?	10:26:16 PM
	Are we connected?	10:27:00 PM
felix	Hi Moin!	10:27:06 PM
	I have a qq	10:27:10 PM



	After adding a user to ACE, how can they change their password and access the RDP files?	10:27:30 PM
	Does the IT admin have to share those details with the user everytime?	10:27:40 PM
Moin Latief	May i please have your company name?	10:27:54 PM
felix	I filled out a form before contacting you with that information	10:28:14 PM
	It's Elevate Packaging	10:28:19 PM
	CID64963	10:28:36 PM
Moin Latief	Thank you for the information. You have contacted VDI support, kindly allow me to transfer you chat to the concerned department.	10:29:37 PM
	<i>Moin Latief is transferring the chat to Support(QB &amp; App Hosting).</i>	10:29:52 PM
	<i>Harsh Bhardwaj accepted the chat transfer request.</i>	10:30:27 PM
	<i>Harsh Bhardwaj is transferring the chat to Yash Kalra.</i>	10:30:39 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:30:41 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:30:46 PM
	Kindly allow me two minutes to check the same.	10:30:52 PM
felix	Ok!	10:31:15 PM
Yash Kalra	Felix, For password changes, users may contact you directly. You can then manage their credentials through my portal website:	10:34:44 PM
	<a href="https://myportal.acecloudhosting.com/">https://myportal.acecloudhosting.com/</a>	10:34:57 PM
felix	What is their username? Because we tried with the email and it didn't work	10:35:26 PM
Yash Kalra	To better assist you, may I temporarily access your local computer? This will allow me to:  Demonstrate the password reset process in real-time. Guide you through each step directly on your system. Address any questions immediately as they arise. (Edited)	10:36:51 PM
felix	I can jump into a call and show you the portal, but I don't feel comfortable giving you remote control access	10:37:34 PM
Yash Kalra	Please log in to <a href="https://myportal.acecloudhosting.com/login">https://myportal.acecloudhosting.com/login</a> . Your <b>username</b> will be your <b>CID number</b> . In case you forget your password, kindly reset it by clicking on 'Forgot Password'.	10:38:54 PM
felix	But it's the same CID number for each user?	10:39:28 PM
Yash Kalra	Felix, To clarify the password management process:  <b>For Account Owners:</b> Use <b>MyPortal</b> ([portal URL]) to manage all user passwords This is exclusively for account-level administration  <b>For Individual Users:</b> Users can change their own passwords via the <b>Self-Care Portal</b>	10:42:23 PM

	I'll email you a PDF guide with enrollment steps after this chat	
felix	Let's say I created user "A" using A@ep.com. How would user "A" get the RDP file and change his ACE password? What is A's username?	10:42:52 PM
	Yes, please send me the pdf :)	10:43:16 PM
	<i>10:43:42 PM</i> Yash Kalra is sharing a file with you <a href="#">SelfCare.pdf</a> - ( Size:695.66 KB )	10:43:42 PM
	What's the URL for the self care portal?	10:44:59 PM
	Not included on that pdf haha	10:45:03 PM
	I still don't know how to determine the username	10:45:51 PM
Yash Kalra	<a href="#">ACE Cloud Hosting</a>	10:46:03 PM
	<p>For the newly created user <b>A</b> ([A@myrealdata.net](https://mailto:A@myrealdata.net/)), you have two options to obtain the RDP file:</p> <p><b>Option 1: Self-Service via MyPortal</b> Log in to MyPortal using your admin credentials Navigate to the <b>User Management</b> section Locate user "A" and select <b>Generate RDP File</b></p> <p><b>Option 2: Request via Email</b></p> <ul style="list-style-type: none"><li>• Simply reply to this email or contact us at [support email]</li><li>• We'll generate and send you the RDP file promptly</li></ul>	10:46:41 PM
felix	Excellent, the portal works!	10:48:17 PM
	Would be great if that URL is added to the PDF	10:48:22 PM
	Thanks for your help!	10:48:28 PM
Yash Kalra	We will surely do so.	10:49:00 PM
	Is there anything else I may help you with ?	10:49:07 PM
felix	No, all good!	10:49:21 PM
	Thank you for your help	10:49:23 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.	10:49:24 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:49:32 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com). ](https://selfcare.acecloudhosting.com).)</p>	10:49:34 PM

*Yash Kalra has ended this chat session*

10:49:36 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

21 May, 12:54:35 AM

**#77265 Rachel**  
**Email:** accounting@vbnet-works.com ☎ 12508021185  
**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:** VICTORIA  
**State:** British Columbia  
**Country:** CANADA

## Chat Transcript

Chat Duration : 36 Mins 11 Secs

Rachel	Hello, I am your Acebuddy	21 May, 12:54:35 AM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	12:54:36 AM
	Whom Would You Like to Connect With?	12:54:36 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.	1:30:47 AM
	<i>Ended due to chat idle timeout</i>	1:30:47 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 May, 10:29:14 PM

#76708 Richard Denciger

Email: accounting@belmontihatters.com 📞 13473262214

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: PEARL RIVER

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 21 Secs

Richard Denciger	Hello, I am your Acebuddy	7 May, 10:29:15 PM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	10:29:15 PM
	Whom Would You Like to Connect With?	10:29:15 PM
Richard Denciger	Technical Support (QB & App Hosting)	10:29:21 PM
Acebuddy	Welcome to Ace Support.	10:29:21 PM
	Please chose an option :	10:29:21 PM
Richard Denciger	I'd like to report an Issue	10:29:26 PM
Acebuddy	Please select an option!	10:29:26 PM
Richard Denciger	Other Issue	10:29:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:29:33 PM
Richard Denciger	Can't use crucial programs	10:29:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:29:49 PM
	Acebuddy (bot) forwarded the chat request	10:29:49 PM
	Ashutosh Mishra accepted the chat transfer request.	10:30:04 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:30:15 PM

	I will surely help you with this issue. What are the programs you cannot use?	10:30:50 PM
Richard Denciger	Hi Belmonti2 user is having issues with using some programs	10:31:01 PM
	<i>10:31:47 PMRichard Denciger is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:7.26 KB )	10:31:47 PM
	We are getting errors like	10:31:48 PM
Ashutosh Mishra	Are you trying to install any software?	10:33:19 PM
Richard Denciger	No, just trying to open	10:33:49 PM
Ashutosh Mishra	Is your business name, Bemonti hat Co?	10:34:17 PM
Richard Denciger	yes	10:35:32 PM
Ashutosh Mishra	May I take the remote access of your server?	10:36:56 PM
Richard Denciger	Yes	10:37:08 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	10:39:30 PM
	Please accept the request on server.	10:41:21 PM
Richard Denciger	I did not get a request, this is for user 2 belmonti2	10:41:54 PM
Ashutosh Mishra	yes i am sending request to belmonti2_bhc.	10:42:48 PM
Richard Denciger	I am trying to access Acess and getting this error	10:43:28 PM
Ashutosh Mishra	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:17:36 PM
	<i>Ended due to chat idle timeout</i>	11:17:36 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76659 Diane Brooks

Email: admin@dottconstruction.com 📞 7178269097

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

7 May, 12:17:25 AM

**Device:** Desktop  
**Average Response Time:** 1 Min 46 Secs  
**City:** CATASAUQUA  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 13 Secs

Diane Brooks	Hello, I am your Acebuddy	7 May, 12:17:26 AM
Acebuddy	Hello Diane Brooks, I'm your Ace Buddy. I'll be happy to assist you!	12:17:27 AM
	Whom Would You Like to Connect With?	12:17:27 AM
Diane Brooks	Technical Support (QB & App Hosting)	12:17:38 AM
Acebuddy	Welcome to Ace Support.	12:17:38 AM
	Please chose an option :	12:17:38 AM
Diane Brooks	I'd like to report an Issue	12:17:45 AM
Acebuddy	Please select an option!	12:17:45 AM
Diane Brooks	Other Issue	12:17:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:17:50 AM
Diane Brooks	we just had qb upgraded. now the remote access is different, they did not install the SnapScan and I had a folder on the cloud desktop that had all the scans, I cannot locate that either	12:18:48 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:18:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:18:48 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:20:16 AM
	<i>Yash Kalra is transferring the chat to Rohit Kumar.</i>	12:20:27 AM
	<i>Rohit Kumar accepted the chat transfer request.</i>	12:20:29 AM
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.	12:20:51 AM
Diane Brooks	thank you	12:21:00 AM
Rohit Kumar	Please help me with the business name.	12:21:33 AM
Diane Brooks	D. Ott Construction LLC	12:21:46 AM
Rohit Kumar	Thanks	12:22:57 AM
	<i>Rohit Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	12:23:19 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:23:22 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:26:05 AM
Diane Brooks	ok	12:26:12 AM



	is there anything i should be doing?	12:29:07 AM
Ashutosh Mishra	I am checking on the server.	12:29:43 AM
Diane Brooks	ok	12:29:53 AM
Ashutosh Mishra	Kindly allow me two minutes to check and i will inform further.	12:30:04 AM
Diane Brooks	sure	12:30:10 AM
Ashutosh Mishra	Please share the location where the folder was initially located. (Edited)	12:33:53 AM
Diane Brooks	it would have been on the remote desktop	12:35:07 AM
Ashutosh Mishra	Please share the username on whose remote desktop the folder was located.	12:37:25 AM
Diane Brooks	Dan	12:37:34 AM
Ashutosh Mishra	When was the last time the folder was visible on the desktop.	12:42:41 AM
Diane Brooks	just before they upgraded the QB software	12:43:01 AM
Ashutosh Mishra	What is the name of the folder, i am trying to look for the previous versions of your desktop.	12:44:31 AM
Diane Brooks	I think QB 2023	12:44:48 AM
Ashutosh Mishra	I can see a folder QB 2023 on the desktop of Dan	12:47:10 AM
Diane Brooks	yes	12:47:19 AM
Ashutosh Mishra	Ok, what are the names of the scans in the folder.	12:48:12 AM
Diane Brooks	In the folder are other folder. Accts Payable, Payroll and more	12:48:42 AM
Ashutosh Mishra	Yes in the folder i can see Acct. Payable, were the scans located in Acct. Payable and if so what is exactly the complete name of the file?	12:49:40 AM
Diane Brooks	There were scans in each of the folders. Too many to name. Probably a dozen or more folders. I am sorry no one told me they were going to do the upgrade today or I would have taken a photo so I could remember	12:50:39 AM
	i will be back in 2 minutes	12:52:09 AM
	im back	12:53:43 AM
Ashutosh Mishra	I see that the RDP was sent to you on 30 April.	12:54:17 AM
Diane Brooks	what is an RDP	12:54:29 AM
Ashutosh Mishra	The application used to connect with Ace server.	12:54:41 AM
	Is it since then you cannot find the scans.	12:55:01 AM
Diane Brooks	i have no idea about that	12:55:06 AM
	i cant find the scan since about 2 hrs ago when the QB person upgraded our software.	12:55:38 AM
	am i able to try to reach you tmrw? i am done working in 4 minutes	12:56:55 AM
Ashutosh Mishra	Sure, you can contact us tomorrow or we can also reach out to you as per you convinient time to assist over phone.	12:58:05 AM
Diane Brooks		

	anytime after 8am is good	12:58:43 AM
Ashutosh Mishra	what is time zone and phone number?	12:58:57 AM
Diane Brooks	Eastern 717-826-9097	12:59:10 AM
Ashutosh Mishra	Thanks for the confirmation !	12:59:20 AM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	12:59:23 AM
Diane Brooks	thank you	12:59:34 AM
	Ashutosh Mishra has ended this chat session	12:59:40 AM



Chat Transcript

Audio on the cloud computer? zoom meetings it's possible?

Visitor Details

28 May, 2:00:28 AM

#77500 Son Nguyen

Email: snguyen@varep.net 📞 9514447358

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 20 Secs

Son Nguyen	Audio on the cloud computer? zoom meetings it's possible?	28 May, 2:00:29 AM
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.	2:00:33 AM
	Hi Son, do you have an existing account with Ace?	2:01:33 AM
Son Nguyen	yes	2:01:39 AM

Aayush	May I know the account name?	2:01:47 AM
Son Nguyen	VAREP.myrealddata.net	2:01:56 AM
Aayush	I will transfer this chat to our support team.	2:02:12 AM
	<i>Aayush is transferring the chat to Support(QB &amp; App Hosting).</i>	2:02:19 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	2:03:16 AM
	<i>Sanyam Madan is transferring the chat to Tushar.</i>	2:04:31 AM
	<i>Tushar accepted the chat transfer request.</i>	2:04:37 AM
Tushar	Hello Son.	2:05:50 AM
Son Nguyen	hi	2:05:57 AM
Tushar	I will be surely assisting you with this.	2:06:10 AM
	Kindly allow me two minutes to check the server.	2:06:27 AM
	Thank you for waiting.	2:08:10 AM
	May I take the remote access of your local computer?	2:08:14 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:08:16 AM
Son Nguyen	closed	2:08:24 AM
Tushar	<a href="https://assist.acecloudhosting.com/join/8862734880">https://assist.acecloudhosting.com/join/8862734880</a>	2:08:44 AM
	Kindly Click on the link and open the downloaded file.	2:08:47 AM
Son Nguyen	should I do that inside the cloud computer?	2:09:00 AM
Tushar	no	2:09:13 AM
	Your local system.	2:09:20 AM
	Audio on cloud is possible let's check it if it is working fine or not.	2:11:22 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote.	2:11:34 AM
Son Nguyen	ok	2:11:35 AM
Tushar	Kindly login so that we can test the sound and your mic.	2:13:32 AM
	Are we still connected here?	2:17:38 AM
Son Nguyen	I dont rememebr my zoom login	2:17:43 AM
Tushar	You can always create a new zoom account or reset the previous one and as of the link shared by others to join a zoom call you will be able to hear them as well as speak with them.	2:20:17 AM
Son Nguyen	ok	2:20:34 AM
Tushar	Is there anything else I may help you with ?	2:20:37 AM
Son Nguyen	my coworker just login	2:21:18 AM
Tushar	Kindly test the microphone.	2:25:03 AM

Son Nguyen	the mic doesnt work	2:26:09 AM
Tushar	are speakers working fine?	2:27:08 AM
Son Nguyen	yes, they are	2:27:18 AM
Tushar	It is not detecting the microphone that is connected.	2:27:51 AM
	Is it a laptop or desktop?	2:28:05 AM
Son Nguyen	laptop	2:28:12 AM
Tushar	Kindly test now.	2:30:49 AM
Son Nguyen	is working	2:30:57 AM
Tushar	Great you can do the same for video as well.	2:31:17 AM
Son Nguyen	no need for videos,	2:31:31 AM
Tushar	Okay.	2:31:38 AM
	Is there anything else I may help you with ?	2:31:39 AM
Son Nguyen	another question, the computer is kind of slow	2:31:46 AM
	is there like an upgrade?	2:31:57 AM
Tushar	It is because of low disk space in C drive as I can see.	2:33:12 AM
	Its at 8% available free space we generally recommend it to be 20-22 % free.	2:34:03 AM
Son Nguyen	sounds good	2:34:12 AM
	maybe our 8 GB on RAM is also the problem	2:34:32 AM
	we might need to buy a new computer	2:34:39 AM
	the last question	2:34:50 AM
	is backup made by Ace Cloud Hosting?	2:35:04 AM
Tushar	currently one user is logged in and out of 8 GB RAM 5GB is being currently used.	2:36:21 AM
	If you run any application it will increase and result in slowness and if another user also log in then it will be fully used causing slowness.	2:37:09 AM
	Yes, your whole server backup is made daily on our ace cloud it doesn't use the storage provided to use on your server.	2:38:17 AM
Son Nguyen	intersting, I didnt know that the cloud ram gets split	2:39:31 AM
Tushar	After this chat ends I will be emailing you the storage plans and RAM prices if you want to upgrade you can simply revert back on that same email. I would recommend to add 2-3GB of RAM and basic storage so that it reached 20% available space left.	2:39:51 AM
Son Nguyen	ok	2:40:29 AM
Tushar	The RAM is allocated to your whole sever account all users use this same RAM at a time that's how it works.	2:40:36 AM

	Is there anything else I may help you with ?	2:40:41 AM
Son Nguyen	so the storage that you mentioned is on the cloud computer or in the local computer?	2:41:20 AM
	that makes it slow	2:41:24 AM
Tushar	The storage I mentioned is for cloud computer which is affecting your performance both the RAM and storage of the cloud server allocated to you, local system makes little difference as everything is running on cloud.	2:43:15 AM
Son Nguyen	sounds good	2:43:26 AM
	Thank you so much	2:43:30 AM
	that's all	2:43:33 AM
Tushar	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.	2:43:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:43:47 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.	2:43:52 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com). ](https://selfcare.acecloudhosting.com).)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
Tushar has ended this chat session		2:43:54 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76508 Tammy Kurylo

Email: tammy@rossi-inc.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

2 May, 7:37:25 PM

**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 39 Secs  
**City:** HILLSIDE  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 32 Secs

Tammy Kurylo	Hello, I am your Acebuddy	2 May, 7:37:26 PM
Acebuddy	Hello Tammy Kurylo, I'm your Ace Buddy. I'll be happy to assist you!	7:37:26 PM
	Whom Would You Like to Connect With?	7:37:26 PM
Tammy Kurylo	Managed IT	7:37:42 PM
Acebuddy	Please wait while we connect you to an available Representative.	7:37:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:37:43 PM
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>	7:37:49 PM
Abhijeet Arun Thakur	Thank you for contacting Ace Cloud Hosting. My name is Abhijeet. How may I assist you today?	7:38:01 PM
Tammy Kurylo	I am new to the Ace cloud hosting. I am a new user trying to login to the server. Can you please direct me	7:39:03 PM
Abhijeet Arun Thakur	What is the organization name?	7:39:26 PM
Tammy Kurylo	I beleive its under Rossie Enterprise. CID 74388	7:40:36 PM
Abhijeet Arun Thakur	Thank you for the details.	7:43:16 PM
	I will transfer you to the concerned team.	7:43:33 PM
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB &amp; App Hosting).</i>	7:43:49 PM
Tammy Kurylo	Thank you	7:44:31 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:45:10 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:45:16 PM
	Hello tammy	7:45:21 PM
Tammy Kurylo	hello	7:45:34 PM
Shashwat Verma	I will surely help you with this issue.	7:45:53 PM
	May I take the remote access of your local computer?	7:46:04 PM
Tammy Kurylo	yes	7:46:18 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	7:46:32 PM



Tammy Kurylo	ok	7:46:44 PM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/6792937687">https://assist.acecloudhosting.com/join/6792937687</a>	7:46:56 PM
	Kindly Click on the link and open the downloaded file.	7:46:59 PM
Tammy Kurylo	I am remote accessing a computer	7:47:08 PM
Shashwat Verma	To whom, let me have your access.	7:47:40 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:48:33 PM
	as per the remote session, we have configure the RDP file and reset the password for you	7:59:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:59:54 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:59:56 PM
	<i>Shashwat Verma has ended this chat session</i>	7:59:58 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#77481 Erin Richardson**

**Email:** erinwilliams678@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

27 May, 9:12:56 PM

**City:** VALENCIA  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 43 Secs

Erin Richardson	Hello, I am your Acebuddy	27 May, 9:12:57 PM
Acebuddy	Hello Erin Richardson, I'm your Ace Buddy. I'll be happy to assist you!	9:12:58 PM
	Whom Would You Like to Connect With?	9:12:58 PM
Erin Richardson	Technical Support (QB & App Hosting)	9:13:13 PM
Acebuddy	Welcome to Ace Support.	9:13:13 PM
	Please chose an option :	9:13:13 PM
Erin Richardson	I'd like to raise a Request	9:13:34 PM
Acebuddy	Please select your request type.	9:13:34 PM
Erin Richardson	Restart	9:13:45 PM
Acebuddy	Hello Erin Richardson, I'm your Ace Buddy. I'll be happy to assist you!	9:13:45 PM
	Whom Would You Like to Connect With?	9:13:45 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.	9:44:41 PM

*Ended due to chat idle timeout*

9:44:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 May, 5:46:55 PM

**#76897 Salome Franco**  
**Email:** sfranco@synergybc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Gurwinder Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 59 Secs  
**City:** SANGOLQUI  
**State:** Pichincha  
**Country:** ECUADOR

Chat Transcript

Chat Duration : 32 Mins 56 Secs

Salome Franco	Hello, I am your Acebuddy	12 May, 5:46:56 PM
Acebuddy	Hello Salome Franco, I'm your Ace Buddy. I'll be happy to assist you!	5:46:57 PM
Salome Franco	Whom Would You Like to Connect With?	5:46:57 PM
	Technical Support (QB & App Hosting)	5:47:01 PM
Acebuddy	Welcome to Ace Support.	5:47:02 PM
	Please chose an option :	5:47:02 PM
Salome Franco	I'd like to raise a Request	5:47:04 PM
Acebuddy	Please select your request type.	5:47:04 PM
Salome Franco	Setup Ace Server	5:47:38 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	5:47:38 PM
Salome Franco	Microsoft Windows	5:47:43 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	5:47:43 PM
	Do you need any further assistance on the topic?	5:47:43 PM
Salome Franco	Yes	5:47:48 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:47:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:47:48 PM
	<i>Gurwinder Singh accepted the chat transfer request.</i>	5:48:08 PM
Gurwinder Singh	Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today.	5:48:13 PM
Salome Franco	Good morning Gurwinder, i was reaching out as i need help setting up Quickbooks, the system downloaded some updates but i don't know what to do next.	5:49:18 PM
	This is via RDC	5:50:01 PM
Gurwinder Singh	Sure, Salome. We can surely assist you here. Let me try to get your account details.	5:51:34 PM
Salome Franco	Thank you!	5:52:04 PM
Gurwinder Singh	Salome, let me connect with you remote session.	5:53:07 PM

	Prior providing the access, I would suggest you to close any important documents at your end.	5:53:25 PM
	I am sending a remote session request to you on the server.	5:54:19 PM
Salome Franco	Sure, I just closed all the tabs	5:54:43 PM
Gurwinder Singh	Kindly confirm is you are login as user "Salome.f"	5:55:10 PM
Salome Franco	I confirm	5:55:56 PM
Gurwinder Singh	Kindly check the server login window, i am again sending a remote session request.	5:56:37 PM
	Kindly open the company file which want to from the list shown	5:57:32 PM
	Synergy consulting business or Synergy consulting management	5:58:06 PM
Salome Franco	Just a moment please I'm asking the person in charge	5:58:38 PM
Gurwinder Singh	Sure	5:58:47 PM
Salome Franco	Thank you	6:00:51 PM
Gurwinder Singh	Salome, are we still connected !	6:06:20 PM
Salome Franco	Yes we are!	6:06:35 PM
	Its business	6:06:51 PM
	I just got the answer thank you!	6:07:03 PM
Gurwinder Singh	Please select the file that you want and click on open tab.	6:07:41 PM
Salome Franco	I do have a login, my own user and password, do i add that info, on that window?	6:09:27 PM
	Sorry, i accidentally closed it	6:09:42 PM
Gurwinder Singh	Open again and enter your credentials there.	6:09:56 PM
Salome Franco	Thank you! It seems that I'm finally inside, now on i just need to click on QB on the main screen to enter?	6:13:10 PM
Gurwinder Singh	Yes, let me show you how you can login next time kin Quickbooks.	6:13:24 PM
Salome Franco	I'm so sorry i lost how to do it, can we go again?	6:14:46 PM
Gurwinder Singh	Sure just click on Quickbooks icon on the desktop and then click on the company file in the home page. Enter your username and password.	6:15:22 PM
	I think it works fine now.	6:16:36 PM
Salome Franco	Yay! Thank you so much!, It works i can get inside without any problem	6:17:08 PM
Gurwinder Singh	Is there anything else I may help you with ?	6:17:13 PM
Salome Franco	No that's all	6:18:08 PM
Gurwinder Singh	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p>	

	Thanks!	6:18:13 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com). ](https://selfcare.acecloudhosting.com).)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:18:16 PM
	Gurwinder Singh has ended this chat session	6:19:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	11 May, 4:43:01 AM
<p><b>#76874 xianna zhong</b></p> <p><b>Email:</b> visionpointtax@gmail.com 📞 19173029317</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Shashwat Verma</p> <p><b>Website:</b> https://www.acecloudhosting.com/support-chat.php</p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Google Chrome</p> <p><b>Device:</b> Desktop</p> <p><b>Average Response Time:</b> 20 Secs</p> <p><b>City:</b> SAN JOSE</p> <p><b>State:</b> California</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript

xianna zhong	I'd like to raise a Request	4:43:14 AM
Acebuddy	Please select your request type.	4:43:15 AM
xianna zhong	Application Update	4:43:21 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	4:43:21 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	4:43:21 AM
xianna zhong	Yes	4:43:26 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:43:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:43:26 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	4:45:05 AM
	<i>Shivam Singh is transferring the chat to Shashwat Verma.</i>	4:45:14 AM
xianna zhong	Please help	4:45:38 AM
	to update the lacerte	4:45:49 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	4:46:01 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	4:46:07 AM
	Hello Xianna	4:46:14 AM
	I will surely help you with this issue.	4:46:26 AM
	We will update the lacerate 24 and will let you know on email	4:47:04 AM
	Is that work for you?	4:47:08 AM
xianna zhong	ok	4:49:24 AM
	thx	4:49:24 AM
Shashwat Verma	Is there anything else I may help you with ?	4:49:32 AM
xianna zhong	no	4:49:48 AM
	thank you	4:49:53 AM
	havve a nice day	4:49:56 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:49:58 AM
xianna zhong	bye	4:49:58 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	4:50:02 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	4:50:04 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([ <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). ]( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Shashwat Verma has ended this chat session*

4:50:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


24 May, 2:00:03 AM

**#77417 chrisl**  
**Email:** [chrisl@lathamseeds.com](mailto:chrisl@lathamseeds.com) 📞 15154801120  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 41 Secs  
**City:** URBANDALE  
**State:** Iowa  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 50 Secs

chrisl	Hello, I am your Acebuddy	24 May, 2:00:04 AM
Acebuddy	Hello Chrisl, I'm your Ace Buddy. I'll be happy to assist you!	2:00:04 AM
	Whom Would You Like to Connect With?	2:00:04 AM
chrisl	Managed Security	2:00:12 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:00:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:00:12 AM

	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>	2:00:19 AM
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB &amp; App Hosting).</i>	2:01:03 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:01:56 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:02:00 AM
	Hello Chris	2:02:04 AM
chrisl	Ok, I am trying to log into our portal to reset a password for someone and my password doesn't seem to work. I tried to do a password reset, but when I do, it says that it'll email me, but the email is some unknown email address. Just a little concerned that someone has changed the email address or something.	2:02:22 AM
	Hi	2:02:24 AM
Shashwat Verma	I will surely help you with this issue.	2:02:43 AM
chrisl	I may have just figured it out. It sent me an OTP now to the correct email and phone...	2:03:28 AM
Shashwat Verma	Okay	2:03:46 AM
	Is there anything else I may help you with ?	2:03:53 AM
	<i>The visitor's phone number was changed to 15154801120.</i>	2:03:55 AM
chrisl	I don't think so. It looks like I got in fine now. Thank you!	2:04:17 AM
Shashwat Verma	Perfect	2:04:44 AM
	It would be great if you could click the smile button at the end of the chat to share your feedback.	2:04:49 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:04:51 AM
	<i>Shashwat Verma has ended this chat session</i>	2:04:54 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77000 samona

Email: samona@aabs.tax 📞 7198200159

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

14 May, 2:37:42 AM

**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 4 Secs  
**City:** WEST UNITY  
**State:** Ohio  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 10 Secs


samona	Hello, I am your Acebuddy	14 May, 2:37:42 AM
Acebuddy	Hello Samona, I'm your Ace Buddy. I'll be happy to assist you!	2:37:43 AM
	Whom Would You Like to Connect With?	2:37:43 AM
samona	Technical Support (QB & App Hosting)	2:37:46 AM
Acebuddy	Welcome to Ace Support.	2:37:46 AM
	Please chose an option :	2:37:46 AM
samona	I'd like to raise a Request	2:37:56 AM
Acebuddy	Please select your request type.	2:37:56 AM
samona	Other Request	2:38:08 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.	2:38:08 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:38:08 AM
samona	Yes, I'm facing issues with my server	2:38:19 AM
Acebuddy	Please select an option!	2:38:20 AM
samona	Other Issue	2:38:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:38:24 AM
samona	ticket 692961	2:38:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:38:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:38:42 AM
samona	yesterday i asked for office tools to be installed and its not	2:39:18 AM
	<i>Harsh Bhardwaj accepted the chat transfer request.</i>	2:39:52 AM
	<i>Harsh Bhardwaj is transferring the chat to Yash Kalra.</i>	2:40:08 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:40:21 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:40:24 AM
	Kindly allow me two minutes to check the same.	2:40:40 AM

samona	ok	2:40:53 AM
	yesterday i sent everything to install and again this morning	2:41:22 AM
Yash Kalra	Dear Samona, I sincerely apologize for the inconvenience caused on behalf of our team. I’ve carefully documented all the details you’ve shared,	2:43:30 AM
samona	when will it be installed	2:43:51 AM
Yash Kalra	I’ve initiated the installation process and it is currently underway. Please allow us some time to complete this procedure thoroughly.	2:44:03 AM
samona	this is absured	2:44:04 AM
	why 2 plus days	2:44:29 AM
Yash Kalra	Our team is currently working on the installation process. We will notify you as soon as it is successfully completed.	2:45:13 AM
samona	how long does that take	2:45:54 AM
Yash Kalra	Please allow us a maximum of 1 to 1.5 hours to complete the installation. While we anticipate it may take only about 30 minutes if everything proceeds smoothly, we want to provide you with a conservative estimate to ensure we meet your expectations.	2:47:39 AM
	Are we still connected here?	2:48:09 AM
samona	thank you	2:49:31 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:49:45 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">[https://selfcare.acecloudhosting.com)</a>. ](<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	2:49:49 AM
	<i>Yash Kalra has ended this chat session</i>	2:49:53 AM



**#77431 zahid**  
**Email:** zahid@columbiatax.onmicrosoft.com  
**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:** DHAKA  
**State:** Dhaka  
**Country:** BANGLADESH

zahid	Hello, I am your Acebuddy	25 May, 1:00:47 PM
Acebuddy	Hello Zahid, I'm your Ace Buddy. I'll be happy to assist you!	1:00:48 PM
	Whom Would You Like to Connect With?	1:00:48 PM
zahid	Technical Support (QB & App Hosting)	1:01:10 PM
Acebuddy	Welcome to Ace Support.	1:01:10 PM
	Please chose an option :	1:01:10 PM
zahid	I'd like to report an Issue	1:01:26 PM
Acebuddy	Please select an option!	1:01:26 PM
zahid	QuickBooks Issue	1:01:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	1:01:36 PM
zahid	Other QB related issue	1:01:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:01:50 PM
zahid	I can't print documents using Print Boss 50	1:02:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:02:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:02:39 PM
zahid	Hello	1:05:08 PM
	<i>1:08:22 PMzahid is sharing a file with you</i> <a href="#">SGR-2025-05-25.png</a> - ( Size:294.45 KB )	1:08:22 PM
	<i>When I'm selecting Print Boss 50, but it is trying to use Uni Print</i>	
	<i>1:15:11 PMzahid is sharing a file with you</i> <a href="#">Screenshot 2025-05-25 134207.png</a> - ( Size:324.91 KB )	1:15:11 PM

	<i>Same for others also.</i>	
Acebuddy	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.	1:50:32 PM
	<i>Ended due to chat idle timeout</i>	1:50:32 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 May, 2:47:31 AM

#77617 Cesar Diaz

**Email:** cesardiaz98776@gmail.com 📞 150499420028

**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:** 33 Secs

**City:** ?

**State:** Honduras

**Country:** HONDURAS

Chat Transcript

Chat Duration : 31 Mins 49 Secs

Cesar Diaz	Hello, I am your Acebuddy	30 May, 2:47:32 AM
Acebuddy	Hello Cesar.diaz, I'm your Ace Buddy. I'll be happy to assist you!	2:47:33 AM
	Whom Would You Like to Connect With?	2:47:33 AM
Cesar Diaz	Technical Support (QB & App Hosting)	2:47:40 AM
Acebuddy	Welcome to Ace Support.	2:47:40 AM
	Please chose an option :	2:47:40 AM
Cesar Diaz	I'd like to report an Issue	2:47:46 AM
Acebuddy	Please select an option!	2:47:46 AM



Cesar Diaz	Other Issue	2:47:52 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:47:52 AM
Cesar Diaz	i have problems again to log to remote desktop of the user intercentro\cmartinez	2:48:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:48:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:48:34 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:48:39 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:48:42 AM
	Hello cesar	2:48:47 AM
	I will surely help you with this issue.	2:49:50 AM
	Is this the first time you are facing this issue and is the issue faced by other users too?	2:50:00 AM
Cesar Diaz	yesterday we have the same problems,	2:50:28 AM
	we change the password and sendus a new remote access	2:50:57 AM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	2:51:05 AM
	May I take the remote access of your local computer?	2:51:09 AM
Cesar Diaz	yes go ahead	2:51:50 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	2:53:43 AM
	<a href="https://assist.acecloudhosting.com/join/8192803818">https://assist.acecloudhosting.com/join/8192803818</a>	2:53:51 AM
	<i>2:53:51 AM</i> Cesar Diaz is sharing a file with you <a href="#">1_image.png</a> - ( Size:10.23 KB )	2:53:51 AM
	Kindly Click on the link and open the downloaded file.	2:53:55 AM
Cesar Diaz	ready	3:01:34 AM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:01:44 AM
	Are we still connected here?	3:13:56 AM
	Are we still connected here?	3:14:57 AM
	Are we still connected here?	3:16:33 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:19:19 AM

*Shashwat Verma has ended this chat session*

3:19:22 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 May, 5:03:15 PM

#77522 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net 📞 15185870100

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: SARATOGA SPRINGS

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 4 Secs

Jennifer Snyder	Hello, I am your Acebuddy	28 May, 5:03:17 PM
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!	5:03:18 PM
	Whom Would You Like to Connect With?	5:03:18 PM
Jennifer Snyder	Technical Support (QB & App Hosting)	5:03:29 PM
Acebuddy	Welcome to Ace Support.	5:03:29 PM
	Please chose an option :	5:03:29 PM
Jennifer Snyder	I'd like to report an Issue	5:03:36 PM
Acebuddy	Please select an option!	5:03:36 PM
Jennifer Snyder	Other Issue	5:03:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:03:42 PM
Jennifer Snyder	I can not log into the server	5:03:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:03:58 PM
	Acebuddy (bot) forwarded the chat request	5:03:59 PM
	Navin accepted the chat transfer request.	5:04:01 PM
	Navin is transferring the chat to Support(QB & App Hosting).	5:04:14 PM

	<i>Anurag Sharma accepted the chat transfer request.</i>	5:05:06 PM
	<i>5:05:08 PMJennifer Snyder is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:36.57 KB )</i>	5:05:08 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:05:10 PM
	Hello Jennifer	5:05:13 PM
Jennifer Snyder	hello	5:05:19 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:05:50 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:05:53 PM
Jennifer Snyder	myrealdata\JenniferSn.q14	5:06:02 PM
Anurag Sharma	May I take the remote access of your local computer?	5:07:17 PM
Jennifer Snyder	yes	5:07:32 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	5:07:40 PM
	<a href="https://assist.acecloudhosting.com/join/5882353638">https://assist.acecloudhosting.com/join/5882353638</a>	5:07:45 PM
	Kindly paste this link in the browser of local computer and join the session.	5:07:50 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.	5:09:13 PM
	The issue seems to be resolved.	5:10:38 PM
	Is there anything else I may help you with ?	5:10:40 PM
Jennifer Snyder	no, I am all set.	5:11:10 PM
Anurag Sharma	Thanks for the confirmation !	5:11:12 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:11:15 PM
Jennifer Snyder	Thank you	5:11:17 PM
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:11:18 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">[https://selfcare.acecloudhosting.com)</a>. ](<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	5:11:20 PM
	<i>Anurag Sharma has ended this chat session</i>	5:11:22 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 May, 1:16:33 AM

**#76528 Austen Knight**  
**Email:** austen@texasspecialtybeverage.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**City:** TULSA  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 52 Secs

Austen Knight	Hello, I am your Acebuddy	3 May, 1:16:35 AM
Acebuddy	Hello Austen Knight, I'm your Ace Buddy. I'll be happy to assist you!	1:16:35 AM
	Whom Would You Like to Connect With?	1:16:35 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.	1:58:27 AM
	Ended due to chat idle timeout	1:58:28 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 5:58:43 PM

#76742 Susan r Lucas

Email: slbenchmark@gmail.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: 1 Min 25 Secs

City: BROADVIEW HEIGHTS

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 45 Secs

Susan r Lucas	Hello, I am your Acebuddy	8 May, 5:58:44 PM
Acebuddy	Hello Susan R Lucas, I'm your Ace Buddy. I'll be happy to assist you!	5:58:44 PM
	Whom Would You Like to Connect With?	5:58:44 PM
Susan r Lucas	Technical Support (QB & App Hosting)	5:58:52 PM
Acebuddy	Welcome to Ace Support.	5:58:53 PM
	Please chose an option :	5:58:53 PM
Susan r Lucas	I'd like to report an Issue	5:59:01 PM
Acebuddy	Please select an option!	5:59:01 PM
Susan r Lucas	Other Issue	5:59:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:59:34 PM
Susan r Lucas	I cannot log onto the network at all,	6:00:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:00:10 PM
	Acebuddy (bot) forwarded the chat request	6:00:10 PM
	Anurag Sharma accepted the chat transfer request.	6:00:49 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	6:00:53 PM
	Hello Susan	6:00:57 PM
Susan r Lucas	Hello, Of course, I just tried logging on and it worked.....	6:01:54 PM
Anurag Sharma	I am glad to know that it worked.	6:02:13 PM
	Is there anything else I may help you with ?	6:02:16 PM

	Are we still connected here?	6:03:58 PM
Susan r Lucas	It seems that if I am not actively working , it logs me off. I think I was told that it logs off after 30 mins, could it be like an hour and a half?	6:04:18 PM
Anurag Sharma	I would like to inform you that it is surely possible to do but it will be effected for all the users on the server.	6:05:21 PM
Susan r Lucas	Ahhh, so I guess I cannot. Is it 30 min? what it the actual timing	6:06:22 PM
	Seems like I have to log in all the time.	6:06:46 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:06:49 PM
	Actually it logs the user off from the server incase of no activity.	6:07:27 PM
Susan r Lucas	hmmm I think ICADVISORS	6:08:07 PM
Anurag Sharma	Kindly allow me 4-5 minutes to check the same.	6:09:39 PM
Susan r Lucas	I understand, but sometimes I have to manual work before I can put data in..... just wondering how long it is..... as I said, it seems like it is 10 min.	6:11:33 PM
Anurag Sharma	Please stay connected I am checking the same	6:14:12 PM
Susan r Lucas	ok	6:14:38 PM
Anurag Sharma	Susan I would like to inform you that the Idle time out on the server is set for 5 days	6:16:36 PM
Susan r Lucas	Ok well it logs me out sooner. And don't go anywhere I logged on to Quickbooks and it is from march.	6:17:47 PM
	I am going to try quickbooks again	6:19:12 PM
Anurag Sharma	Susan could you please confirm when was the last time you noticed this issue?	6:21:11 PM
Susan r Lucas	it is still march data	6:21:11 PM
	Just now, I used quickbooks yesterday and it was fine.	6:21:41 PM
Anurag Sharma	Kindly allow me 4-5 minutes to check the same.	6:23:45 PM
	Thank you for your patience.	6:26:06 PM
	May I take the remote access of your local computer?	6:26:14 PM
Susan r Lucas	yes	6:28:29 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	6:28:45 PM
	<a href="https://assist.acecloudhosting.com/join/1902479841">https://assist.acecloudhosting.com/join/1902479841</a>	6:29:04 PM
	Kindly paste this link in the browser of local computer and join the session.	6:29:17 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.	6:30:10 PM
	As we are already connected on the remote session. I am disconnected this chat. We will continue the trouble shooting on the remote session.	6:36:11 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:36:27 PM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 May, 5:00:57 PM

**#76494 Imtestinghere**  
**Email:** imtestinghere@gmail.com 📞 9876500345  
**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:** FARUKH NAGAR  
**State:** Haryana  
**Country:** INDIA

Chat Transcript

Chat Duration : 30 Mins 7 Secs

Imtestinghere	Hello, I am your Acebuddy	2 May, 5:00:59 PM
Acebuddy	Hello Imtestinghere, I'm your Ace Buddy. I'll be happy to assist you!	5:01:00 PM
	Whom Would You Like to Connect With?	5:01:00 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:31:06 PM
	Ended due to chat idle timeout	5:31:06 PM



# Chat Transcript

Please update ATX 2023

Visitor Details

3 May, 12:39:19 AM

**#76526 Kristin D Cooper**  
**Email:** kristin@kristincoopertaxprep.com 📞 3605099456  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/ace-support/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 22 Secs  
**City:** PORT HADLOCK  
**State:** Washington  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 39 Secs

Kristin D Cooper	Please update ATX 2023	3 May, 12:39:20 AM
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.	12:39:23 AM
Kristin D Cooper	Hello Mohit, thank you	12:39:31 AM
Mohit	Hi Kristin, seems like you need assistance with your ATX	12:39:57 AM
Kristin D Cooper	Can you please update ATX 2023 on my remote desktop? It will not allow me to complete the process. I went through this a couple of weeks ago with ATX 2024 and ACE was able to assist.	12:40:19 AM
Mohit	Sure, I am transferring this chat to of my teammates at ACE Support for further assistance	12:40:44 AM
	<i>Mohit is transferring the chat to Support(QB &amp; App Hosting).</i>	12:41:02 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:41:24 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:41:27 AM
	Hello Kristin	12:41:33 AM
	I will surely help you with this issue.	12:41:47 AM
	May I take the remote access of your local computer?	12:42:08 AM
Kristin D Cooper	Yes	12:42:25 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	12:42:48 AM
Kristin D Cooper	Done	12:42:53 AM

Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/6622408645">https://assist.acecloudhosting.com/join/6622408645</a>	12:43:01 AM
	Kindly Click on the link and open the downloaded file.	12:43:04 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:44:04 AM
	We'll be assisting you in remote session, we are closing this chat meanwhile	12:57:52 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:57:59 AM
	<i>Shashwat Verma has ended this chat session</i>	12:58:03 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	28 May, 1:49:03 AM
<p><b>#77499 Lance Blakely</b></p> <p><b>Email:</b> finance@elcopainting.com ☎ 5093016086</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Acebuddy</p> <p><b>Website:</b> https://www.acecloudhosting.com/support-chat.php</p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Google Chrome</p> <p><b>Device:</b> Desktop</p> <p><b>City:</b> KENNEWICK</p> <p><b>State:</b> Washington</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript

Lance Blakely	Hello, I am your Acebuddy	28 May, 1:49:05 AM
Acebuddy	Hello Lance Blakely, I'm your Ace Buddy. I'll be happy to assist you!	1:49:05 AM
	Whom Would You Like to Connect With?	1:49:05 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.	2:22:09 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 May, 11:57:33 PM

**#77263 hillary**  
**Email:** hillary@aeroconcrete.net ☎ 13093147264  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 28 Secs  
**City:** DURANT  
**State:** Iowa  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 22 Secs

hillary	Hello, I am your Acebuddy	20 May, 11:57:34 PM
Acebuddy	Hello Hillary, I'm your Ace Buddy. I'll be happy to assist you!	11:57:35 PM
	Whom Would You Like to Connect With?	11:57:35 PM
hillary	Technical Support (QB & App Hosting)	11:57:41 PM
Acebuddy	Welcome to Ace Support.	11:57:41 PM
	Please chose an option :	11:57:41 PM
hillary	I'd like to raise a Request	11:57:47 PM
Acebuddy	Please select your request type.	11:57:47 PM
hillary	Other Request	11:57:59 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:57:59 PM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:57:59 PM
hillary	Yes, I'm facing issues with my server	11:58:05 PM
Acebuddy	Please select an option!	11:58:05 PM
hillary	Other Issue	11:58:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:58:10 PM
hillary	My server says the account is currently disabled. I need a new server download	11:59:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:59:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:59:10 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	11:59:26 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	11:59:38 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:59:45 PM
hillary	HillaryH.ENT.rdp	21 May, 12:01:21 AM
	I am not sure it just says server on my desktop	12:01:40 AM
	its for Hillary Hawkins for Aero Concrete	12:01:47 AM
Shivam Singh	May I take the remote access of your local computer?	12:02:17 AM
hillary	Yes	12:02:23 AM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:02:51 AM
hillary	ok	12:02:57 AM
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.	12:04:07 AM
	<a href="https://assist.acecloudhosting.com/join/4042460514">https://assist.acecloudhosting.com/join/4042460514</a>	12:04:07 AM
	Please Join	12:06:51 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:08:48 AM
hillary	Thank you it is fixed	12:18:30 AM
Shivam Singh	Is there anything else I may help you with ?	12:18:32 AM
hillary	No thank you	12:18:40 AM
Shivam Singh	Much appreciated	12:18:43 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:18:48 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:18:51 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

Thanks!

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

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

12:18:54 AM

*Shivam Singh has ended this chat session*

12:18:57 AM



# Chat Transcript

## Hello, I am your Acebuddy

Visitor Details

8 May, 11:32:33 PM

**#76788 Kathy Wilson**  
**Email:** [kwilson@murryllc.com](mailto:kwilson@murryllc.com) 📞 7634505448  
**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:** 22 Secs  
**City:** HUDSON  
**State:** New Hampshire  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 27 Secs

Kathy Wilson	Hello, I am your Acebuddy	8 May, 11:32:34 PM
Acebuddy	Hello Kathy Wilson, I'm your Ace Buddy. I'll be happy to assist you!	11:32:35 PM
	Whom Would You Like to Connect With?	11:32:35 PM
Kathy Wilson	Technical Support (QB & App Hosting)	11:32:41 PM
Acebuddy	Welcome to Ace Support.	11:32:41 PM



	Please chose an option :	11:32:41 PM
Kathy Wilson	I'd like to report an Issue	11:32:51 PM
Acebuddy	Please select an option!	11:32:51 PM
Kathy Wilson	QuickBooks Issue	11:32:57 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:32:57 PM
Kathy Wilson	QuickBooks Login Issue	11:33:01 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:33:01 PM
	Was that helpful?	11:33:01 PM
Kathy Wilson	No	11:33:07 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:33:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:33:07 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:33:18 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:33:22 PM
	Hello	11:33:27 PM
Kathy Wilson	Hello, we are having the same login issue as yesterday Ticket #690549	11:34:10 PM
	receiving same error	11:34:28 PM
Shashwat Verma	I will surely help you with this issue.	11:34:29 PM
	Kindly allow me two minutes to check the same.	11:34:32 PM
	Could you please show me that issue on remote access?	11:35:41 PM
	<i>11:36:29 PMKathy Wilson is sharing a file with you</i> <i><a href="#">1_image.png</a> - ( Size:106.79 KB )</i>	11:36:29 PM
	Kindly allow me two minutes to check the same.	11:36:45 PM
	Which version of Qb are using to open the file?	11:37:31 PM
	Are we still connected here?	11:40:11 PM
Kathy Wilson	2017 Pro, sorry for the delay	11:42:40 PM
Shashwat Verma	No problem	11:43:18 PM
	Kindly allow me two minutes to check the same.	11:43:21 PM
Kathy Wilson	D:\Client Data\Client Murry\Minnesota MedTec, Inc\Minnesota Medtec, Inc-12\Quickbooks	11:43:52 PM
Shashwat Verma	We have made some changes	11:44:06 PM
	Kindly try now	11:44:11 PM
Kathy Wilson	this is where the file site	11:44:12 PM
Shashwat Verma		11:44:33 PM

	Kindly try now to access the file from server	
Kathy Wilson	I was able to login - Thank you.	11:45:29 PM
Shashwat Verma	Perfect	11:45:48 PM
Kathy Wilson	Will the "changes" you made hold over for more than a day? We had the exact same issue yesterday	11:46:27 PM
Shashwat Verma	Yes	11:47:34 PM
	It will be reflected from now on server	11:47:45 PM
Kathy Wilson	Thank you, have a great day!	11:48:46 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:48:48 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:48:53 PM
	<i>Shashwat Verma has ended this chat session</i>	11:49:02 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 6:51:43 PM

**#77287 jessica squire**  
**Email:** jessica.squire@asgsolutions.us 📞 3523034429  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 30 Secs  
**City:** WILDWOOD  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 54 Secs

jessica squire	Hello, I am your Acebuddy	21 May, 6:51:44 PM
Acebuddy	Hello Jessica.squire, I'm your Ace Buddy. I'll be happy to assist you!	6:51:45 PM

	Whom Would You Like to Connect With?	6:51:45 PM
jessica squire	Technical Support (QB & App Hosting)	6:51:50 PM
Acebuddy	Welcome to Ace Support.	6:51:50 PM
	Please chose an option :	6:51:50 PM
jessica squire	I'd like to report an Issue	6:51:58 PM
Acebuddy	Please select an option!	6:51:58 PM
jessica squire	QuickBooks Issue	6:52:02 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:52:02 PM
jessica squire	QuickBooks Update	6:52:06 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	6:52:06 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	6:52:06 PM
	Do you need any further assistance on the topic?	6:52:06 PM
jessica squire	Yes	6:52:16 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:52:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:52:16 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:52:20 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:52:46 PM
jessica squire	Great. thank you	6:53:35 PM
	I have a pop up that says there is a new QuickBooks software update but i dont have the required permissions. Contact your system administrator	6:54:18 PM
Anjainay Singh	We would like to inform you that ACE support team do the QB updates when intuit releases new version.	6:55:45 PM
jessica squire	Ok. Can this get done as soon as possible, please. We are trying to process payroll	6:56:40 PM
Anjainay Singh	Sure we will update the QB but it requires server reboot.	6:57:07 PM
jessica squire	ok	6:57:49 PM
Anjainay Singh	Please logout so that I can update the QB .	6:58:43 PM
jessica squire	Ok	6:59:14 PM
Anjainay Singh	Once it is updated I will inform you here.	7:00:52 PM
	Please stay connected.	7:05:24 PM
jessica squire	ok	7:05:45 PM

Anjainay Singh	We have updated the QB 2024 , you may login and use it now .	7:11:03 PM
	It is rebooted to complete the QB	7:13:03 PM
jessica squire	thank you	7:13:22 PM
Anjainay Singh	Jessica.squire, Is there anything else I may help you with?	7:15:41 PM
	Are we still connected here?	7:18:10 PM
jessica squire	Thank you	7:19:32 PM
Anjainay Singh	Are we still connected here?	7:19:32 PM
jessica squire	All is good	7:19:36 PM
Anjainay Singh	Please also provide your positive feedback by choosing smiling emoji .	7:20:01 PM
	You may end this chat .	7:21:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:21:40 PM
	<i>Anjainay Singh has ended this chat session</i>	7:22:38 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77379 KEITH

Email: ks.partsfast@gmail.com 📞 7133203009

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 35 Secs

City: RICHMOND

State: Texas

Country: UNITED STATES

23 May, 9:26:19 AM

Chat Transcript

Chat Duration : 42 Mins

KEITH	Hello, I am your Acebuddy	23 May, 9:26:21 AM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	9:26:22 AM
	Whom Would You Like to Connect With?	9:26:22 AM
KEITH	Technical Support (QB & App Hosting)	9:26:31 AM
Acebuddy	Welcome to Ace Support.	9:26:31 AM
	Please chose an option :	9:26:31 AM
KEITH	I'd like to report an Issue	9:27:08 AM
Acebuddy	Please select an option!	9:27:08 AM
KEITH	QuickBooks Issue	9:27:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:27:12 AM
KEITH	Other QB related issue	9:27:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:27:19 AM
KEITH	RELOCATE COMPANY FILE TO C: DRIVE	9:28:03 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:28:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:28:04 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:28:10 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:28:20 AM
KEITH	HELLO	9:29:11 AM
Shubham Kataria	Hello Keith	9:29:15 AM
KEITH	IM WORKING WITH QUICKBOOKS SUPPORT ON A DIRECT DEPOSIT ISSUE	9:29:41 AM
	IN ORDER TO PROCEED WITH UNLOCKING DIRECT DEPOSIT I NEED OUR COMPANY FILE TO BE RELOCED TO C: DRIVE	9:30:20 AM
	RELOCATED TO C DRIVE	9:30:33 AM
Shubham Kataria	Alright, I will surely help you with this.	9:30:39 AM
KEITH	UNDER USERS/PUBLIC/PUBLIC DOCUMENTS	9:30:54 AM
Shubham Kataria	Would you like to move the company file or just to copy it	9:31:13 AM
KEITH	I HAVE TRIED RUNNING BACK UP TO C DRIVE HOWEVER IT WONT COMPLETE	9:31:38 AM
	I NEED IT PERMANENTLY PLACED ON THE C DRIVE . ITS CURRENTLY ON E DRIVE	9:32:11 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:32:17 AM
KEITH	PARTSFAST.MYREALDATA.NET	9:32:41 AM
Shubham Kataria	Thank you for the information, also please provide me the company file name and location which you would like to save in C drive	9:33:39 AM

KEITH	I HAVE TO LOOK GIVE ME A MOMENT	9:34:06 AM
Shubham Kataria	No problem, take your time.	9:34:11 AM
KEITH	c: USERS>PUBLIC>PUBLIC DOCUMENTS	9:36:15 AM
Shubham Kataria	Thank you also confirm the name and location of company file in E drive.	9:36:56 AM
KEITH	ITS OUR COMPANY FILE LET ME SEE.	9:37:43 AM
Shubham Kataria	Sure	9:37:49 AM
KEITH	JUST GO TO E:DRIVE YOU GUYS CALL IT CLIENT DATA. CLICK ON IT OPEN CLIENT DATA AND ITS THE cOMPANY FILE FOR QBOOKS ENDING IN .QBW	9:40:15 AM
Shubham Kataria	Is it Parts company V2.Qbw?	9:40:21 AM
	<i>9:40:42 AMShubham Kataria is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:8.09 KB )</i>  <i>This one</i>	9:40:42 AM
KEITH	YES	9:41:01 AM
Shubham Kataria	Okay, let me save a copy in C drive	9:41:18 AM
KEITH	QUICKBOOKS SUPPORT SAID THE FILES NEEDS TO BE ON C:DRIVE TO RESOLVE A TIME STAMP ISSUE WITH ENTERPRISE 2024	9:41:46 AM
	OK	9:42:05 AM
Shubham Kataria	Sure, let me save it	9:42:25 AM
KEITH	MOVE IT SAVE IT WHAT EVER IT TAKES AND ALL THE USERS CAN LOG BACK INTO IT IN THE AM	9:42:49 AM
Shubham Kataria	Could you please ask user SalesP to log off from the server once so that I can save it	9:42:59 AM
KEITH	OK	9:42:59 AM
	OK THATS ME. GIVE ME A MINUTE	9:43:19 AM
Shubham Kataria	okay	9:43:23 AM
KEITH	OKAY WE ARE OFF	9:44:25 AM
Shubham Kataria	Thank you	9:44:34 AM
	I've saved the file in public documents in C drive. you may check	9:44:54 AM
KEITH	OK IDID NOT SEE IT	9:47:41 AM
	WHERE I WAS TOLD UNDER PUBLIC DOCUMENTS	9:47:59 AM
	WHERE DID YOU SAVE IT	9:48:19 AM
	<i>9:48:23 AMShubham Kataria is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:77.97 KB )</i>  <i>Yes, I have saved it in public document</i>	9:48:23 AM
	IS IT A BACK UP DO I NEED TO RELOAD IT	9:48:32 AM
Shubham Kataria		



	No, I've saved the file.	9:48:59 AM
	If it is still no showing up there, we can connect over remote session and check	9:51:37 AM
KEITH	MAYBE YOU CAN COME ON SERVER HELP ME LOAD IT FROM NEW LOCATION SHOW ME	9:52:28 AM
Shubham Kataria	Alright, let connect over the remote session. Going to send a remote request on server.	9:52:56 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:53:02 AM
KEITH	OK	9:53:06 AM
Shubham Kataria	Here you go, company file is opened on your end	9:58:21 AM
KEITH	show me again where you found it and why its different from where we both looked	10:01:41 AM
Shubham Kataria	The directory you're opening, this one is your local computer's C drive not server's C drive.	10:02:19 AM
	Let me show you way to open server's C drive	10:02:33 AM
	Now you're in the correct C drive. This one is server's C drive	10:03:08 AM
KEITH	show me please	10:03:37 AM
Shubham Kataria	yes	10:03:40 AM
	Here it is, would you like me to show it again	10:04:33 AM
KEITH	ok i understand	10:04:35 AM
	and the file will open fine in multiuser mode	10:04:53 AM
Shubham Kataria	Yes, there will be no issue in order to access the file. it will work same as always	10:05:13 AM
KEITH	ok thank you. do we need to delete the other file on e drive	10:05:34 AM
Shubham Kataria	This is totally up to you but personally I suggest please keep the file there.	10:06:15 AM
KEITH	for a bit i guess. i just dont want to be charged for more or excessive space in the future	10:06:52 AM
Shubham Kataria	No you won't get charged for this	10:07:05 AM
KEITH	ok	10:07:11 AM
	thank you	10:07:14 AM
Shubham Kataria	You have enough space in both of your drives	10:07:38 AM
	you're welcome	10:07:45 AM
	Is there anything else I may help you with ?	10:07:49 AM
KEITH	no good day	10:08:02 AM
Shubham Kataria	You too	10:08:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:08:16 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am</p>	

working. I will appreciate that. or you may send your feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com).  
Thanks!

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

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

10:08:19 AM

*Shubham Kataria has ended this chat session*

10:08:22 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 May, 3:40:46 AM

**#77158 Jenifer campa**  
**Email:** [jc@acpnational.com](mailto:jc@acpnational.com)  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** OKLAHOMA CITY  
**State:** Oklahoma  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 42 Secs

Jenifer campa	Hello, I am your Acebuddy	17 May, 3:40:47 AM
Acebuddy	Hello Jenifer Campa, I'm your Ace Buddy. I'll be happy to assist you!	3:40:48 AM
	Whom Would You Like to Connect With?	3:40:48 AM
Jenifer campa	Technical Support (QB & App Hosting)	3:41:04 AM
Acebuddy	Welcome to Ace Support.	3:41:04 AM
	Please chose an option :	3:41:04 AM
Jenifer campa	I'd like to raise a Request	3:42:40 AM

Acebuddy	Please select your request type.	3:42:41 AM
Jenifer campa	Setup Ace Server	3:42:52 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	3:42:52 AM
Jenifer campa	MacOS	3:42:57 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	3:42:57 AM
	Do you need any further assistance on the topic?	3:42:57 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:21:30 AM
	Ended due to chat idle timeout	4:21:30 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 May, 2:18:37 AM

**#77326 Andy**  
**Email:** kcorrea@lokring.com 📞 13104066663  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 32 Secs  
**City:** EL MONTE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 48 Secs

Andy	Hello, I am your Acebuddy	22 May, 2:18:39 AM
Acebuddy	Hello Andy Steven, I'm your Ace Buddy. I'll be happy to assist you!	2:18:39 AM

	Whom Would You Like to Connect With?	2:18:39 AM
Andy	Technical Support (QB & App Hosting)	2:19:17 AM
Acebuddy	Welcome to Ace Support.	2:19:17 AM
	Please chose an option :	2:19:17 AM
Andy	I'd like to raise a Request	2:19:21 AM
Acebuddy	Please select your request type.	2:19:21 AM
Andy	Restart	2:19:24 AM
Acebuddy	Hello Andy Steven, I'm your Ace Buddy. I'll be happy to assist you!	2:19:24 AM
	Whom Would You Like to Connect With?	2:19:24 AM
Andy	Technical Support (QB & App Hosting)	2:19:28 AM
Acebuddy	Welcome to Ace Support.	2:19:28 AM
	Please chose an option :	2:19:28 AM
Andy	I'd like to raise a Request	2:19:34 AM
Acebuddy	Please select your request type.	2:19:34 AM
Andy	Reboot your Server	2:19:40 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	2:19:40 AM
	Do you need any further assistance on the topic?	2:19:40 AM
Andy	Yes	2:19:45 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:19:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:19:45 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:19:58 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:20:08 AM
Andy	Server Name: LokringWC.myrealdata.net	2:20:17 AM
Ashutosh Mishra	I will surely help you with this issue.	2:20:21 AM
Andy	Username : myrealdata\SandraFi	2:20:33 AM
	Username : myrealdata\SandraFi	2:20:49 AM
	Reboot server please	2:20:59 AM
Ashutosh Mishra	Thanks for the confirmation ! I am proceeding with the request.	2:21:19 AM
Andy	Ok	2:21:32 AM
Ashutosh Mishra	Should i sign off LWC_KathyC as she is still logged in?	2:22:10 AM
Andy	Yes sign her off	2:22:19 AM

Ashutosh Mishra	I have rebooted the server and will confirm you once it is up and running.	2:22:57 AM
Andy	Ok	2:23:08 AM
Ashutosh Mishra	Reboot is complete.	2:24:09 AM
Andy	Thank you!	2:24:26 AM
Andy Steven has ended this chat session		2:24:27 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 7:27:50 PM

#76764 acelis

**Email:** acelis@clearwaterlandscaping.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:** BINAKAYAN-KANLURAN

**State:** Laguna

**Country:** PHILIPPINES

Chat Transcript

Chat Duration : 43 Mins 20 Secs

acelis	Hello, I am your Acebuddy	8 May, 7:27:53 PM
Acebuddy	Hello Vhan Celis, I'm your Ace Buddy. I'll be happy to assist you!	7:27:54 PM
	Whom Would You Like to Connect With?	7:27:54 PM
acelis	Technical Support (QB & App Hosting)	7:28:18 PM
Acebuddy	Welcome to Ace Support.	7:28:18 PM
	Please chose an option :	7:28:18 PM
acelis	I'd like to raise a Request	7:28:26 PM
Acebuddy		

	Please select your request type.	7:28:26 PM
acelis	Setup Ace Server	7:28:48 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	7:28:48 PM
acelis	Microsoft Windows	7:28:52 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	7:28:52 PM
	Do you need any further assistance on the topic?	7:28:52 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:11:14 PM
	Ended due to chat idle timeout	8:11:14 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 May, 8:09:07 AM

#77574 Imelda Morales

**Email:** purchasing@arizagf.com 📞 13104619549

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** SAN GABRIEL

**State:** California


**Country:** UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 28 Secs

Imelda Morales	Hello, I am your Acebuddy	29 May, 8:09:08 AM
Acebuddy	Hello Purchasing, I'm your Ace Buddy. I'll be happy to assist you!	8:09:09 AM



	Whom Would You Like to Connect With?	8:09:09 AM
Imelda Morales	Technical Support (QB & App Hosting)	8:09:22 AM
Acebuddy	Welcome to Ace Support.	8:09:22 AM
	Please chose an option :	8:09:22 AM
Imelda Morales	I'd like to raise a Request	8:09:31 AM
Acebuddy	Please select your request type.	8:09:31 AM
Imelda Morales	Other Request	8:09:44 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.	8:09:44 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:09:44 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:42:36 AM
	<i>Ended due to chat idle timeout</i>	8:42:36 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76629 Drew Cooke

Email: drewc@neomarketingonline.com 📞 3309331843

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: NORTH CANTON

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 8 Secs

Drew Cooke	Hello, I am your Acebuddy	6 May, 6:37:45 PM
Acebuddy	Hello Drew Cooke, I'm your Ace Buddy. I'll be happy to assist you!	6:37:46 PM
	Whom Would You Like to Connect With?	6:37:46 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:12:54 PM
Ended due to chat idle timeout		7:12:54 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 12:01:12 PM

#77127 ANILA V NAIR

**Email:** anilavnair5@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** KOTTAYAM

**State:** Kerala

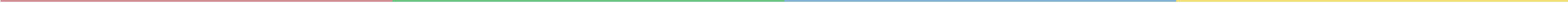
**Country:** INDIA

Chat Transcript

Chat Duration : 35 Secs

ANILA V NAIR	Hello, I am your Acebuddy	16 May, 12:01:13 PM
Acebuddy	Hello Anila V Nair, I'm your Ace Buddy. I'll be happy to assist you!	12:01:14 PM
	Whom Would You Like to Connect With?	12:01:14 PM
ANILA V NAIR	Technical Support (QB & App Hosting)	12:01:21 PM
Acebuddy	Welcome to Ace Support.	12:01:21 PM
	Please chose an option :	12:01:21 PM
ANILA V NAIR	I'd like to raise a Request	12:01:33 PM

Acebuddy	Please select your request type.	12:01:34 PM
ANILA V NAIR	Other Request	12:01:42 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.	12:01:42 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:01:42 PM
ANILA V NAIR	No, That'll be all!	12:01:49 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	12:01:49 PM
	<i>Acebuddy has ended this chat session</i>	12:01:49 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 13 May, 6:00:50 PM

#76964 Moelectricllc  
**Email:** moelectricllc@gmail.com ☎ 16072058323  
**Department:** Support(QB & App Hosting)  
**Operator:** Ankit Kumar  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 24 Secs  
**City:** ENDICOTT  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript Chat Duration : 31 Mins 45 Secs

Moelectricllc	Hello, I am your Acebuddy	13 May, 6:00:52 PM
Acebuddy	Hello Matthew Ousterout, I'm your Ace Buddy. I'll be happy to assist you!	6:00:54 PM
	Whom Would You Like to Connect With?	6:00:54 PM
Moelectricllc	Technical Support (QB & App Hosting)	6:00:59 PM

Acebuddy	Welcome to Ace Support.	6:00:59 PM
	Please chose an option :	6:00:59 PM
Moelectricllc	I'd like to report an Issue	6:01:09 PM
Acebuddy	Please select an option!	6:01:09 PM
Moelectricllc	Other Issue	6:01:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:01:14 PM
Moelectricllc	It says I do not have permission to access Qblivepro1 and to contact my network administrator	6:02:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:02:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:02:03 PM
	<i>Ankit accepted the chat transfer request.</i>	6:02:32 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	6:02:39 PM
	Hello Matthew !!	6:02:56 PM
Moelectricllc	Hi, Thank you	6:03:04 PM
Ankit	I deeply apologize for the inconvenience caused to you.	6:03:25 PM
	I will surely help you with this issue.	6:03:31 PM
	Kindly help me with your username?	6:04:03 PM
Moelectricllc	matthewo.pro1	6:04:26 PM
Ankit	Thank you for the details.	6:04:42 PM
	Kindly allow me 3-4 minutes to check the same.	6:04:51 PM
	Thank you for waiting. Matthew, As I can see from the backend, you are currently logged into the server.	6:07:37 PM
Moelectricllc	I am logged in but it won't let me access any of my files.	6:07:55 PM
Ankit	Okay.	6:08:03 PM
	Is this the first time you are facing this issue?	6:08:05 PM
Moelectricllc	Yes	6:08:09 PM
	<i>6:08:32 PMMoelectricllc is sharing a file with you</i> <a href="#">image.jpg</a> - ( Size:2.76 MB )	6:08:32 PM
Ankit	Is it okay if I end your session from the backend once, so you can try accessing it again and check if the issue is resolved?	6:09:16 PM
Moelectricllc	Yes	6:09:25 PM
Ankit	Thanks for the confirmation !	6:09:37 PM
Moelectricllc	It also said something about my recycle bin being corrupted. Not sure if that matters.	6:09:59 PM
Ankit	Sure, we will make sure everything is working for you.	6:11:07 PM

	Please try accessing the server now and check if the issue is resolved.	
Moelectricllc	I just logged on and it says recycle bin is corrupted and asks if I want to empty recycle bin. It also says windows cannot access \\Qblivepro1\Profile\$\MatthewO.pro1\Desktop.	6:12:44 PM
	contact your network administrator to request access.	6:13:00 PM
Ankit	Thank you for the details.	6:13:21 PM
	Kindly allow me 7-8 minutes to check the same.	6:13:33 PM
	<i>6:14:06 PMMoelectricllc is sharing a file with you</i> <i><a href="#">image.jpg</a> - ( Size:1.82 MB )</i>  <i>Here are messages</i>	6:14:06 PM
Moelectricllc	I tried to send a photo	6:14:21 PM
Ankit	Thank you for your patience.	6:14:37 PM
	May I take the remote access of your server?	6:14:38 PM
Moelectricllc	Yes	6:15:03 PM
Ankit	Prior providing the access, I would suggest you to close any important documents at your end.	6:15:20 PM
Moelectricllc	I can't open anything so it's all closed	6:15:39 PM
Ankit	Thanks for the confirmation !	6:15:48 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.	6:15:52 PM
	As discussed over the remote session, we will check your user profile from the backend to ensure everything is working properly. We will update you about the status via email.	6:29:29 PM
	Also, we might need to reset your current user profile. Please note that all your data will remain intact, but you may lose your Chrome history and bookmarks.	6:30:58 PM
Moelectricllc	Thank you	6:30:58 PM
Ankit	Thank you for understanding	6:31:24 PM
Moelectricllc	That is ok to lose history and bookmarks.	6:31:30 PM
Ankit	This might take another 1-2 hours.	6:31:49 PM
	Is there anything else I may help you with ?	6:31:52 PM
Moelectricllc	No. I will check email for updates. Thank you!	6:32:13 PM
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:32:26 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p>	6:32:31 PM

Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com). ](https://selfcare.acecloudhosting.com).)  
  
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ankit has ended this chat session6:32:38 PM



# Chat Transcript

## Hello, I am your Acebuddy

Visitor Details29 May, 9:53:24 PM

#77593 Russell Ewing  
**Email:** tax@ewingaccounting.net ☎ 15097583231  
**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:** 14 Secs  
**City:** LEWISTON  
**State:** Idaho  
**Country:** UNITED STATES

Chat TranscriptChat Duration : 8 Mins 36 Secs

Russell Ewing	Hello, I am your Acebuddy	29 May, 9:53:25 PM
Acebuddy	Hello Russell Ewing, I'm your Ace Buddy. I'll be happy to assist you!	9:53:25 PM
	Whom Would You Like to Connect With?	9:53:25 PM
Russell Ewing	Technical Support (QB & App Hosting)	9:53:34 PM
Acebuddy	Welcome to Ace Support.	9:53:34 PM
	Please chose an option :	9:53:34 PM
Russell Ewing	I'd like to raise a Request	9:53:41 PM
Acebuddy	Please select your request type.	9:53:41 PM



Russell Ewing	Other Request	9:53:48 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:53:48 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:53:48 PM
Russell Ewing	Yes, I'm facing issues with my server	9:53:57 PM
Acebuddy	Please select an option!	9:53:57 PM
Russell Ewing	Other Issue	9:54:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:54:05 PM
Russell Ewing	Ticket ID 703007	9:54:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:54:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:54:25 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:55:10 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:55:12 PM
Russell Ewing	Remote desktop open in all of my monitors.	9:55:18 PM
Shashwat Verma	Hello Russell	9:55:19 PM
	I will surely help you with this issue.	9:55:28 PM
	May I take the remote access of your local computer?	9:55:40 PM
Russell Ewing	yes	9:55:55 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:56:35 PM
	<a href="https://assist.acecloudhosting.com/join/6332262775">https://assist.acecloudhosting.com/join/6332262775</a>	9:56:50 PM
	Kindly Click on the link and open the downloaded file.	9:56:52 PM
	Issue resolved on remote session by rdp setting	10:01:53 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	10:01:56 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:01:58 PM
	<i>Shashwat Verma has ended this chat session</i>	10:02:01 PM



#77033 Test Account

Email: test@test.com 📞 +917878787878

Department: Support(QB & App Hosting)

Operator: ACH Staging (Vishal)

Website: https://vishaldharan.me/chatbot/chatbot.html

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Test Account	Hello, I am your Acebuddy	14 May, 10:45:20 PM
ACH Staging (Vishal)	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	10:45:21 PM
	Whom Would You Like to Connect With?	10:45:21 PM
Test Account	Technical Support (QB & App Hosting)	10:45:23 PM
ACH Staging (Vishal)	Welcome to Ace Support.	10:45:23 PM
	Please chose an option :	10:45:23 PM
Test Account	I'd like to raise a Request	10:45:33 PM
ACH Staging (Vishal)	Please select your request type.	10:45:33 PM
Test Account	Password Reset	10:45:38 PM
ACH Staging (Vishal)	Please select an option below	10:45:38 PM
Test Account	Already Enrolled to Selfcare Portal	10:45:41 PM
ACH Staging (Vishal)	Please follow the process mentioned in the link below inorder to reset your server password.	10:45:41 PM
	Do you need any further assistance on the topic?	10:45:41 PM
Test Account	No	10:45:47 PM
ACH Staging (Vishal)	Thank you for contacting Ace Support. Have a nice day!	10:45:47 PM
	<i>ACH Staging (Vishal) has ended this chat session</i>	10:45:47 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 10:33:25 PM

#77198 Asif Ali

Email: admin@qscpa.com 📞 16145587724

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript		Chat Duration : 46 Mins 3 Secs
Asif Ali	Hello, I am your Acebuddy	19 May, 10:33:26 PM
Acebuddy	Hello Asif Ali, I'm your Ace Buddy. I'll be happy to assist you!	10:33:26 PM
	Whom Would You Like to Connect With?	10:33:26 PM
Asif Ali	Technical Support (QB & App Hosting)	10:33:34 PM
Acebuddy	Welcome to Ace Support.	10:33:34 PM
	Please chose an option :	10:33:34 PM
Asif Ali	I'd like to report an Issue	10:33:40 PM
Acebuddy	Please select an option!	10:33:40 PM
Asif Ali	Other Issue	10:33:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:33:45 PM
Asif Ali	VPN Client is disconnected.	10:34:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:34:01 PM
	Acebuddy (bot) forwarded the chat request	10:34:01 PM
	Shivam Singh accepted the chat transfer request.	10:34:13 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	10:34:20 PM

Asif Ali	Hi Shivam	10:34:29 PM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:34:39 PM
Asif Ali	User3 is the remote desktop I am using	10:35:17 PM
	it is for 3QsCPA Inc Account	10:35:27 PM
	However all remote desktop users cannot access shared drive due to inactive VPN Client.	10:35:55 PM
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.	10:36:14 PM
	<i>10:36:28 PMAsif Ali is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:38.94 KB )	10:36:28 PM
	thanks for the screenshot, let me look into it.	10:38:09 PM
	Hi Asif there is an ongoing ticket- #695116 related to the VPN issue. We attempted to reach you at 6149293287 but were unable to get through. Please let us know your preferred time so we can schedule a meeting with our NOC team to assist you further. (Edited)	10:46:15 PM
	Please let us know so that we can actively work on it to resolve the issue at once.	10:48:07 PM
	Asif, Are we still connected here ?	10:50:44 PM
Asif Ali	I am here	10:51:19 PM
	you can call me at 6144010576	10:51:28 PM
Shivam Singh	We need to schedule a meeting with our NOC team via Microsoft Teams	10:54:24 PM
	Let me schedule a meeting so that we can have it scheduled over the meeting, if you are available now.	10:56:32 PM
Asif Ali	I am available from 12:30 PM till 6PM EST.	10:56:34 PM
	I am available now.	10:56:45 PM
Shivam Singh	Thanks for the confirmation.	10:57:30 PM
	Allow me a moment, please stay connected.	10:58:16 PM
Asif Ali	ok	10:58:29 PM
Shivam Singh	let me set things up for you.	10:58:48 PM
Asif Ali	ok	10:58:58 PM
	my e-mail id is "admin@3qscpa.com" for TEAMS Meeting.	10:59:36 PM
Shivam Singh	thanks for the email	11:00:19 PM
	Hi Asif, please join the meeting using the below link :-  https://teams.microsoft.com/l/meetup-join/19%3ameeting_ODg0MWFmMDctYmYxNS00MjAzLTk4MGQtYTBhODZkODMxOWRh%40thread.v2/0?context=%7b%22Tid%22%3a%2223b65983-5670-4f14-a752-784cd5cf0cd7%22%2c%22Oid%22%3a%22c8aa1809-9db5-4e08-b242-de1b929b455a%22%7d	11:06:29 PM
	have you joined ?	11:08:40 PM

	Are we still connected here?	11:09:56 PM
	Are we still connected here?	11:11:41 PM
Asif Ali	I am here	11:13:02 PM
Shivam Singh	please join	11:13:17 PM
	Team is waiting for you.	11:13:32 PM
	please confirm when you join.	11:13:51 PM
	Please unmute yourself	11:14:34 PM
	As I checked that you joined the meeting.	11:17:05 PM
	We are moving forward with disconnecting the chat. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:18:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:18:44 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>). <a href="https://selfcare.acecloudhosting.com">](https://selfcare.acecloudhosting.com)</a>.)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:19:21 PM

*Shivam Singh has ended this chat session*

11:19:30 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76406 Shawn OBrien

Email: [sobrien@iasotherapeutics.com](mailto:sobrien@iasotherapeutics.com)

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

1 May, 1:19:58 AM

**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 25 Secs  
**City:** FENTON  
**State:** Michigan  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 51 Mins 28 Secs

Shawn OBrien	Hello, I am your Acebuddy	1 May, 1:19:59 AM
Acebuddy	Hello Shawn Obrien, I'm your Ace Buddy. I'll be happy to assist you!	1:20:00 AM
	Whom Would You Like to Connect With?	1:20:00 AM
Shawn OBrien	Technical Support (QB & App Hosting)	1:20:04 AM
Acebuddy	Welcome to Ace Support.	1:20:04 AM
	Please chose an option :	1:20:04 AM
Shawn OBrien	I'd like to report an Issue	1:20:09 AM
Acebuddy	Please select an option!	1:20:09 AM
Shawn OBrien	QuickBooks Issue	1:20:15 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:20:15 AM
Shawn OBrien	Other QB related issue	1:20:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:20:18 AM
Shawn OBrien	I am not able to run sync between QB and Chase360	1:21:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:21:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:21:19 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:21:54 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:21:58 AM
	Hello Shawn	1:22:04 AM
Shawn OBrien	hello	1:22:18 AM
Shashwat Verma	I will surely help you with this issue.	1:22:18 AM
Shawn OBrien	great thanks	1:22:49 AM
Shashwat Verma	Are you using Chase360 application on server?	1:23:50 AM
Shawn OBrien	I have not been the admin prior to today, but i now have the password for QB. I am trying to run the connector but it is not working, telling me "The information you entered for Admin doesn't match our records. Please try again"	1:24:06 AM



	I am using bill.com sync dashboard on same server as QB	1:24:26 AM
	it works for prior admin who is our CEO, but not for me	1:24:39 AM
	we are using the same credentials	1:24:55 AM
Shashwat Verma	Okay	1:25:35 AM
	So you have the issue with Bank feed right?	1:25:49 AM
Shawn OBrien	I attempt to run bill.com sync dashboard and get the error. I don't know about bank feed	1:26:45 AM
Shashwat Verma	Okay, Got it.	1:26:58 AM
Shawn OBrien	I am using same user "Admin" and password as the other person to log in to QB and the error comes in the bill.com module. Other user logs into QB, then runs bill.com sync dashboard and enters same login credentials to that application. It works for him	1:28:35 AM
Shashwat Verma	We have seen this type of issue before, and based on our findings, it typically occurs due to a pending QuickBooks update from our end.  Since you are on a shared server, we can only run such updates during night hours to avoid impacting other users. We will proceed with the update tonight and inform you once it is completed. You can then try accessing QuickBooks again.	1:28:45 AM
Shawn OBrien	why would it work for him and not for me?	1:29:06 AM
	what would an update do that would change that?	1:29:30 AM
Shashwat Verma	That are general patch updates from Quickbooks	1:30:03 AM
	Let me check	1:30:18 AM
Shawn OBrien	he is able to perform the task. this does not seem to be a general update issue	1:30:28 AM
	I should be able to perform the same task as the same suer	1:30:38 AM
Shashwat Verma	May I take the remote access of your server?	1:30:40 AM
Shawn OBrien	user	1:30:40 AM
	yes	1:30:43 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:30:48 AM
Shawn OBrien	you can only see my server screen correct?	1:31:09 AM
Shashwat Verma	Yes	1:31:16 AM
	Seems your credential are not correct	1:32:15 AM
Shawn OBrien	but they are, they are the same credentials i use to log in to QB	1:32:35 AM
Shashwat Verma	Okay	1:32:39 AM
	May I know the name of the other user able to login ?	1:33:22 AM
Shawn OBrien	Robert Forgey	1:33:32 AM
Shashwat Verma	Okay	1:33:44 AM
	Shawn , Can we just logoff-login you for testing purpose	1:34:17 AM



Shawn OBrien	yes	1:34:30 AM
Shashwat Verma	Okay, just re-login once again	1:34:42 AM
	Will take the remote back	1:34:58 AM
Shawn OBrien	ok in process	1:35:10 AM
	ok i'm back in	1:36:05 AM
Shashwat Verma	Try now	1:36:17 AM
Shawn OBrien	ok	1:36:22 AM
	same error	1:37:44 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	1:38:22 AM
	Kindly login the file	1:42:06 AM
	Shawn, could you please ask robert to login the server now?	1:45:36 AM
	We have to check some checkpoints from their end	1:45:54 AM
Shawn OBrien	ok you just need him to login to the server or also to Quickbooks?	1:46:13 AM
Shashwat Verma	Also to the QB and bill.com	1:46:22 AM
Shawn OBrien	ok i will need to close out and log out	1:47:21 AM
	is that fine?	1:47:29 AM
Shashwat Verma	Shawn, also when you have last time sync the bill.com?	1:47:43 AM
Shawn OBrien	I have not been able to do it. I am admin today for the first time. Robert has been admin and he gave me the credentials today	1:48:20 AM
Shashwat Verma	As bill.com is set to auto sync from the previous admin and you don't have to sync it every time	1:48:38 AM
	<i>1:48:48 AMShashwat Verma is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:24.59 KB</i> )	1:48:48 AM
	No need to do so	1:48:54 AM
	Sync can only be perform once for one company file (Edited)	1:49:10 AM
	Which is already set by Robert	1:49:24 AM
Shawn OBrien	it does not auto sync he has had to do it through the app i am having trouble with	1:49:38 AM
	if we are both using same admin credentials	1:49:58 AM
	how can i do it	1:50:09 AM
Shashwat Verma	I have attached the ss as proof if auto sync	1:50:13 AM
	Because the same file already getting syncing from same credentials in another user session	1:50:46 AM
Shawn OBrien	the settings say it does, but it does not, we have to wait for him to run it before the data comes through. so now we want me to do it. We need to remove it from him then so i can do it	1:51:08 AM
Shashwat Verma	Shawn, as of now setting are set like just can be sync by robert session only, which was done by	1:51:58 AM

	Robert himself	
Shawn OBrien	we need it changed to be on my session. how do we do that?	1:52:18 AM
Shashwat Verma	Okay, robert will not able to do so	1:52:36 AM
	Then	1:52:42 AM
Shawn OBrien	that is fine he doesn't want to anymore	1:52:44 AM
Shashwat Verma	Okay	1:52:48 AM
	Let me check	1:59:05 AM
	Could you please share me the password of both QB and bill.com admin	2:00:15 AM
	Shawn, Bill.com have its own credentials	2:01:03 AM
Shawn OBrien	hmmm ok that's not what I was told but let me try something	2:01:45 AM
Shashwat Verma	okay	2:01:49 AM
	Shawn, looks like you have to loop Robert for the same (Edited)	2:03:23 AM
Shawn OBrien	So i need bill.com to give me credentials?	2:04:18 AM
Shashwat Verma	Yes, correct	2:04:26 AM
Shawn OBrien	Bob had it working, we just took him out	2:04:43 AM
Shashwat Verma	Sorry, did not get you	2:05:29 AM
Shawn OBrien	well now it won't work for him either	2:05:52 AM
Shashwat Verma	We have no username registered as Bob	2:05:59 AM
Shawn OBrien	robert	2:06:05 AM
	bob is nickname	2:06:10 AM
Shashwat Verma	Yes	2:06:13 AM
	Bill.com is not currently sync	2:06:28 AM
	We need bill.com credential for the same	2:06:42 AM
	We can't revert back to him without these credentials	2:07:10 AM
Shawn OBrien	ok you can't help me then and now it is worse. I will need to contact bill.com and find out how to fix this	2:08:41 AM
Shashwat Verma	No it's not worse as we just need credentials to start the sync again	2:09:05 AM
	No data loss will occur as we have already backup of the file	2:09:24 AM
Shawn OBrien	the credentials he has are the ones I am trying to use	2:09:24 AM
	the sync he had working is not there anymore	2:09:42 AM
Shashwat Verma	Yes	2:09:51 AM
	Just get the credentials we'll start it back	2:10:17 AM

Shawn OBrien	yeah, so that's worse. he doesn't have different credentials.	2:10:22 AM
Shashwat Verma	Try connect to Bill.com	2:10:29 AM
Shawn OBrien	the credentials he has are failing here	2:10:33 AM
Shashwat Verma	Shawn, we already prompt you that we can't revert back to Robert with your concern	2:11:13 AM
Shawn OBrien	bye	2:11:25 AM
	Shawn OBrien has ended this chat session	2:11:28 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 3:19:27 AM

#76805 Madison Hall

**Email:** madison.h@myrealdata.net

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** KERRVILLE

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 9 Secs

Madison Hall	Hello, I am your Acebuddy	9 May, 3:19:29 AM
Acebuddy	Hello Madison Hall, I'm your Ace Buddy. I'll be happy to assist you!	3:19:32 AM
	Whom Would You Like to Connect With?	3:19:32 AM
Madison Hall	Technical Support (QB & App Hosting)	3:19:39 AM
Acebuddy	Welcome to Ace Support.	3:19:39 AM
	Please chose an option :	3:19:39 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 May, 8:09:37 PM

**#77349 Christopher Facendola**  
**Email:** chris@amgair.com 📞 201-782-1782  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 29 Secs  
**City:** RAMSEY  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 13 Secs

Christopher Facendola	Hello, I am your Acebuddy	22 May, 8:09:38 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	8:10:02 PM
	Hello Chris	8:10:08 PM
Christopher Facendola	Anurag, Sorry not sure why i'm having issues staying connected, yes you have permission to reset the server.	8:10:25 PM
Anurag Sharma	Thanks for the confirmation !	8:11:00 PM
	Chris could you please confirm if you face this issue frequently? (Edited)	8:12:18 PM
	Are we still connected here?	8:14:03 PM
Christopher Facendola	yes	8:14:20 PM
	and it's been more and more recent	8:14:25 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	8:15:56 PM
	May I take the remote access of your server?	8:15:59 PM
Christopher Facendola	Yes	8:16:54 PM
Anurag Sharma	Please login to the server so that I can take the remote access.	8:17:02 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:17:10 PM

Christopher Facendola	go ahead.	8:17:25 PM
Anurag Sharma	Please accept the remote session request on the server.	8:17:39 PM
	Are you there?	8:19:06 PM
Christopher Facendola	yes	8:19:14 PM
	But i'm not seeing any remote session request.	8:19:24 PM
	If you could try again	8:19:34 PM
Anurag Sharma	Okay	8:19:39 PM
Christopher Facendola	Should be good	8:19:51 PM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:20:13 PM
Christopher Facendola	No worries, thanks for the help.	8:20:24 PM
	I'm going to step away for 5 min I will be back.	8:20:32 PM
Anurag Sharma	Chris, I would need your help to resolve this issue.	8:21:00 PM
	As there might be the need to log you off and relogin you into the server.	8:21:15 PM
	I hope you will understand.	8:21:20 PM
	If incase you are busy right now. We can schedule a callback for you in your availability time.	8:22:33 PM
	Are we still connected here?	8:23:32 PM
	Are we still connected here?	8:24:32 PM
	Are we still connected here?	8:25:07 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.	8:25:09 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:25:11 PM
	<i>Anurag Sharma has ended this chat session</i>	8:25:13 PM



**#76996 Vicki Vargo**  
**Email:** treasurer@scws-al-anon.org 📞 17143492122  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 52 Secs  
**City:** ANAHEIM  
**State:** California  
**Country:** UNITED STATES

Vicki Vargo	Hello, I am your Acebuddy	14 May, 1:26:20 AM
Acebuddy	Hello Ben Popelar, I'm your Ace Buddy. I'll be happy to assist you!	1:26:21 AM
	Whom Would You Like to Connect With?	1:26:21 AM
Vicki Vargo	Technical Support (QB & App Hosting)	1:26:25 AM
Acebuddy	Welcome to Ace Support.	1:26:25 AM
	Please chose an option :	1:26:25 AM
Vicki Vargo	I'd like to report an Issue	1:26:32 AM
Acebuddy	Please select an option!	1:26:32 AM
Vicki Vargo	QuickBooks Issue	1:26:35 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:26:35 AM
Vicki Vargo	Other QB related issue	1:26:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:26:39 AM
Vicki Vargo	The following error message is issued when we attempt to import transactions from our bank:	1:27:28 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:27:29 AM
	Acebuddy (bot) forwarded the chat request	1:27:29 AM
	Ashutosh Mishra accepted the chat transfer request.	1:27:39 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:27:48 AM
Vicki Vargo	Error 3371, StatusCode - 1	1:28:06 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:28:18 AM
Vicki Vargo	myrealdata\Treasurer.NPRE1	1:29:09 AM



	The user's name is Vicki Vargo I'm the IT guy...	1:30:11 AM
Ashutosh Mishra	Is the business name Southern California World Services Inc?	1:30:59 AM
Vicki Vargo	Yes	1:31:05 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	1:31:23 AM
Vicki Vargo	sure	1:31:31 AM
Ashutosh Mishra	I see you are not logged in the server.	1:32:46 AM
Vicki Vargo	that is correct; I can be if necessary	1:33:17 AM
Ashutosh Mishra	Yes, please login so we can check in real time what issue is occurring.	1:33:43 AM
Vicki Vargo	I do not know how to reproduce the problem; QB help directs us to load the QB Tool Hub application... Can you install that tool on our desktop?	1:37:33 AM
Ashutosh Mishra	I will check for this, also please let me know if this is the first time you are facing the issue.	1:38:18 AM
Vicki Vargo	It is the first time we have run into the error message; we have imported our transaction weekly without running into the error message.	1:39:49 AM
Ashutosh Mishra	I see, i will add the Tool hub on your desktop you can check as per your convenience. Also if this is the first time it has happened and the issue is not recurring than it is likely a minor glitch and would have been sorted now since servers reboot and get optimized everyday.	1:42:50 AM
Vicki Vargo	It is recurring; we have attempted to import the transactions a few time in the last week and received the same error message	1:44:01 AM
Ashutosh Mishra	I have added the tool hub on your desktop now. You can check with the tool.	1:45:16 AM
Vicki Vargo	thank you	1:45:30 AM
	Speaking of software updates, there are critical patches that need to be applied according to the QB app when it starts. How do those get applied?	1:46:36 AM
	Exiting and restarting QB does not start the updated software	1:47:18 AM
Ashutosh Mishra	The software will be updated in night hours by backend team, I will schedule the update and let you know once it's completed.	1:47:31 AM
Vicki Vargo	thank you!	1:47:46 AM
Ashutosh Mishra	If the issue is recurring i would also suggest to connect with Ace in real time once you are logged in the server. (Edited)	1:47:57 AM
Vicki Vargo	Will do.	1:48:42 AM
Ashutosh Mishra	Is there anything else I may help you with ?	1:48:43 AM
Vicki Vargo	No, you have been very helpful	1:48:58 AM
Ashutosh Mishra	Thanks for the confirmation !	1:49:00 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:49:04 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

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

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

Thanks!

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

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

1:49:06 AM

Ashutosh Mishra has ended this chat session1:49:09 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details30 May, 7:41:35 PM

#77643 Kim Roberts  
Email: [krcr80@gmail.com](mailto:krcr80@gmail.com) ☎ 19378982178  
Department: Support(QB & App Hosting)  
Operator: Acebuddy  
Website: <https://www.acecloudhosting.com/support-chat.php>  
Operating System: Apple iPhone  
Browser: Apple Safari  
Device: Mobile  
City: TIPP CITY  
State: Ohio  
Country: UNITED STATES

Chat TranscriptChat Duration : 45 Mins 48 Secs

Kim Roberts	Hello, I am your Acebuddy	30 May, 7:41:37 PM
Acebuddy	Hello Kim Roberts, I'm your Ace Buddy. I'll be happy to assist you!	7:41:38 PM
	Whom Would You Like to Connect With?	7:41:38 PM
Kim Roberts	Technical Support (QB & App Hosting)	7:41:46 PM
Acebuddy	Welcome to Ace Support.	7:41:46 PM

	Please chose an option :	7:41:46 PM
Kim Roberts	I'd like to report an Issue	7:41:52 PM
Acebuddy	Please select an option!	7:41:53 PM
Kim Roberts	QuickBooks Issue	7:41:59 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:41:59 PM
Kim Roberts	Other QB related issue	7:42:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:42:13 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:27:25 PM
	<i>Ended due to chat idle timeout</i>	8:27:25 PM



