

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Oct, 9:06:49 AM

#82518 Dana Smith

Email: danas@boardwalk.net  18443442677

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 38 Secs

City: HILLSBORO

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 39 Secs

Dana Smith	Hello, I am your Acebuddy	13 Oct, 9:06:49 AM
Acebuddy	Hello Dana Smith, I'm your Ace Buddy. I'll be happy to assist you!	9:06:50 AM
	Whom Would You Like to Connect With?	9:06:50 AM
Dana Smith	Technical Support (QB & App Hosting)	9:06:59 AM
Acebuddy	Welcome to Ace Support.	9:06:59 AM
	Please chose an option :	9:06:59 AM
Dana Smith	I'd like to report an Issue	9:07:17 AM
Acebuddy	Please select an option!	9:07:17 AM
Dana Smith	Other Issue	9:07:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:07:25 AM
Dana Smith	I cannot login to my server (rdg.myrealdatal.net)	9:07:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:07:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:07:50 AM
	<i>Rohan accepted the chat transfer request.</i>	9:08:04 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:08:08 AM

	<i>9:08:17 AM</i> Dana Smith is sharing a file with you Screenshot 2025-10-12 at 8.34.42 PM.png - (Size:165.31 KB)	9:08:17 AM
	Please see login error.	
	Hello Dana, how are you doing today ?	9:08:18 AM
Dana Smith	Fine. Better when I gain access to my server.	9:08:46 AM
	Hello?	9:09:48 AM
Rohan	Thank you for providing the details	9:10:42 AM
Dana Smith	Now I can't even reach the gateway.	9:11:25 AM
Rohan	We have already escalated this to concerned department as other clients have also reported the same issue and they are looking into this issue.	9:11:56 AM
	We would request you to please allow 1-2 hrs max and we will update you once this is resolved. I hope you understand and cooperate in this matter	9:12:10 AM
Dana Smith	Okay.	9:12:24 AM
	<i>Dana Smith has ended this chat session</i>	9:12:28 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Oct, 10:26:25 PM

#83030 info

Email: info@dchhauling.com ☎ 708-774-6393

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 34 Secs

City: STREAMWOOD

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 37 Secs

	info	Hello, I am your Acebuddy	28 Oct, 10:26:25 PM
Acebuddy		Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	10:26:26 PM
		Whom Would You Like to Connect With?	10:26:26 PM
	info	Technical Support (QB & App Hosting)	10:26:31 PM
Acebuddy		Welcome to Ace Support.	10:26:31 PM
		Please chose an option :	10:26:31 PM
	info	I'd like to report an Issue	10:26:36 PM
Acebuddy		Please select an option!	10:26:36 PM
	info	Other Issue	10:26:41 PM
Acebuddy		Please specify the issue you are facing before I connect you to an available support representative!	10:26:41 PM
	info	QB has been frozen for several minutes	10:27:25 PM
Acebuddy		Please wait while we connect you to a Support Representative	10:27:26 PM
		<i>Acebuddy (bot) forwarded the chat request</i>	10:27:26 PM
		<i>Karan Bhattacharya accepted the chat transfer request.</i>	10:27:37 PM
Karan Bhattacharya		Hello Info,	10:28:11 PM
	info	hi	10:28:18 PM
Karan Bhattacharya		Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	10:28:23 PM
	info	ok	10:28:28 PM
Karan Bhattacharya		Please let us know the issue you are facing	10:28:51 PM
	info	QB has been frozen for several minutes,	10:29:21 PM
Karan Bhattacharya		is it still in frozen state?	10:29:38 PM
	info	yes	10:29:49 PM
Karan Bhattacharya		Are you only facing the issue?	10:31:14 PM
	info	what do you mean?	10:31:32 PM
Karan Bhattacharya		Are there any other users who are also facing this qb frozen issue at the moment?	10:32:10 PM
	info	I do not know, The other users are not located at this office	10:32:37 PM
Karan Bhattacharya		ok,allow me few minutes let me check the details at backend	10:33:59 PM
	info	ok	10:34:05 PM
Karan Bhattacharya		I am working on the issue at backend.Allow me few minutes.	10:38:17 PM
	info	ok	10:39:01 PM
Karan Bhattacharya			

	could you please confirm your username with which you have logged in server?	10:40:31 PM
info	myreldata/MariaBO.q1	10:41:03 PM
Karan Bhattacharya	ok	10:41:07 PM
	can you please save your data and sign out of server and then login back?	10:43:42 PM
info	ok, I will do it again	10:44:10 PM
	It's working now, do you want me to log off still?	10:45:00 PM
Karan Bhattacharya	ok,don't log off now.	10:46:04 PM
	let me check few more details,please be on chat.	10:46:52 PM
info	I did, and log back in. It's fine now	10:47:45 PM
Karan Bhattacharya	ok	10:49:45 PM
	<i>10:49:51 PM Karan Bhattacharya is sharing a file with you image.png - (Size:8.27 KB)</i>	10:49:51 PM
	In this screenshot there is icon with redmark near to task manager icon	10:50:49 PM
	this particular icon can help in unfreezing the qb.	10:51:36 PM
info	Where is the screenshot from?	10:52:06 PM
Karan Bhattacharya	It's from the same server you are accessing.	10:52:41 PM
	at the bottom you can find on desktop page	10:53:02 PM
info	I don't see that anywhere	10:53:05 PM
Karan Bhattacharya	let me see that	10:54:07 PM
info	I checked all the icons, I don't have a task manager icon	10:54:47 PM
Karan Bhattacharya	I am sending remote access request,please accept that	10:55:47 PM
info	I checked how to access it, but how is that going to help next time QB freezes?	10:56:20 PM
Karan Bhattacharya	Were you able to find that icon?	10:57:50 PM
	the qb unfreeze icon which I shared over the screenshot?	10:58:19 PM
info	I accessed the task manager icon	10:59:55 PM
Karan Bhattacharya	ok,I am sharing the remote access request with you,please accept that	11:00:34 PM
info	ok	11:00:42 PM
	I didn't get anything	11:01:40 PM
Karan Bhattacharya	Thank you for your time,as checked on remote session the qb is working fine and I have shared the information to you related to qb unfreeze icon however I will take further follow up again over this,incase if you face the same issue please let us know.	11:11:12 PM
info	Thank you!	11:11:32 PM
Karan Bhattacharya	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

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

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

11:11:49 PM

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

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

Karan Bhattacharya has ended this chat session

11:12:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 7:31:50 PM

#82257 Glenda Jones

Email: mountainprorep@yahoo.com ☎ 8284217387

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: FRANKLIN

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 48 Secs

Glenda Jones	Hello, I am your Acebuddy	6 Oct, 7:31:50 PM
Acebuddy	Hello Mountainprorep, I'm your Ace Buddy. I'll be happy to assist you!	7:31:51 PM
	Whom Would You Like to Connect With?	7:31:51 PM
Glenda Jones	Technical Support (QB & App Hosting)	7:32:06 PM
Acebuddy		

	Welcome to Ace Support.	7:32:06 PM
	Please chose an option :	7:32:06 PM
Glenda Jones	I'd like to report an Issue	7:33:15 PM
Acebuddy	Please select an option!	7:33:15 PM
Glenda Jones	Other Issue	7:33:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:33:18 PM
Glenda Jones	Ace is not allowing us to print from the Cloud	7:33:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:33:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:33:34 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:33:51 PM
	<i>Shubham Maurya is transferring the chat to Sanyam Madan.</i>	7:34:45 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:34:47 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:34:53 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:35:06 PM
Glenda Jones	It won't let any of the users print on our account	7:37:02 PM
Sanyam Madan	Please help me with your registered business name	7:37:27 PM
	May I take the remote access of your server?	7:39:47 PM
Glenda Jones	yes	7:40:10 PM
Sanyam Madan	Please allow me 2 minutes	7:41:03 PM
	Can you please confirm from which username you are currently logged in to the server ?	7:44:15 PM
	Are we still connected here?	7:46:03 PM
	Are we still connected here?	7:48:16 PM
Glenda Jones	yes	7:50:29 PM
	I am not currently logged in. I had logged out because i was experiencing issues	7:51:00 PM
Sanyam Madan	Please log in to the server , so that i can troubleshoot on remote session	7:51:32 PM
Glenda Jones	Ok I am logged in	7:53:10 PM
Sanyam Madan	Also please confirm your username here , once you are logged in	7:53:20 PM
Glenda Jones	myrealdatal?PaigeJoh	7:54:22 PM
Sanyam Madan	Please accept the request (Edited)	7:54:54 PM
	As per discussion over the remote session, The issue is resolved by restarting the uniprint services on the server	8:01:55 PM
	Is there anything else I may help you with ?	8:01:58 PM

Glenda Jones	That is it. Thank you	8:02:20 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:02:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:02:36 PM
	<i>Sanyam Madan has ended this chat session</i>	8:02:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 2:04:08 AM

#82774 Ali Wynn

Email: ali.wynn@montesanogroup.com 18056981608
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 15 Secs
City: SANTA BARBARA
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 30 Secs

Ali Wynn	Hello, I am your Acebuddy	21 Oct, 2:04:08 AM
Acebuddy	Hello Ali Wynn, I'm your Ace Buddy. I'll be happy to assist you!	2:04:09 AM
	Whom Would You Like to Connect With?	2:04:09 AM
Ali Wynn	Technical Support (QB & App Hosting)	2:04:12 AM
Acebuddy	Welcome to Ace Support.	2:04:12 AM
	Please chose an option :	2:04:12 AM
Ali Wynn	I'd like to report an Issue	2:04:21 AM
Acebuddy	Please select an option!	2:04:21 AM

Ali Wynn	QuickBooks Issue	2:04:24 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:04:24 AM
Ali Wynn	Other QB related issue	2:04:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:04:30 AM
Ali Wynn	I need help downloading my remote desktop	2:04:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:04:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:04:53 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:05:14 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	2:05:25 AM
	Hello Ali	2:05:29 AM
Ali Wynn	hi!	2:05:40 AM
Sujeet Kumar Suman	How are you doing?	2:05:55 AM
Ali Wynn	I'm well. I'm trying to download my QB remote desktop onto a new office computer but it's reading the username as my coworkers who was previously using this computer	2:06:33 AM
Sujeet Kumar Suman	No worries, I can help with that.	2:07:02 AM
	May I take the remote access of your local computer?	2:07:09 AM
Ali Wynn	yes	2:07:18 AM
Sujeet Kumar Suman	Thanks for the confirmation !	2:07:25 AM
	Kindly close all important tabs and documents for not to breach any security concern.	2:07:29 AM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6932153740	2:08:12 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.	2:09:07 AM
	Thank you for your patience.	2:13:02 AM
	As per discussion over the remote session, The issue is resolved.	2:13:08 AM
	Is there anything else I may help you with ?	2:14:11 AM
	User conform issue resolved on Remote. Hence closing the chat.	2:15:35 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	2:15:39 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Oct, 9:19:44 PM

#82721 Jeanette Chavarria Torres

Email: jeanette@dchhauling.com  17738531070

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 31 Secs

City: ROCKVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 52 Secs

Jeanette Chavarria Torres	Hello, I am your Acebuddy	17 Oct, 9:19:44 PM
Acebuddy	Hello Jeanette, I'm your Ace Buddy. I'll be happy to assist you!	9:19:46 PM
	Whom Would You Like to Connect With?	9:19:46 PM
Jeanette Chavarria Torres	Technical Support (QB & App Hosting)	9:19:51 PM
Acebuddy	Welcome to Ace Support.	9:19:51 PM
	Please chose an option :	9:19:51 PM
Jeanette Chavarria Torres	I'd like to report an Issue	9:20:05 PM
Acebuddy	Please select an option!	9:20:05 PM
Jeanette Chavarria Torres	QuickBooks Issue	9:20:08 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:20:08 PM
Jeanette Chavarria Torres	QuickBooks Login Issue	9:20:17 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	9:20:17 PM
	Was that helpful?	9:20:17 PM

Jeanette Chavarria Torres	No	9:20:24 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:20:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:20:24 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:21:34 PM
	<i>Sujeet Kumar Suman is transferring the chat to Karan Bhattacharya.</i>	9:21:57 PM
	<i>Karan Bhattacharya has not responded for the transfer request.</i>	9:22:59 PM
	<i>Sujeet Kumar Suman is transferring the chat to Karan Bhattacharya.</i>	9:23:40 PM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	9:23:47 PM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	9:24:29 PM
	Hello Jeanette	9:24:48 PM
	Are we still connected here?	9:26:53 PM
Jeanette Chavarria Torres	Yes	9:27:25 PM
	QB error message H505	9:28:13 PM
Karan Bhattacharya	Thank you for the response,Can you help with the screenshot of error?	9:29:50 PM
Jeanette Chavarria Torres	Yes, one moment	9:31:16 PM
Karan Bhattacharya	Sure, please take your time	9:31:40 PM
	<i>9:31:49 PMJeanette Chavarria Torres is sharing a file with you image.png - (Size:69.23 KB)</i>	9:31:49 PM
	ok,let me check	9:33:16 PM
	Thank you for the screenshot.	9:34:18 PM
	I am currently checking few details regarding the same at backened,allow me few minutes	9:36:49 PM
Jeanette Chavarria Torres	ok	9:37:33 PM
Karan Bhattacharya	Thank you for your patience.	9:44:44 PM
	We are still working on it.	9:44:53 PM
Jeanette Chavarria Torres	ok	9:44:56 PM
Karan Bhattacharya	Thank you for your patience.	9:47:51 PM
	Kindly log out and log in back into the server, we have made some changes from backend.	9:48:41 PM
Jeanette Chavarria Torres	ok will do but we will be disconnected	9:49:55 PM
Karan Bhattacharya	Okay, no issue.	9:50:19 PM
	As checked the company file and found it is currently in use by another user. Kindly ask all users to	9:53:50 PM

close the company file so the changes can be applied.

Are we still connected?

9:56:25 PM

Please try opening the file again and do let us know

10:00:01 PM

I am ending this chat as you are currently in chat with my colleague Manish.Thank you for your cooperation.

10:06:54 PM

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

10:07:14 PM

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

10:07:30 PM

Karan Bhattacharya has ended this chat session

10:07:37 PM



Chat Transcript

Hello, I am your Acebuddy

6 Oct, 7:04:23 AM

Visitor Details

#82248 chrisl

Email: chrisl@lathamseeds.com ☎ 15154801120

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: URBANDALE

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 24 Secs

chrisl	Hello, I am your Acebuddy	6 Oct, 7:04:24 AM
Acebuddy	Hello Chris Latham, I'm your Ace Buddy. I'll be happy to assist you!	7:04:25 AM
	Whom Would You Like to Connect With?	7:04:25 AM
chrisl	Technical Support (QB & App Hosting)	7:05:06 AM

Acebuddy	Welcome to Ace Support.	7:05:06 AM
	Please chose an option :	7:05:06 AM
chrisl	I'd like to raise a Request	7:07:01 AM
Acebuddy	Please select your request type.	7:07:01 AM
chrisl	Other Request	7:07:09 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.	7:07:09 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:07:09 AM
chrisl	Restart	7:07:26 AM
Acebuddy	Hello Chris Latham, I'm your Ace Buddy. I'll be happy to assist you!	7:07:26 AM
	Whom Would You Like to Connect With?	7:07:26 AM
chrisl	Technical Support (QB & App Hosting)	7:07:32 AM
Acebuddy	Welcome to Ace Support.	7:07:32 AM
	Please chose an option :	7:07:32 AM
chrisl	I'd like to raise a Request	7:07:39 AM
Acebuddy	Please select your request type.	7:07:39 AM
chrisl	Application Update	7:07:49 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.	7:07:49 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	7:07:49 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:50:48 AM
	<i>Ended due to chat idle timeout</i>	7:50:48 AM



Chat Transcript

Hello, I am your Acebuddy

#82791 rminaya

Email: rminaya@calldad.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 1 Sec

City: LA OTRA BANDA

State: La Altagracia

Country: DOMINICAN REPUBLIC

Chat Duration : 55 Mins 45 Secs

Chat Transcript

rminaya	Hello, I am your Acebuddy	21 Oct, 7:39:17 PM
Acebuddy	Hello Rolfi Minaya, I'm your Ace Buddy. I'll be happy to assist you!	7:39:18 PM
	Whom Would You Like to Connect With?	7:39:18 PM
rminaya	Technical Support (QB & App Hosting)	7:39:26 PM
Acebuddy	Welcome to Ace Support.	7:39:26 PM
	Please chose an option :	7:39:26 PM
rminaya	I'd like to report an Issue	7:39:40 PM
Acebuddy	Please select an option!	7:39:40 PM
rminaya	QuickBooks Issue	7:39:44 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:39:44 PM
rminaya	Other QB related issue	7:39:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:39:56 PM
rminaya	I was in conversation with you in the chat but I lost my internet. We need to restore a file to have vendors and customers in QB	7:40:41 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:40:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:40:42 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:40:45 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:40:49 PM
rminaya	hello Maura	7:40:57 PM
Shubham Maurya	Hi Rolfi, were you able to check the file?	7:41:19 PM
rminaya		

	when I click on the folder I get this error\	7:41:24 PM
	<i>7:41:35 PM</i> Mrminaya is sharing a file with you Screenshot 2025-10-21 100614.png - (Size:25.92 KB)	7:41:35 PM
Shubham Maurya	Please hold on let me check for that.	7:42:17 PM
rminaya	ok	7:42:23 PM
Shubham Maurya	We are working on it as I just forwarded the request to concern team, once it's done I will update you over here.	7:49:14 PM
	Thanks for the patience, please try now.	7:59:16 PM
rminaya	ok, let me check	8:01:33 PM
	<i>8:05:16 PM</i> Mrminaya is sharing a file with you image.png - (Size:13.44 KB)	8:05:16 PM
	what file I need to open after that?	8:05:30 PM
Shubham Maurya	Yes, please launch the first green color quickbooks file. (Edited)	8:06:02 PM
rminaya	ok, I am checking with all the team if all of us can see and open QB	8:16:02 PM
Shubham Maurya	Sure, please check and do let us know.	8:17:17 PM
	Please keep updating over here to avoid chat disconnect.	8:25:37 PM
	Are we still connected here?	8:32:02 PM
	Are we still connected here?	8:33:15 PM
rminaya	we can access now. thanks	8:33:32 PM
Shubham Maurya	Thanks for confirming Rolfi !	8:33:52 PM
	Is there anything else I may help you with ?	8:33:54 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.	8:34:59 PM
	<i>Shubham Maurya has ended this chat session</i>	8:35:02 PM



Chat Transcript

Hello, I am your Acebuddy

#82925 Muhammad Vohra**Email:** admin@cyrushotels.com**Department:** Support(QB & App Hosting)**Operator:** Shashwat Verma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 23 Secs**City:** SPRING**State:** Texas**Country:** UNITED STATES

Chat Duration : 20 Mins 52 Secs

Chat Transcript

Muhammad Vohra	Hello, I am your Acebuddy	24 Oct, 10:17:14 PM
Acebuddy	Hello Muhammad Vohra, I'm your Ace Buddy. I'll be happy to assist you!	10:17:15 PM
	Whom Would You Like to Connect With?	10:17:15 PM
Muhammad Vohra	Technical Support (QB & App Hosting)	10:17:26 PM
Acebuddy	Welcome to Ace Support.	10:17:26 PM
	Please chose an option :	10:17:26 PM
Muhammad Vohra	I'd like to report an Issue	10:17:41 PM
Acebuddy	Please select an option!	10:17:41 PM
Muhammad Vohra	Password Reset	10:17:50 PM
Acebuddy	Please select an option below	10:17:50 PM
Muhammad Vohra	Not Enrolled to Selfcare Portal	10:18:01 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	10:18:01 PM
	Do you need any further assistance on the topic?	10:18:01 PM
Muhammad Vohra	Yes	10:18:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:18:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:18:13 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:18:48 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:18:50 PM
	Hello	10:18:53 PM
Muhammad Vohra	hi	10:19:01 PM

	i need help with sign in	10:19:09 PM
Shashwat Verma	I will surely help you with this issue.	10:19:47 PM
Muhammad Vohra	admin recently added me as a user but i cant sign in	10:19:49 PM
Shashwat Verma	Got it	10:19:58 PM
	May I take the remote access of your local computer?	10:20:03 PM
Muhammad Vohra	you want me to share screen?	10:20:11 PM
Shashwat Verma	Yes	10:20:25 PM
Muhammad Vohra	yes	10:20:27 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:20:32 PM
Muhammad Vohra	ok	10:20:42 PM
	yea go ahead	10:21:24 PM
	<i>Muhammad Vohra has initiated a remote assistance session. Would you like to access Muhammad Vohra's screen?</i>	10:21:43 PM
Shashwat Verma	https://assist.acecloudhosting.com/join/2102624396	10:21:45 PM
	Kindly Click on the link and open the downloaded file.	10:21:52 PM
	issue resolved on remote session	10:38:01 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:38:04 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	10:38:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#82607 May A.****Email:** maya@newcomfortind.com**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:** 28 Secs**City:** CERRITOS**State:** California**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 54 Mins 18 Secs

May A.	Hello, I am your Acebuddy	15 Oct, 1:56:04 AM
Acebuddy	Hello May A., I'm your Ace Buddy. I'll be happy to assist you!	1:56:05 AM
	Whom Would You Like to Connect With?	1:56:05 AM
May A.	Technical Support (QB & App Hosting)	1:56:24 AM
Acebuddy	Welcome to Ace Support.	1:56:24 AM
	Please chose an option :	1:56:24 AM
May A.	I'd like to report an Issue	1:56:53 AM
Acebuddy	Please select an option!	1:56:54 AM
May A.	QuickBooks Issue	1:57:06 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:57:06 AM
May A.	Other QB related issue	1:57:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:57:15 AM
May A.	I can't export excel only csv	1:57:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:57:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:57:54 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:58:03 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:58:11 AM
May A.	Hi	1:58:56 AM
Anjainay Singh	Hello Maya , how are you?	1:59:08 AM
May A.	I'm good , how bout you?	1:59:31 AM

	Im having issues with excel in quickbooks	1:59:43 AM
Anjainay Singh	I am fine , thankyou for asking.	1:59:44 AM
May A.	i can't export- we usually encounter this once in a while..	2:00:22 AM
Anjainay Singh	I understand your concern and assure you the best resolution for it.	2:00:22 AM
May A.	but it shouldn't be that way, isn't?	2:00:36 AM
Anjainay Singh	I have to verify it from my end, please provide me 3-4 minutes so that I can provide you precise resolution.	2:01:24 AM
May A.	ok	2:01:47 AM
Anjainay Singh	Could you please confirm whether you have face this issue earlier or for first time?	2:01:53 AM
May A.	we had it before	2:02:09 AM
Anjainay Singh	Thankyou for your confirmation.	2:02:35 AM
	Could you please confirm whether do you access to Excel on server?	2:03:08 AM
	Could you please also share the screenshot for issue?	2:03:21 AM
May A.	Yes excel is in server	2:03:45 AM
	ok give me a moment	2:03:58 AM
Anjainay Singh	Sure, may I take remote access of your local machine ?	2:04:33 AM
	<i>2:05:47 AM May A. is sharing a file with you Screenshot 2025-10-14 133505.png - (Size:81.01 KB)</i>	2:05:47 AM
May A.	ok let me know how will you access	2:06:14 AM
Anjainay Singh	Could you please confirm whether you are able to open excel or do you have access to excel ?	2:06:58 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:07:06 AM
	https://assist.acecloudhosting.com/join/5202587810	2:07:36 AM
May A.	i can open excel in the server - it has issues on quickbooks when your trying to export	2:08:14 AM
Anjainay Singh	Thankyou for your confirmation please provide me a remote access through URL i have shared.	2:08:41 AM
	Please copy the URL at your local machine browser and download the setup file, click on downloaded file and select accept and continue.	2:09:38 AM
May A.	hello	2:11:25 AM
Anjainay Singh	Yes Maya we are connected.	2:11:37 AM
	Could you please open any blank excel sheet for me?	2:13:26 AM
	Could you please try to export report once again?	2:15:35 AM
	Please stay connected.	2:19:13 AM
	As I have checked and found that current O365 is 64 bit and QuickBooks is 32 bit which is reason for issue.	2:21:44 AM

May A.	What is the best thing we should do so i can advise my boss Jack	2:22:18 AM
Anjainay Singh	You may try exporting the excel report from QuickBooks 2024 Enterprise as it is also 64 bit software.	2:22:53 AM
May A.	You mean microsoft 365 has conflict with quickbooks but as of now i am only using the premiere	2:22:54 AM 2:23:24 AM
Anjainay Singh	Yes only QuickBooks 2016 is having conflict with O365 but QuickBooks 2024 will work with O365	2:23:49 AM
May A.	On Monday i was able to use the export in excel how come today its not working	2:24:37 AM
Anjainay Singh	So were you trying to export from QuickBooks 2016 ?	2:25:28 AM
May A.	yes and just today is not working	2:25:48 AM 2:25:59 AM
Anjainay Singh	Thankyou for your confirmation. As I checked that QuickBooks 2016 is not updated and may be causing the issue.	2:26:02 AM 2:27:27 AM
	We may try updating the application and reboot the server to resolve the issue.	2:28:47 AM
	Are we still connected here?	2:29:54 AM
	We may also try by online repairing of O365 .	2:30:57 AM
	Are we still connected here?	2:31:18 AM
	Hello Maya.	2:31:35 AM
May A.	hello can you please reboot the server?	2:32:03 AM 2:32:17 AM
	might work maybe	2:32:25 AM
Anjainay Singh	Sure ,we may try but as per our escalation team we need to repair the O365 online and it will surely work.	2:32:49 AM
May A.	if you do will not affect anything on other stuff?	2:33:24 AM
Anjainay Singh	Users are currently active on server and rebooting the server may impact their data or productivity.	2:33:27 AM
May A.	you can try ok wait let me ask them to log out	2:33:31 AM 2:33:44 AM
Anjainay Singh	Sure.	2:34:04 AM
May A.	ok can you just log out mine?	2:35:02 AM
Anjainay Singh	Sure Maya	2:35:11 AM
May A.	thanks	2:35:15 AM
Anjainay Singh	I have logged you out of server and proceeding with the server reboot.	2:36:29 AM
May A.	sounds good	2:36:37 AM
Anjainay Singh	I have rebooted the server.	2:37:10 AM

May A.	ok i will log in	2:37:29 AM
Anjainay Singh	Please login after two to three minutes.	2:37:46 AM
	Please try to export file Maya.	2:40:18 AM
	You are receiving the same error.	2:40:48 AM
May A.	yes	2:40:55 AM
Anjainay Singh	So the final step is to online repair the Office 365.	2:41:48 AM
May A.	ok	2:42:00 AM
Anjainay Singh	You may also switch to QuickBooks 2024 enterprise and it may directly resolve all issue .	2:42:33 AM
May A.	i m only aloud to use premier	2:42:59 AM
	*allowed	2:43:06 AM
Anjainay Singh	No worries, I will repair the O365 online and will let you know over an email as it will take 1 hours approximately Maya.	2:43:52 AM
	Are we still connected here?	2:44:41 AM
May A.	yes	2:45:09 AM
Anjainay Singh	I will do it on priority basis Maya to resolve your issue.	2:45:35 AM
May A.	ok please, tnx	2:45:55 AM
Anjainay Singh	Yes sure.	2:46:09 AM
	Is there anything else I may help you with ?	2:46:13 AM
May A.	So you mean i have to wait on your email first in order to fix the issue	2:46:52 AM
	You will not do it today?	2:47:11 AM
Anjainay Singh	. (Edited)	2:47:36 AM
	Yes Maya as Online repair is time consuming process and I will try to repair it urgently.	2:48:02 AM
May A.	So its not gonna be fix today.	2:48:43 AM
Anjainay Singh	No I will fix it today and will email you today itself.	2:49:12 AM
May A.	Noted with thanks!	2:49:27 AM
Anjainay Singh	Is there anything else I may help you with ?	2:49:36 AM
May A.	that is only my concern for now	2:49:48 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	2:49:53 AM
May A.	ok	2:50:06 AM
Anjainay Singh	Please share your positive feedback.	2:50:10 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:50:14 AM
<i>Anjainay Singh has ended this chat session</i>		2:50:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 12:22:54 AM

#82658 Vince Sobek

Email: admin@fortressholdingsinc.com 7023313020

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 40 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 8 Secs

Vince Sobek	Hello, I am your Acebuddy	16 Oct, 12:22:54 AM
Acebuddy	Hello Vince Sobek, I'm your Ace Buddy. I'll be happy to assist you!	12:22:55 AM
	Whom Would You Like to Connect With?	12:22:55 AM
Vince Sobek	Technical Support (QB & App Hosting)	12:22:59 AM
Acebuddy	Welcome to Ace Support.	12:22:59 AM
	Please chose an option :	12:22:59 AM
Vince Sobek	I'd like to report an Issue	12:23:06 AM
Acebuddy	Please select an option!	12:23:06 AM
Vince Sobek	QuickBooks Issue	12:23:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:23:12 AM
Vince Sobek	Other QB related issue	12:23:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:23:19 AM

Vince Sobek	I can't open the Quickbooks software, it's not responding. I also tried Unfreeze Quickbooks, not working either.	12:23:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:23:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:23:38 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	12:24:12 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	12:24:15 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:24:27 AM
Vince Sobek	myrealdatalVinceSo.pro1	12:24:53 AM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	12:26:36 AM
	Thanks for the patience, We just force closed the app from backend, try to use it now.	12:27:53 AM
Vince Sobek	Still not responding	12:28:45 AM
Shubham Maurya	Okay, we just force closed the session. Please login back and check. If still facing same issue then we might need to perform reboot.	12:31:20 AM
Vince Sobek	still not working	12:33:00 AM
Shubham Maurya	What is the exact process when you are getting this issue like just after launching the app or while performing any particular step?	12:34:30 AM
Vince Sobek	no I just logged in today and tried to open QB, and it was just not responding	12:34:57 AM
Shubham Maurya	Please wait we can see that server is undergoing some changes and now we are also unable to access it.	12:38:00 AM
	Please allow few minutes to check it.	12:38:07 AM
Vince Sobek	ok	12:38:43 AM
Shubham Maurya	Okay, It's back online now.	12:40:04 AM
	Try to login and check.	12:40:09 AM
Vince Sobek	ok it seems to be working now	12:43:15 AM
Shubham Maurya	Thank you for the confirmation, Vince. The server backup process was running earlier, which caused some system load. A reboot was then scheduled to complete the process. Everything is now completed, and you shouldn't experience any further issues.	12:44:47 AM
	Is there anything else I may help you with ?	12:44:51 AM
	<i>Vince Sobek has ended this chat session</i>	12:45:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Oct, 2:05:15 AM

#82732 anthony decker

Email: anthony@ajdecker.com 7757415678

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 29 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 11 Secs

anthony decker	Hello, I am your Acebuddy	18 Oct, 2:05:15 AM
Acebuddy	Hello Anthony Decker, I'm your Ace Buddy. I'll be happy to assist you!	2:05:16 AM
	Whom Would You Like to Connect With?	2:05:16 AM
anthony decker	Technical Support (QB & App Hosting)	2:05:24 AM
Acebuddy	Welcome to Ace Support.	2:05:24 AM
	Please chose an option :	2:05:24 AM
anthony decker	I'd like to raise a Request	2:05:31 AM
Acebuddy	Please select your request type.	2:05:31 AM
anthony decker	Setup Ace Server	2:05:42 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	2:05:42 AM
anthony decker	MacOS	2:05:49 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	2:05:49 AM
	Do you need any further assistance on the topic?	2:05:49 AM
anthony decker	Yes	2:05:56 AM

Acebuddy	Please wait while we connect you to our Support Representative	2:05:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:05:56 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:06:12 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:06:20 AM
anthony decker	thank you	2:06:32 AM
Anjainay Singh	Hello Anthony, how are you?	2:06:53 AM
anthony decker	good how are you	2:07:03 AM
Anjainay Singh	As I have understood , you want to setup the remote connection on MacOS?	2:07:41 AM
	I am fine Anthony.	2:07:54 AM
anthony decker	yes please, I to a new MacBook and need to set up remote access on it	2:08:21 AM
	hello	2:10:27 AM
Anjainay Singh	I understand your concern, either I can take remote access of your machine in order to setup the remote connection or else I can email you the complete setup guide which will guide you to how to setup the remote connection on Mac.	2:10:28 AM
anthony decker	remote access would be great	2:10:41 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	2:11:00 AM
anthony decker	all set	2:11:24 AM
Anjainay Singh	Could you please confirm your username Anthony?	2:11:47 AM
anthony decker	MYREALDATA/TroyDecker	2:12:33 AM
Anjainay Singh	Thankyou for your confirmation.	2:12:41 AM
	https://assist.acecloudhosting.com/join/7292674822	2:12:43 AM
	Please copy above URL in your Mac machine browser	2:13:14 AM
anthony decker	done	2:13:36 AM
Anjainay Singh	Please download the remote access file and click on it and select accept and continue.	2:13:36 AM
	We are connected on remote session and I request you to please stay on this chat.	2:15:41 AM
	You are connected.	2:21:28 AM
	Is there anything else I may help you with ?	2:25:32 AM
anthony decker	that will be it. Thanks so much	2:25:55 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	2:26:16 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:26:22 AM
	<i>Anjainay Singh has ended this chat session</i>	2:26:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 11:57:49 PM

#83084 Crytsal Li

Email: cli@snrtea.com ☎ 6266004168

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 4 Secs

City: ROWLAND HEIGHTS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 35 Secs

Crytsal Li	Hello, I am your Acebuddy	29 Oct, 11:57:50 PM
Acebuddy	Hello Crytsal Li, I'm your Ace Buddy. I'll be happy to assist you!	11:57:50 PM
	Whom Would You Like to Connect With?	11:57:50 PM
Crytsal Li	Technical Support (QB & App Hosting)	11:57:56 PM
Acebuddy	Welcome to Ace Support.	11:57:56 PM
	Please chose an option :	11:57:56 PM
Crytsal Li	I'd like to report an Issue	11:58:03 PM
Acebuddy	Please select an option!	11:58:03 PM
Crytsal Li	Other Issue	11:58:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:58:08 PM
Crytsal Li	we have install a fathom desktop connector. but it is not running. what can i do	11:58:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:58:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:58:41 PM

	<p>11:59:00 PM Crytsal Li is sharing a file with you Screenshot 2025-10-29 at 11.28.55 AM.png - (Size:94.39 KB)</p>	11:59:00 PM
	<p>Karan Bhattacharya accepted the chat transfer request.</p>	11:59:06 PM
Karan Bhattacharya	Hello Crystal,	11:59:39 PM
	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	11:59:46 PM
Crytsal Li	Hi.	11:59:57 PM
	i kept getting this message when i try to open the connector. i am not sure if we can install?	30 Oct, 12:00:24 AM
Karan Bhattacharya	ok,let me check once	12:00:52 AM
	I am checking the details at backend,allow me few minutes.	12:02:02 AM
Crytsal Li	no problem	12:02:33 AM
Karan Bhattacharya	Thank you for your patience,as checked you will not be able to install this application on this server.We can perform the same but for that you need to send us an email from this [cli@snrtea.com] (mailto:cli@snrtea.com) email id asking to install the same as well as mention the path of this file.	12:09:40 AM
	Are we still connected?	12:11:09 AM
Crytsal Li	yes	12:14:56 AM
	where should i send the email to?	12:15:11 AM
Karan Bhattacharya	let me share the email id	12:15:56 AM
Crytsal Li	thanks	12:16:23 AM
	will the request apply to whole company?	12:16:53 AM
Karan Bhattacharya	support@acecloudhosting.com	12:17:29 AM
	I didn't understand that.	12:18:34 AM
Crytsal Li	we have couple cloud logins do everyone's get update with the same email sent?	12:19:20 AM
Karan Bhattacharya	Are you trying to understand whether installation of this application on server will be for all the users or not?	12:24:30 AM
Crytsal Li	yes	12:24:47 AM
Karan Bhattacharya	yes it will be for all the users.	12:25:15 AM
Crytsal Li	thank you	12:25:29 AM
Karan Bhattacharya	ok,I will also be sharing an email to you regarding our conversation and will also loop in this email id cli@snrtea.com incase if it is not there,you can revert over the same also.	12:26:50 AM
Crytsal Li	great thank you	12:27:43 AM
Karan Bhattacharya	Is there anything else with which I can assist you?	12:28:47 AM
	Are we still connected?	12:29:48 AM
	Are we still connected?	12:32:23 AM

Are we still connected?

12:33:49 AM

As there is no response,I am closing the chat now.Thank you for your cooperation.

12:35:15 AM

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

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

Thanks!

12:35:21 AM

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

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

Karan Bhattacharya has ended this chat session

12:35:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Oct, 12:16:44 AM

#82282 Rebecca E Kitchings

Email: eggsandcheese@meridianfoodservices.com 19515446682

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: RIVERSIDE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 14 Secs

Rebecca E Kitchings Hello, I am your Acebuddy

7 Oct, 12:16:44 AM

Acebuddy Hello Rebecca E Kitchings, I'm your Ace Buddy. I'll be happy to assist you!

12:16:45 AM

	Whom Would You Like to Connect With?	12:16:45 AM
Rebecca E Kitchings	Technical Support (QB & App Hosting)	12:16:58 AM
Acebuddy	Welcome to Ace Support.	12:16:58 AM
	Please chose an option :	12:16:58 AM
Rebecca E Kitchings	I'd like to raise a Request	12:17:07 AM
Acebuddy	Please select your request type.	12:17:07 AM
Rebecca E Kitchings	Other Request	12:17:31 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:17:31 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:17:31 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:57:59 AM
	<i>Ended due to chat idle timeout</i>	12:57:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Oct, 6:34:42 PM

#82500 David Garabedian

Email: dgarabedian@newburyguesthouse.com 16176800412

Department: Support(QB & App Hosting)

Operator: Shubham Gupta

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: WINCHESTER

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 17 Secs

David Garabedian	Hello, I am your Acebuddy	12 Oct, 6:34:43 PM
Acebuddy	Hello David Garabedian, I'm your Ace Buddy. I'll be happy to assist you!	6:34:44 PM
	Whom Would You Like to Connect With?	6:34:44 PM
David Garabedian	Technical Support (QB & App Hosting)	6:34:53 PM
Acebuddy	Welcome to Ace Support.	6:34:53 PM
	Please chose an option :	6:34:53 PM
David Garabedian	I'd like to report an Issue	6:34:59 PM
Acebuddy	Please select an option!	6:34:59 PM
David Garabedian	QuickBooks Issue	6:35:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:35:14 PM
David Garabedian	Other QB related issue	6:35:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:35:26 PM
David Garabedian	After I log in the system is stable for a few minutes and then crashes and I can't log back in without rebooting	6:35:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:36:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:36:01 PM
	<i>Shubham Gupta accepted the chat transfer request.</i>	6:37:10 PM
Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.	6:37:14 PM
	Hello David, hope you are doing good today	6:37:25 PM
David Garabedian	good morning	6:37:30 PM
Shubham Gupta	Good morning	6:38:08 PM
David Garabedian	I am in the new ace hub trying to connect and it just keeps spinning	6:38:11 PM
	it finally reconnected.	6:38:28 PM
	I will be able to work for a little and then it kicks me out.	6:39:04 PM
Shubham Gupta	I will definitely assist you with the disconnection issue	6:39:22 PM
	David Garabedian please confirm your business name that is registered with ACE.	6:39:29 PM
David Garabedian	Newbury Guest House	6:39:36 PM
Shubham Gupta	Thank you for the information and allow 2 minutes to check the same.	6:40:24 PM
	David, it seems that the server is absolutely fine and is up from the last 4 hours	6:41:45 PM
	May I take the remote access of your local computer?	6:41:48 PM
David Garabedian	it seems more stable at this time. Let me see if it stays connected. I am in the middle of reconciliations	6:43:02 PM
Shubham Gupta	Sure, I will be sending you the ticket ID and I am glad that the issue for now seems to be resolved	6:43:29 PM

	Is there anything else I may help you with ?	6:43:33 PM
David Garabedian	no thank you	6:43:43 PM
Shubham Gupta	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:43:51 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:43:55 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:43:57 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Shubham Gupta has ended this chat session

6:44:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 7:16:36 PM

#82254 Ashlee Swenson

Email: ashlee@equitablecpa.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: SPANISH FORK

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 59 Secs

Ashlee Swenson	Hello, I am your Acebuddy	6 Oct, 7:16:37 PM
Acebuddy	Hello Ashlee Swenson, I'm your Ace Buddy. I'll be happy to assist you!	7:16:38 PM
	Whom Would You Like to Connect With?	7:16:38 PM
Ashlee Swenson	Technical Support (QB & App Hosting)	7:16:43 PM
Acebuddy	Welcome to Ace Support.	7:16:43 PM
	Please chose an option :	7:16:43 PM
Ashlee Swenson	I'd like to report an Issue	7:16:47 PM
Acebuddy	Please select an option!	7:16:47 PM
Ashlee Swenson	QuickBooks Issue	7:16:51 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:16:51 PM
Ashlee Swenson	QuickBooks Update	7:16:54 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. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	7:16:54 PM
	Do you need any further assistance on the topic?	7:16:54 PM
Ashlee Swenson	Yes	7:17:04 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:17:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:17:04 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:17:17 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:18:14 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:18:33 PM
Ashlee Swenson	EquitableAS.myrealdata.net	7:19:05 PM
	myrealdata\AshleeSwe	7:19:07 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	7:19:20 PM
	Thank you for your patience Ashlee, QB update might require server reboot please confirm you want me to proceed now or shall we schedule it for later?	7:21:20 PM
Ashlee Swenson	This is the third time I've had to request a QB update where we've had the server rebooted. Can you guarantee that this will fix the issue permanently and that I won't have to contact you every morning to get it to work?	7:22:20 PM
Shubham Maurya	We understand that repeated server reboots are impacting your work, apologies for the	

inconvenience. If you'd like, we can grant you admin access so you can manage QuickBooks updates on your end going forward. Let me know if that works for you!

7:24:09 PM

Ashlee Swenson I'll discuss that with my partner and we can implement that if the problem continues. If you could update QB and reboot the server now, that would be appreciated.

7:25:07 PM

Shubham Maurya Sure, thanks for the confirmation. We will proceed with QB update right now and once done will let you know. If you want you can stay connected else we will update you over the mail.

7:26:24 PM

Are we still connected here?

7:43:35 PM

Ashlee Swenson Yes.

7:43:41 PM

Shubham Maurya Thanks for confirming, we can see that update is taking longer time than usual, looks like we might need to perform some more steps.

7:44:45 PM

We will share a confirmation over the mail please can you allow us 30-40 minutes to get this fixed?

7:45:15 PM

Ashlee Swenson Yes.

7:45:23 PM

Shubham Maurya Thanks for the confirmation.

7:47:19 PM

We will keep the ticket open so that later you can share Admin access confirmation as well over the same ticket, and we do apologize for issue this may have caused you Ashlee.

7:49:57 PM

Is there anything else I may help you with ?

7:49:59 PM

Ashlee Swenson No, that's it. Thank you.

7:50:09 PM

Shubham Maurya You are most welcome Ashlee, Thanks for your understanding and patience with us. We will keep you posted with the updated status.

7:51:10 PM

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

7:51:13 PM

Shubham Maurya has ended this chat session

7:53:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 10:27:58 PM

#82270 rina han

Email: rina@genorayamerica.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: SANTA ANA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 6 Secs

rina han	Hello, I am your Acebuddy	6 Oct, 10:27:59 PM
Acebuddy	Hello Rina Han, I'm your Ace Buddy. I'll be happy to assist you!	10:28:00 PM
	Whom Would You Like to Connect With?	10:28:00 PM
rina han	Technical Support (QB & App Hosting)	10:28:10 PM
Acebuddy	Welcome to Ace Support.	10:28:10 PM
	Please chose an option :	10:28:10 PM
rina han	I'd like to report an Issue	10:28:17 PM
Acebuddy	Please select an option!	10:28:17 PM
rina han	QuickBooks Issue	10:28:22 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:28:22 PM
rina han	QuickBooks Login Issue	10:28:28 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	10:28:28 PM
	Was that helpful?	10:28:28 PM
rina han	No	10:40:14 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:40:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:40:14 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:40:51 PM
	<i>10:40:58 PM rina han is sharing a file with you image.png - (Size:212.34 KB)</i>	10:40:58 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	10:40:58 PM
	<i>10:41:00 PM rina han is sharing a file with you image.png - (Size:212.34 KB)</i>	10:41:00 PM
	Hello Rina	10:41:04 PM
rina han	hello	10:41:10 PM

	i am having problem with connecting qbo desktop	10:41:36 PM
Sujeet Kumar Suman	Thank you for the screenshot.	10:41:45 PM
rina han	never asked me that kind of password	10:41:46 PM
	and have no idea what would be the password..	10:41:57 PM
Sujeet Kumar Suman	No worries, I can help with that. Let me look into it for you.	10:42:10 PM
rina han	thanks	10:42:18 PM
Sujeet Kumar Suman	We see that you're already enrolled on Selfcare Portal. To reset the password using Selfcare Portal, please follow the simple steps outlined below:	
	<ol style="list-style-type: none">1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password".2. Enter your Server Username (RinaHa).3. Enter the CAPTCHA verification and Click Continue.4. In the window that opens, Choose an authentication method from the list.5. Enter your new password and click Reset to finish.	10:43:18 PM
rina han	ok let me try	10:44:18 PM
Sujeet Kumar Suman	Sure, please take your time	10:44:28 PM
rina han	it works! thank you	10:46:29 PM
Sujeet Kumar Suman	Most welcome.	10:46:37 PM
	Is there anything else I may help you with ?	10:46:40 PM
rina han	no thats all!	10:46:45 PM
Sujeet Kumar Suman	Thanks for the confirmation !	10:46:50 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.	10:46:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:46:59 PM
rina han	sure	10:47:00 PM
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	10:47:02 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Sujeet Kumar Suman has ended this chat session</i>		10:47:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 12:59:39 AM

#82101 Robert Bergman

Email: bergmanrobert23@gmail.com 2162351743

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: CLEVELAND

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 20 Secs

Robert Bergman	Hello, I am your Acebuddy	1 Oct, 12:59:39 AM
Acebuddy	Hello Robert Bergman, I'm your Ace Buddy. I'll be happy to assist you!	12:59:40 AM
	Whom Would You Like to Connect With?	12:59:40 AM
Robert Bergman	Technical Support (QB & App Hosting)	12:59:44 AM
Acebuddy	Welcome to Ace Support.	12:59:45 AM
	Please chose an option :	12:59:45 AM
Robert Bergman	I'd like to report an Issue	1:03:35 AM
Acebuddy	Please select an option!	1:03:35 AM
Robert Bergman	Other Issue	1:03:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:03:55 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.	1:34:59 AM
	<i>Ended due to chat idle timeout</i>	1:34:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 4:22:00 AM

#82667 Michael Dolan

Email: medolan@trilliumspace.com ☎ 13108014393

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 40 Secs

City: EL SEGUNDO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 42 Secs

Michael Dolan	Hello, I am your Acebuddy	16 Oct, 4:22:00 AM
Acebuddy	Hello Michael, I'm your Ace Buddy. I'll be happy to assist you!	4:22:01 AM
	Whom Would You Like to Connect With?	4:22:01 AM
Michael Dolan	Technical Support (QB & App Hosting)	4:22:04 AM
Acebuddy	Welcome to Ace Support.	4:22:04 AM
	Please chose an option :	4:22:04 AM
Michael Dolan	I'd like to report an Issue	4:22:11 AM
Acebuddy	Please select an option!	4:22:11 AM
Michael Dolan	Other Issue	4:22:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:22:19 AM
Michael Dolan	self-help portal change of password	4:22:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:22:33 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	4:22:33 AM
	<i>Gaurav kumar declined the transfer request.</i>	4:22:51 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:23:43 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:23:48 AM
	Hello Michael , how are you?	4:24:05 AM
Michael Dolan	goood'	4:24:49 AM
Anjainay Singh	That's nice to heat that, so as per my understanding you want to reset your password, am I right?	4:25:35 AM
Michael Dolan	To be clear, I have a temp password to the QBlivepre2 server that I need to change to my own version. Do I use the self help portal for that or do it inside the windows environment on the computer that I'm using hosted by you to access QB	4:26:30 AM
Anjainay Singh	As I have checked my end that you are not enrolled into the Self Care Portal so you cannot reset it from Self Care. If you have your old password with you I can assist you with enrolling into the Self Care so that you can reset the password from Self Care.	4:27:59 AM
Michael Dolan	THat's interesting because the last guy I dealt with said I was I just want to create a personal password, what do I have to do	4:29:16 AM
Anjainay Singh	Alternatively I can also send you the Self Care enrollment setup instruction which you may follow to enroll into the Self Care.	4:30:22 AM
Michael Dolan	Do I need to portal to change my password?	4:30:46 AM
Anjainay Singh	Yes you need to login into the Portal to change the password.	4:31:35 AM
Michael Dolan	ok what does it take to give me access. Again I can see the portal. I have the link. Let me know	4:31:57 AM
Anjainay Singh	May I take the remote access of your local computer?	4:32:23 AM
Michael Dolan	yes	4:32:32 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/6932683312	4:32:40 AM
Michael Dolan	Do you need access to to my MAC or the hosted Windows computer?	4:33:17 AM
Anjainay Singh	I need to access to your MAC.	4:33:46 AM
Michael Dolan	ok will you email me?	4:34:18 AM
	Can I put you on hold for 1min?	4:34:52 AM
Anjainay Singh	sure Michael, You just need to copy the URL at your MAC browser and download the Remote access file and click on it and select accept and continue.	4:35:15 AM
	You may also reset the password from My Portal if you have access to My Portal Password.	4:36:18 AM
		4:39:06 AM

Michael Dolan	I'm back	4:40:32 AM
	I can't see the whole link	4:40:39 AM
Anjainay Singh	https://assist.acecloudhosting.com/join/6932683312	4:41:01 AM
	I have pasted it once again for you.	4:41:15 AM
Michael Dolan	you in?	4:42:36 AM
Anjainay Singh	We are connected.	4:42:40 AM
Michael Dolan	what now	4:43:12 AM
Anjainay Singh	Let me assist you with login into the My Portal through which you can reset your password.	4:44:18 AM
	Please stay connected.	4:49:08 AM
	<i>The visitor's name and phone number were changed.</i>	4:50:17 AM
	You are connected.	4:54:31 AM
	As your issue has been resolved , so we are disconnecting this chat.	5:02:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:02:41 AM
	<i>Anjainay Singh has ended this chat session</i>	5:02:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 7:38:06 PM

#82207 Manny Naya

Email: manny.naya@mncpfarm.com 4074341320

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: MAITLAND

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 32 Secs

Manny Naya	Hello, I am your Acebuddy	3 Oct, 7:38:06 PM
Acebuddy	Hello Manny Naya, I'm your Ace Buddy. I'll be happy to assist you!	7:38:07 PM
	Whom Would You Like to Connect With?	7:38:07 PM
Manny Naya	Technical Support (QB & App Hosting)	7:41:08 PM
Acebuddy	Welcome to Ace Support.	7:41:08 PM
	Please chose an option :	7:41:08 PM
Manny Naya	I'd like to report an Issue	7:41:15 PM
Acebuddy	Please select an option!	7:41:15 PM
Manny Naya	Password Reset	7:41:24 PM
Acebuddy	Please select an option below	7:41:24 PM
Manny Naya	Already Enrolled to Selfcare Portal	7:41:39 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:41:39 PM
	Do you need any further assistance on the topic?	7:41:39 PM
Manny Naya	Yes	7:41:45 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:41:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:41:45 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	7:41:56 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	7:42:08 PM
Manny Naya	I have tried to reset the password for one of the other users in my firm and they still can't seem to get in.	7:42:53 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:43:13 PM
Manny Naya	mine is MannyNa	7:43:43 PM
Vikas Singh Chauhan	Okay, could you please provide the username of the user for whom the password was reset?	7:44:59 PM
Manny Naya	PatriciaMac	7:45:17 PM
Vikas Singh Chauhan	Thanks for the confirmation !	7:45:30 PM
	Is she getting any error while logging in ?	7:45:55 PM
	And is she available now to test the password again ?	7:46:14 PM
Manny Naya	yes	7:47:54 PM
	the message says login attempt failed	7:48:56 PM

Vikas Singh Chauhan	May I take the remote access of her local computer?	7:49:18 PM
Manny Naya	let me ask her	7:51:18 PM
	do you see any issues with her account on your side?	7:51:43 PM
Vikas Singh Chauhan	I have already checked and her account is active on the server.	7:52:25 PM
	The only way to check the issue is to connect to her local computer and troubleshoot it.	7:53:13 PM
Manny Naya	yes she is available now	7:55:08 PM
	will you email her?	7:55:50 PM
Vikas Singh Chauhan	I will share a link which she need to open on her local computer browser.	7:56:08 PM
	Either I can provide the link to you and you can share with her or I can send an email to her with the link.	7:56:49 PM
Manny Naya	please send her an email to pamace1010@gmail.com	7:57:30 PM
Vikas Singh Chauhan	I have sent an invite to her just now.	7:58:54 PM
	Prior providing the access, I would suggest her to close any important documents at her end.	7:59:11 PM
	Kindly ask her to paste this link in the browser of local computer and join the session.	7:59:34 PM
Manny Naya	ok	8:00:06 PM
Vikas Singh Chauhan	Okay, I am connected to her computer now.	8:00:13 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:00:17 PM
Manny Naya	ok thanks	8:01:08 PM
Vikas Singh Chauhan	Manny, she is able to login now to the server.	8:07:05 PM
	There might be glitch or she might be entering incorrect password but she is in now.	8:07:31 PM
Manny Naya	ok thanks	8:07:48 PM
Vikas Singh Chauhan	Is there anything else I may help you with ?	8:07:51 PM
Manny Naya	thats it	8:08:14 PM
Vikas Singh Chauhan	okay	8:08:25 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:08:28 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:08:34 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

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

Vikas Singh Chauhan has ended this chat session

8:08:38 PM



Chat Transcript

Hello, I am your Acebuddy

7 Oct, 9:15:15 PM

Visitor Details

#82319 greg

Email: greg@jhasslacher.com ☎ 16239744778

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: PEORIA

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 43 Secs

greg	Hello, I am your Acebuddy	7 Oct, 9:15:15 PM
Acebuddy	Hello Greg, I'm your Ace Buddy. I'll be happy to assist you!	9:15:16 PM
	Whom Would You Like to Connect With?	9:15:16 PM
greg	Technical Support (QB & App Hosting)	9:15:25 PM
Acebuddy	Welcome to Ace Support.	9:15:25 PM
	Please chose an option :	9:15:25 PM
greg	I'd like to report an Issue	9:15:33 PM
Acebuddy	Please select an option!	9:15:33 PM
greg	Password Reset	9:15:36 PM

Acebuddy	Please select an option below	9:15:36 PM
greg	Already Enrolled to Selfcare Portal	9:15:40 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:15:40 PM
	Do you need any further assistance on the topic?	9:15:40 PM
greg	Yes	9:15:44 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:15:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:15:45 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:16:02 PM
greg	Unable to access the password reset portal Re:[## 780868 ##]	9:16:04 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:16:06 PM
greg	Username CID60839	9:16:11 PM
Sujeet Kumar Suman	Hello Greg	9:16:12 PM
	<i>9:16:37 PMgreg is sharing a file with you image.png - (Size:321.87 KB)</i>	9:16:37 PM
	Thank you for providing the details. Let me check that for you.	9:16:49 PM
	Thank you for the screenshot.	9:17:10 PM
	Thank you for your patience.	9:18:45 PM
	As per the screenshot, this site is not SelfCare; it is MyPortal, where only the Account POC can log in.	9:19:11 PM
	We see that you're already enrolled on Selfcare Portal.	
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:	
	<ol style="list-style-type: none"> 1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password". 2. Enter your Server Username(GregHasslacher). 3. Enter the CAPTCHA verification and Click Continue. 4. In the window that opens, Choose an authentication method from the list. 5. Enter your new password and click Reset to finish. 	9:19:49 PM
greg	Thank you, I am in. I need to update the password for an employee account, HasslacherAdmin2 - can I do this from my portal	9:23:27 PM
Sujeet Kumar Suman	Thanks for the confirmation ! Yes you can update the password of any user from Myportal.	9:24:58 PM
greg	I only see the ability to change my password. Can I get a fresh password for user HasslacherAdmin2?	9:25:46 PM
Sujeet Kumar Suman	May I take remote control of your local system to guide you through resetting a user password via MyPortal?	9:26:18 PM
greg	yes	9:26:23 PM

Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:26:28 PM
	May I take the remote access of your local computer? https://assist.acecloudbhosting.com/join/4572160346	9:26:50 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.	9:28:20 PM
greg	We are connected	9:28:36 PM
Sujeet Kumar Suman	Yes, Thanks for confirmation!	9:28:57 PM
	Thank you for your patience.	9:35:13 PM
	As you are getting an error while trying to log into MyPortal, we are escalating your concern to the escalation team. They will assist you further.	9:35:25 PM
	Is there anything else I may help you with ?	9:35:47 PM
greg	This is the only issue. Will this chat be transferred	9:36:21 PM
Sujeet Kumar Suman	No, we are not transferring your chat. We will provide updates on the ticket that is already open on your behalf.	9:40:11 PM
	Ticket number :#780868	9:40:29 PM
	I deeply apologize for the inconvenience caused to you.	9:40:57 PM
greg	thank you	9:41:25 PM
Sujeet Kumar Suman	Most welcome Greg.	9:41:42 PM
	Is there anything else I may help you with ?	9:41:46 PM
greg	no	9:41:57 PM
	<i>greg has ended this chat session</i>	9:41:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Oct, 1:34:26 AM

#82988 Matthew Orth

Email: morth@menkeco.com 3197532000

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 41 Secs

City: MOLINE

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 4 Secs

Matthew Orth	Hello, I am your Acebuddy	28 Oct, 1:34:26 AM
Acebuddy	Hello Matthew Orth, I'm your Ace Buddy. I'll be happy to assist you!	1:34:27 AM
	Whom Would You Like to Connect With?	1:34:27 AM
Matthew Orth	Technical Support (QB & App Hosting)	1:34:34 AM
Acebuddy	Welcome to Ace Support.	1:34:35 AM
	Please chose an option :	1:34:35 AM
Matthew Orth	I'd like to report an Issue	1:34:43 AM
Acebuddy	Please select an option!	1:34:43 AM
Matthew Orth	QuickBooks Issue	1:35:07 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:35:07 AM
Matthew Orth	Other QB related issue	1:35:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:35:15 AM
Matthew Orth	Quickbooks keeps aborting on the remote desktop. It will let you sign back in but in the last Hour it has aborted 3 times.	1:35:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:35:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:35:42 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:36:03 AM
	<i>Ashutosh Mishra is transferring the chat to Yash Kalra.</i>	1:36:13 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:36:15 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:36:18 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:36:22 AM
Matthew Orth	I received this in an email from a customer. I don't know more than that. I was wondering if you have any known issues?	1:37:40 AM
Yash Kalra	Matthew, as of now, no other users have reported a similar issue.	

	Please share the name of the user experiencing the issue so that we can verify the backend settings. (Edited)	1:39:55 AM
Matthew Orth	Tessy Bredemeyer Select Puppies Inc 319-470-2046	1:41:14 AM
Yash Kalra	Please stay connected while we are checking the server settings from the backend.	1:42:10 AM
Matthew Orth	ok	1:42:22 AM
Yash Kalra	Matthew, everything from the backend seems to be fine. Please ask the user to connect with us directly. User can contact us on our 24/7 helpline on 888-415-5240 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting	1:47:17 AM
	Is there anything else I may help you with ?	1:47:49 AM
Matthew Orth	no, thank you for your help	1:48:16 AM
Yash Kalra	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.	1:48:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:48:29 AM
	<i>Yash Kalra has ended this chat session</i>	1:48:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 2:19:26 AM

#82552 mike

Email: rtf@grafixsi.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: CONCORD

State: North Carolina

Country: UNITED STATES

Chat Transcript

mike	Hello, I am your Acebuddy	14 Oct, 2:19:26 AM
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!	2:19:27 AM
	Whom Would You Like to Connect With?	2:19:27 AM
mike	Technical Support (QB & App Hosting)	2:19:33 AM
Acebuddy	Welcome to Ace Support.	2:19:33 AM
	Please chose an option :	2:19:33 AM
mike	I'd like to report an Issue	2:19:41 AM
Acebuddy	Please select an option!	2:19:41 AM
mike	Other Issue	2:19:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:19:45 AM
mike	multiple users are continually being disconnected from the Ace platform. this is happening from multiple locations and over the last 3-4 days	2:20:27 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:20:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:20:27 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:21:23 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	2:21:28 AM
	Hello Mike	2:21:32 AM
mike	hello - i am the IT vendor for Grafix Systems. Staff is having issues being fully disconnected from the platform as well as issues getting connected. this is happening from multiple locations and running on different internet providers. IT IS NOT, a local network.	2:23:02 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	2:23:29 AM
	I will surely help you with this issue.	2:23:39 AM
	Are you the only one experiencing this issue, or are others affected as well?	2:23:53 AM
mike	well, it is a critical issue trying to run payroll processing and here in the states, finally deadlines for taxes on wednesday	2:24:00 AM
	i personally am not having an issue because i don't use the platform. HOWEVER, all 4 staff members have had issues now since late thursday.	2:24:35 AM
Sujeet Kumar Suman	Could you please confirm after how much time the session gets disconnected automatically?	2:25:52 AM
mike	today, they have had at least a 10-12 disconnects and reconnects take 4-5 attempts	2:27:13 AM
Sujeet Kumar Suman	And could you please also confirm after how long the session gets disconnected automatically?	2:27:46 AM
mike	it is random. they could be on for 10 minutes or a couple of hours. however, the pattern seems to be	

	30-60 minutes and IT IS NOT from inactivity. this is occurring while they are actively working in the platform	2:29:27 AM
Sujeet Kumar Suman	As checked on the backend, the disconnect time is 15 minutes and the idle time on the server is 1 hour.	2:30:47 AM
mike	we know that but this is not from inactivity. they are being disconnected while actively working in quickbooks	2:32:28 AM
Sujeet Kumar Suman	Could you please confirm whether they are working at the same location?	2:32:28 AM
	I deeply apologize for the inconvenience caused to you.	2:32:49 AM
	No worries, I can help with that. Let me look into it for you.	2:33:09 AM
mike	over the last few days, they have been working from at least 4 different locations so it is not related to the internet provider as it involves 3 different companies.	2:33:21 AM
Sujeet Kumar Suman	Let me look into it for you.	2:35:56 AM
mike	thanks - staff are actively working so please DO NOT disconnect their sessions	2:36:20 AM
Sujeet Kumar Suman	Could you please confirm if any changes were made on the local machine in the last few days?	2:36:54 AM
	Sure, we are not disconnected from the backend."	2:37:22 AM
mike	NOTHING - maintenance is run every month and was done about 3 weeks ago well before any issues started. all computers are clean	2:37:37 AM
Sujeet Kumar Suman	Thank you for the information.	2:43:37 AM
	May take the remote access of any user to check few things related to the network?	2:45:02 AM
mike	what do you need done, i can make arrangements for you to access a staff computer	2:45:34 AM
Sujeet Kumar Suman	Prior providing the access, I would suggest you to close any important documents at your end.	2:46:00 AM
mike	that will be handled	2:46:18 AM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9822044794	2:46:32 AM
mike	give me a few minutes, i will remote into the staff computer then start your support session	2:46:52 AM
Sujeet Kumar Suman	Sure, please take your time	2:47:04 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.	2:50:34 AM
mike	i will be monitoring your support session on that computer. if you have a question for me, please type it in NOTEPAD	2:51:09 AM
Sujeet Kumar Suman	thank for letting us know.	2:52:28 AM
	Thank you for your patience.	3:25:53 AM
	As confirmed in the remote session chat, we are disconnecting the chat session and will send you an email with all the explanations and information.	3:27:39 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:27:56 AM

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

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

3:27:58 AM

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

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

Sujeet Kumar Suman has ended this chat session

3:28:01 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 7:06:41 PM

#82830 alison

Email: alison@stevecuryconstruction.com 5613016505

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: YARMOUTH

State: Maine

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 31 Secs

alison	Hello, I am your Acebuddy	22 Oct, 7:06:41 PM
Acebuddy	Hello Alison Murphy, I'm your Ace Buddy. I'll be happy to assist you!	7:06:42 PM
	Whom Would You Like to Connect With?	7:06:42 PM
alison		

	Technical Support (QB & App Hosting)	7:06:49 PM
Acebuddy	Welcome to Ace Support.	7:06:49 PM
	Please chose an option :	7:06:49 PM
alison	I'd like to report an Issue	7:06:54 PM
Acebuddy	Please select an option!	7:06:54 PM
alison	QuickBooks Issue	7:06:58 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:06:58 PM
alison	Other QB related issue	7:07:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:07:05 PM
alison	Quickbooks isnt opening	7:07:16 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:07:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:07:17 PM
alison	st sitting on the load screen	7:07:21 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:07:31 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:07:44 PM
alison	thank you	7:08:01 PM
Manish Singh	I will surely help you with this issue.	7:08:13 PM
alison	maybe the server needs to reboot or something	7:08:14 PM
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:08:20 PM
alison	i am the only user so i dont know about anyone else	7:08:39 PM
	first time - for now	7:08:42 PM
	i have had a lot of issues with the product in general	7:08:53 PM
	but its been wokring well lately	7:09:00 PM
	now its not opening	7:09:03 PM
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	7:09:33 PM
	Kindly try to access now.	7:11:06 PM
	We have restarted the services and also removed multiple QuickBooks session on your end which was causing issue.	7:11:41 PM
alison	oh interesting!	7:12:15 PM
	Like, i wasn't closing the program before leaving the cloud?	7:12:30 PM
	i did get logged on just now okay	7:13:22 PM

Manish Singh	Is there anything else I may help you with ?	7:13:43 PM
alison	just got a pop up that says connection has been lost	7:14:03 PM
	this is what was happening last week	7:14:14 PM
Manish Singh	May I take the remote access of your server?	7:14:18 PM
alison	yea	7:14:24 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	7:15:03 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:16:10 PM
alison	are you stil there?	7:24:29 PM
Manish Singh	Yes	7:25:00 PM
alison	should i keep trying to open QB?	7:25:14 PM
Manish Singh	Need to reboot the server once.	7:27:28 PM
	Server will reboot in 5 minutes.	7:27:36 PM
alison	should i get off the cloud?	7:27:50 PM
Manish Singh	Yes, please	7:27:58 PM
alison	okay ill try back in 5 mins	7:28:12 PM
	okay if I go to the bathroom?	7:28:17 PM
Manish Singh	Yes, please	7:29:35 PM
	Restarted the server successfully kindly login once and let us know if the issue is resolved.	7:33:00 PM
alison	okay logging on now	7:33:29 PM
	i still can't get on	7:34:23 PM
Manish Singh	On the server?	7:34:41 PM
alison	yup	7:34:47 PM
	now another error message is coming up	7:34:53 PM
Manish Singh	Now the server is up kindly try to access.	7:36:02 PM
alison	okay trying again	7:37:43 PM
	i am on now and it is working!	7:40:36 PM
Manish Singh	Is it working now?	7:40:37 PM
	Great!	7:40:49 PM
	Is there anything else I may help you with ?	7:40:52 PM
alison	i think i am good for now!	7:41:05 PM

Manish Singh

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

7:41:09 PM

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

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

Thanks!

7:41:12 PM

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

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

Manish Singh has ended this chat session

7:41:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Oct, 12:26:26 AM

#82224 Robert Zeigen

Email: rzeigen@szcpa.tax 15613920620

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Mins 52 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 13 Secs

Robert Zeigen

Hello, I am your Acebuddy

4 Oct, 12:26:27 AM

Acebuddy

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

12:26:27 AM

Whom Would You Like to Connect With?

12:26:27 AM

Robert Zeigen	Technical Support (QB & App Hosting)	12:26:36 AM
Acebuddy	Welcome to Ace Support.	12:26:36 AM
	Please chose an option :	12:26:36 AM
Robert Zeigen	I'd like to report an Issue	12:26:42 AM
Acebuddy	Please select an option!	12:26:42 AM
Robert Zeigen	Other Issue	12:26:47 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:26:48 AM
Robert Zeigen	My virtual drive is not syncing	12:27:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:27:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:27:03 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:27:38 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:27:41 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:27:44 AM
Robert Zeigen	Schaffer Zeigen CPA	12:28:00 AM
	rzeigen	12:28:27 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:28:35 AM
Robert Zeigen	szcpa.myrealdatal.net	12:28:44 AM
	With reference to 779373, restarting the service was just a temp fix. we need to try step 2	12:29:23 AM
	If still not syncing: Open Virtual Drive → Click "Retry All" for any errors Click your profile → Select "Reauthorize" Check for updates: Virtual Drive menu → "Check for Updates"	12:29:28 AM
Yash Kalra	May I take the remote access of your server?	12:30:41 AM
Robert Zeigen	yes	12:30:46 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	12:30:50 AM
Robert Zeigen	okay	12:31:07 AM
Yash Kalra	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.	12:31:57 AM
Robert Zeigen	The folder that I could not see now backfilled	12:34:40 AM
	I'm here	12:58:03 AM
Yash Kalra	Robert, we will be following up with you regarding this issue, if this reoccur we will be escalating this case to the escalation team.	12:58:11 AM
	Is there anything else I may help you with ?	12:58:13 AM
Robert Zeigen	No, thank you very much	12:58:23 AM

Yash Kalra

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.

12:58:27 AM

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

12:58:33 AM

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

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

Thanks!

12:58:36 AM

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

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

Yash Kalra has ended this chat session

12:58:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 8:01:59 PM

#82636 Isaac Kleven

Email: isaac@stockpkg.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: OMAHA

State: Nebraska

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 2 Secs

Isaac Kleven

Hello, I am your Acebuddy

15 Oct, 8:02:00 PM

Acebuddy

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

8:02:01 PM

	Whom Would You Like to Connect With?	8:02:01 PM
Isaac Kleven	Technical Support (QB & App Hosting)	8:02:12 PM
Acebuddy	Welcome to Ace Support.	8:02:12 PM
	Please chose an option :	8:02:12 PM
Isaac Kleven	I'd like to raise a Request	8:02:37 PM
Acebuddy	Please select your request type.	8:02:37 PM
Isaac Kleven	Password Reset	8:02:55 PM
Acebuddy	Please select an option below	8:02:55 PM
Isaac Kleven	Already Enrolled to Selfcare Portal	8:04:46 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:04:46 PM
	Do you need any further assistance on the topic?	8:04:46 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.	8:49:02 PM
	<i>Ended due to chat idle timeout</i>	8:49:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 8:31:03 PM

#82580 R Harry Anderson

Email: harry@totalfeeds.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: HASLET

State: Texas

Country: UNITED STATES

Chat Transcript

R Harry Anderson	Hello, I am your Acebuddy	14 Oct, 8:31:04 PM
Acebuddy	Hello R Harry Anderson, I'm your Ace Buddy. I'll be happy to assist you!	8:31:04 PM
	Whom Would You Like to Connect With?	8:31:04 PM
R Harry Anderson	Technical Support (QB & App Hosting)	8:31:10 PM
Acebuddy	Welcome to Ace Support.	8:31:10 PM
	Please chose an option :	8:31:10 PM
R Harry Anderson	I'd like to raise a Request	8:31:20 PM
Acebuddy	Please select your request type.	8:31:20 PM
R Harry Anderson	Password Reset	8:31:24 PM
Acebuddy	Please select an option below	8:31:24 PM
R Harry Anderson	Not Enrolled to Selfcare Portal	8:31:35 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	8:31:35 PM
	Do you need any further assistance on the topic?	8:31:35 PM
R Harry Anderson	Yes	8:46:39 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:46:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:46:39 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:46:54 PM
	<i>R Harry Anderson has ended this chat session</i>	8:46:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 4:19:44 AM

#82442 Danielle Crowell

Email: billing@equityconnect.com ☎ 4803514556

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 20 Secs

City: TUCSON

State: Arizona

Country: UNITED STATES

Chat Duration : 37 Mins 28 Secs

Chat Transcript

Danielle Crowell	Hello, I am your Acebuddy	10 Oct, 4:19:45 AM
Acebuddy	Hello Annalisa, I'm your Ace Buddy. I'll be happy to assist you!	4:19:46 AM
	Whom Would You Like to Connect With?	4:19:46 AM
Danielle Crowell	Technical Support (QB & App Hosting)	4:20:02 AM
Acebuddy	Welcome to Ace Support.	4:20:02 AM
	Please chose an option :	4:20:02 AM
Danielle Crowell	I'd like to report an Issue	4:20:08 AM
Acebuddy	Please select an option!	4:20:08 AM
Danielle Crowell	QuickBooks Issue	4:20:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:20:12 AM
Danielle Crowell	Other QB related issue	4:20:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:20:17 AM
Danielle Crowell	I keep getting a notification for non-printable characters when downloading bank feeds and it wont let me open them	4:20:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:20:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:20:54 AM
Danielle Crowell	i went through the vendors and the transactions on the bank portal and i dont see a non printable character	4:21:38 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	4:21:38 AM
	<i>Shashwat Verma is transferring the chat to Yash Kalra.</i>	4:21:43 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:22:22 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:22:27 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:22:29 AM

Danielle Crowell	HCO LLC	4:22:57 AM
Yash Kalra	Kindly allow me two minutes to check the same.	4:23:34 AM
	To help me assist you better, please answer the following questions:	
	1. Is this issue occurring for all the user or is it user specific? 2. kindly share snippet the exact message you are encountering.	4:25:41 AM
	<i>4:27:09 AMDanielle Crowell is sharing a file with you image.png - (Size:13.9 KB)</i>	4:27:09 AM
	Annalisa, is this issue occurring for all the user or is it user specific?	4:29:23 AM
Danielle Crowell	we have never gotten this before and its only in one book	4:30:19 AM
Yash Kalra	May I take the remote access of your server?	4:30:31 AM
Danielle Crowell	yes	4:31:29 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	4:31:32 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.	4:31:50 AM
	Annalisa, Non-printable characters are invisible or control characters that aren't standard letters, numbers, or punctuation. Examples include: Backspace (`\b`) Tab (`\t`) Vertical tab (`\v`) Carriage return (`\r`) Line feed (`\n`) Certain Unicode symbols that look blank QuickBooks allows these in names, so you could have a customer or account name that contains them without noticing.	4:45:53 AM
	This issue have to be resolved manually.	4:46:26 AM
	Please follow these simple to get this issue resolved	
Step 1: Identify the Problematic Names		
Open QuickBooks and go to Lists → Chart of Accounts (or Customer/Vendor List , depending on where you suspect the issue is).		
Look for names that might have unusual spaces, symbols, or characters that don't display normally.		
If the list is long, you can export it to Excel:		
Click Reports → List → Account Listing .		
Export the report to Excel and scan for hidden/non-printable characters (these often appear as blank or weird symbols).		
<hr/>		
Step 2: Edit the Names		
Double-click on the account, customer, or vendor name.		
Remove any unusual characters or extra spaces.		
Ensure only normal letters, numbers, or standard punctuation are used.		

Save the changes.

Tip: You can also copy the name into a text editor like Notepad to strip out hidden characters, then paste it back into QuickBooks.

4:47:01 AM

Step 3: Verify All Lists

Repeat Step 2 for:

Customer:Job List

Vendor List

Employee List

Chart of Accounts

Classes, if used

Bank Feeds cannot process any non-printable characters, so every list needs to be checked.

Step 4: Refresh Bank Feeds

After cleaning all names, go to **Banking → Bank Feeds → Refresh Account**.

QuickBooks should now be able to connect without errors. (Edited)

Danielle Crowell	i dont see refresh	4:47:41 AM
Yash Kalra	First, we have remove the Remove any unusual characters or extra spaces.	4:48:37 AM
Danielle Crowell	from vendors??	4:48:52 AM
Yash Kalra	Annalisa, we believe the best action we can perform is to contact the intuit support there seems to be no issue from our side	4:54:26 AM
	Please reach out to intuit once, if required you can keep us on a 3-way call with them.	4:55:03 AM
Danielle Crowell	thanks	4:56:23 AM
Yash Kalra	we really want to help you with this issue, but this seems to be some application issue You may contact us on our 24/7 helpline on 888-415-5240 (toll-free). (Edited)	4:56:42 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:57:05 AM

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

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

Thanks!

4:57:11 AM

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

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

Yash Kalra has ended this chat session

4:57:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Oct, 8:44:42 PM

#82720 DAN KABBES

Email: dkabbes@bwhittle.com ☎ 18129814824

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: NEW ALBANY

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 5 Secs

DAN KABBES	Hello, I am your Acebuddy	17 Oct, 8:44:42 PM
Acebuddy	Hello Dan Kabbes, I'm your Ace Buddy. I'll be happy to assist you!	8:44:43 PM
	Whom Would You Like to Connect With?	8:44:43 PM
DAN KABBES	Technical Support (QB & App Hosting)	8:45:01 PM
Acebuddy	Welcome to Ace Support.	8:45:02 PM
	Please chose an option :	8:45:02 PM
DAN KABBES	I'd like to raise a Request	8:45:11 PM
Acebuddy	Please select your request type.	8:45:11 PM
DAN KABBES	Change in Users	8:45:29 PM
Acebuddy	Please select your desired option!	8:45:29 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:26:48 PM
	<i>Ended due to chat idle timeout</i>	9:26:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 5:00:48 PM

#82204 testing

Email: testing@gmail.com ☎ 309878191

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 47 Secs

testing	Hello, I am your Acebuddy	3 Oct, 5:00:48 PM
Acebuddy	Hello Testing, I'm your Ace Buddy. I'll be happy to assist you!	5:00:49 PM
	Whom Would You Like to Connect With?	5:00:49 PM
testing	Technical Support (QB & App Hosting)	5:00:52 PM
Acebuddy	Welcome to Ace Support.	5:00:52 PM
	Please chose an option :	5:00:52 PM
testing	I'd like to report an Issue	5:01:07 PM
Acebuddy	Please select an option!	5:01:07 PM
testing	Password Reset	5:01:16 PM
Acebuddy	Please select an option below	5:01:16 PM
testing	Already Enrolled to Selfcare Portal	5:01:22 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	5:01:22 PM
	Do you need any further assistance on the topic?	5:01:22 PM
testing	No	5:01:36 PM

Acebuddy	Thank you for contacting Ace Support. Have a nice day!	5:01:36 PM
Acebuddy	<i>Acebuddy has ended this chat session</i>	5:01:36 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details 7 Oct, 6:10:32 PM

#82303 Emily Cuellar

Email: ecuellar@starchase.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript Chat Duration : 39 Mins 35 Secs

Emily Cuellar	Hello, I am your Acebuddy	7 Oct, 6:10:33 PM
Acebuddy	Hello Emily Cuellar, I'm your Ace Buddy. I'll be happy to assist you!	6:10:34 PM
	Whom Would You Like to Connect With?	6:10:34 PM
Emily Cuellar	Technical Support (QB & App Hosting)	6:10:38 PM
Acebuddy	Welcome to Ace Support.	6:10:38 PM
	Please chose an option :	6:10:38 PM
Emily Cuellar	I'd like to report an Issue	6:10:45 PM
Acebuddy	Please select an option!	6:10:45 PM
Emily Cuellar	Other Issue	6:10:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:10:51 PM

Emily Cuellar	I worked with support last week regarding obtaining a shared folder to link a remote desktop shared folder to my local desktop folder and I cannot find the shared folder in order to have access to files on both remote and local desktop.	6:12:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:12:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:12:32 PM
	<i>Ankit declined the transfer request.</i>	6:12:35 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	6:12:39 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	6:12:56 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:13:45 PM
Emily Cuellar	starchasellc.myreldata.net	6:15:00 PM
	username is emily.c1@myreldata.net	6:15:22 PM
Vikas Singh Chauhan	Thanks for the confirmation !	6:16:04 PM
	May I take the remote access of your local computer?	6:16:21 PM
Emily Cuellar	yes	6:16:35 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	6:17:09 PM
	https://assist.acecloudhosting.com/join/5702548963	6:17:20 PM
	Kindly paste this link in the browser of local computer and join the session.	6:17:35 PM
	Is there anything else I may help you with ?	6:49:33 PM
Emily Cuellar	Thats it thank you	6:49:51 PM
Vikas Singh Chauhan	Great !!	6:49:58 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:50:02 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:50:06 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Vikas Singh Chauhan has ended this chat session</i>	6:50:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 1:52:13 AM

#82192 office

Email: office@pricecontracting.com 14062743064

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: 9 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 15 Secs

office	Hello, I am your Acebuddy	3 Oct, 1:52:13 AM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	1:52:14 AM
	Whom Would You Like to Connect With?	1:52:14 AM
office	Technical Support (QB & App Hosting)	1:52:21 AM
Acebuddy	Welcome to Ace Support.	1:52:21 AM
	Please chose an option :	1:52:21 AM
office	I'd like to report an Issue	1:52:35 AM
Acebuddy	Please select an option!	1:52:35 AM
office	QuickBooks Issue	1:52:42 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:52:42 AM
office	QuickBooks is Frozen	1:52:49 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:52:50 AM
	Was that helpful?	1:52:50 AM

office	No	1:52:56 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:52:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:52:56 AM
	<i>Vignesh Arul declined the transfer request.</i>	1:53:06 AM
office	Both admin and assistant accounts are frozen	1:53:20 AM
	admin was able to log out, but assistant had to force quit	1:53:43 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:53:45 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:53:48 AM
	Hello	1:53:53 AM
	I will surely help you with this issue.	1:54:03 AM
office	thank you	1:54:33 AM
Shashwat Verma	At what specific point does the file freeze?	1:54:59 AM
office	on the assistant's server, it froze mid-entry while inputting a check. now neither one of us can log back in	1:56:32 AM
Shashwat Verma	As checked, non of the user is currently connected to server	1:56:36 AM
	Thanks for the confirmation !	1:56:49 AM
office	yes - can't log back in. it freezes on the server desktop with just the white quickbooks circle before it prompts for QB password	1:57:17 AM
Shashwat Verma	Okay	1:57:47 AM
	May I take the remote access of your local computer?	1:58:02 AM
office	yes	1:59:07 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:59:13 AM
	https://assist.acecloudhosting.com/join/6982270402	1:59:31 AM
	Kindly Click on the link and open the downloaded file.	1:59:34 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.	2:01:26 AM
	Got the issue, to resolve the Qb launching issue, we have to reboot the server	2:03:50 AM
	It might take 6-7 mins	2:04:41 AM
office	so we just need to wait a little bit and then log back in?	2:04:55 AM
Shashwat Verma	We will inform you on email once done	2:04:57 AM
office	thank you!	2:05:03 AM
Shashwat Verma	Is there anything else I may help you with ?	2:05:07 AM
office		2:05:18 AM

nope - thanks for your help!

Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	2:05:24 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:05:25 AM
	<i>Shashwat Verma has ended this chat session</i>	2:05:28 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 8:00:25 PM

#82635 Support

Email: support@ospcservices.com ☎ 18173066106

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: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 3 Secs

Support	Hello, I am your Acebuddy	15 Oct, 8:00:25 PM
Acebuddy	Hello Kyler Stutzman, I'm your Ace Buddy. I'll be happy to assist you!	8:00:27 PM
	Whom Would You Like to Connect With?	8:00:27 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:33:29 PM
	<i>Ended due to chat idle timeout</i>	8:33:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 11:30:48 PM

#82146 scott kushnick

Email: skushnick@kdhllc.com ☎ 7183123400

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 35 Secs

City: KINGSTON

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 43 Secs

scott kushnick	Hello, I am your Acebuddy	1 Oct, 11:30:48 PM
Acebuddy	Hello Scott Kushnick, I'm your Ace Buddy. I'll be happy to assist you!	11:30:49 PM
	Whom Would You Like to Connect With?	11:30:49 PM
scott kushnick	Technical Support (QB & App Hosting)	11:30:55 PM
Acebuddy	Welcome to Ace Support.	11:30:55 PM
	Please chose an option :	11:30:55 PM
scott kushnick	I'd like to report an Issue	11:31:04 PM
Acebuddy	Please select an option!	11:31:04 PM
scott kushnick	Other Issue	11:31:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:31:09 PM
scott kushnick	i think a system update erased my remote login. i dont remember the app name and its no longer on my system	11:31:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:31:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:31:54 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	11:32:32 PM

Sujeet Kumar Suman is transferring the chat to Yash Kalra.

11:32:40 PM

Yash Kalra accepted the chat transfer request.

11:32:43 PM

Yash Kalra Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.

11:32:46 PM

I will be surely assisting you with this. Kindly help me with your server name and user name?

11:32:48 PM

scott kushnick QBNXTPRO.myrealdata.net

11:33:21 PM

myrealdata\ScottKush.NPRO

11:33:28 PM

Yash Kalra Kindly allow me two minutes to check the same.

11:33:42 PM

Scott, please follow the below attached link to download the rdp:

[Downloads - Ace Cloud Hosting Resources and Tools](#)

11:36:24 PM

Steps:

1. click on the download button under Microsoft RDP Generator

1. Please add:

Server Name*: QBNXTPRO.myrealdata.net

11:37:20 PM

User Name*: ScottKush.NPRO

scott kushnick i got it. remote desktop no longer exists

11:37:33 PM

they changed the app

11:37:36 PM

Yash Kalra May I take the remote access of your local computer in order to resolve the issue? (Edited)

11:37:59 PM

scott kushnick im fine. i just updated the app

11:38:18 PM

do u guys not know that they changed the app?

11:38:36 PM

called windows app now

11:38:48 PM

Yash Kalra Scoot thank you for letting us know.

11:40:09 PM

Is there anything else I may help you with ?

11:40:24 PM

scott kushnick ok. thanks bye

11:40:26 PM

nope

11:40:28 PM

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

11:40:30 PM

scott kushnick has ended this chat session

11:40:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Oct, 9:21:57 PM

#82874 johnathon

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

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: PENSACOLA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 14 Secs

johnathon	Hello, I am your Acebuddy	23 Oct, 9:21:57 PM
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!	9:21:58 PM
	Whom Would You Like to Connect With?	9:21:58 PM
johnathon	Technical Support (QB & App Hosting)	9:22:02 PM
Acebuddy	Welcome to Ace Support.	9:22:02 PM
	Please chose an option :	9:22:02 PM
johnathon	I'd like to report an Issue	9:22:10 PM
Acebuddy	Please select an option!	9:22:10 PM
johnathon	Other Issue	9:22:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:22:14 PM
johnathon	We are getting a message saying the D drive is full	9:22:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:22:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:34 PM
	<i>Manish Singh declined the transfer request.</i>	9:22:42 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	9:22:50 PM

Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	9:22:55 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:23:05 PM
johnathon	Our account is CID68317	9:24:39 PM
	We only have 1 server.	9:24:44 PM
	User is Jason	9:24:55 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	9:25:18 PM
	<i>9:28:34 PM Shubham Maurya is sharing a file with you</i> <u>image.png</u> - (Size:5.85 KB)	9:28:34 PM
	<i>This is current status of your server drive memory, C drive is almost 60 % full and D drive is completely full.</i>	
	D driver only contain client's data so we can not delete anything from our end.	9:28:59 PM
johnathon	Can you expand the D drive please.	9:29:01 PM
Shubham Maurya	Sure, we can add complementary 5 GB of space but we don't think that will help in this case as it's completely full.	9:30:20 PM
johnathon	Correct. Can you add 25GB of space?	9:30:43 PM
Shubham Maurya	Disk Space Upgrade Plans: Plan 1: 200 GB - \$120/month Plan 2: 100 GB - \$60/month Plan 3: 80 GB - \$50/month Plan 4: 60 GB - \$40/month Plan 5: 40 GB - \$28/month	9:31:10 PM
	Please select any plan from above so that we can proceed and we might be needing an email for approval from POC mail.	
johnathon	Plan 5 is fine.	9:31:30 PM
Shubham Maurya	Alright, thanks for confirming Johnathon ! Please can you confirm the same on mail and send it to support@acecloudhosting.com	9:32:30 PM
	Kindly let me know once it has been sent.	9:33:13 PM
johnathon	Email just sent	9:36:46 PM
Shubham Maurya	From the same email ID johnathon@islandentertainment.com ?	9:37:23 PM
	Alright, we have received your mail with ticket ID #790596	9:39:09 PM
	We will share you confirmation on mail within next 10-15 min, once it's done from our backend team.	9:39:48 PM
	Is there anything else I may help you with ?	9:41:08 PM
johnathon	No thanks	9:47:01 PM
Shubham Maurya	You are most welcome !	9:47:58 PM
	Have a good one !	9:48:03 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this	

9:48:06 PM

chat.

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

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

Thanks!

9:48:09 PM

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

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

Shubham Maurya has ended this chat session

9:48:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 6:19:04 PM

#82688 Dallas Gee

Email: dallas@ultimategoal.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: BURGETTSTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 25 Secs

Dallas Gee	Hello, I am your Acebuddy	16 Oct, 6:19:04 PM
Acebuddy	Hello Dallas Gee, I'm your Ace Buddy. I'll be happy to assist you!	6:19:05 PM

	Whom Would You Like to Connect With?	6:19:05 PM
Dallas Gee	Technical Support (QB & App Hosting)	6:19:14 PM
Acebuddy	Welcome to Ace Support.	6:19:14 PM
	Please chose an option :	6:19:14 PM
Dallas Gee	I'd like to raise a Request	6:19:24 PM
Acebuddy	Please select your request type.	6:19:24 PM
Dallas Gee	Password Reset	6:19:35 PM
Acebuddy	Please select an option below	6:19:36 PM
Dallas Gee	Already Enrolled to Selfcare Portal	6:19:43 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	6:19:43 PM
	Do you need any further assistance on the topic?	6:19:43 PM
Dallas Gee	Yes	6:19:54 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:19:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:19:54 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:20:14 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:20:18 PM
Dallas Gee	Good morning	6:20:27 PM
Manish Singh	Hii Dallas	6:20:36 PM
Dallas Gee	My company is transitioning to two-step authentication and when I try to follow the link to set my account up, I am being told that my username does not exist.	6:21:26 PM
	The exact message I am getting is "Invalid User Name or You are required to enroll to use this service. Log in and enroll."	6:21:45 PM
Manish Singh	Are you trying to access myportal?	6:22:11 PM
Dallas Gee	I am following a link to https://selfcare.acecloudhosting.com/ per my IT department's instruction	6:22:41 PM
Manish Singh	Your username will be Dallas_Gee	6:23:09 PM
	Kindly try with this one	6:23:16 PM
Dallas Gee	that is the username I am trying to use	6:23:22 PM
Manish Singh	May I take the remote access of your local computer?	6:23:30 PM
Dallas Gee	Yes	6:23:34 PM
Manish Singh	https://assist.acecloudhosting.com/join/2182103947	6:23:42 PM
	Kindly paste this link in the browser of local computer and join the session.	6:23:45 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:23:48 PM
Dallas Gee	It is loading now	6:25:23 PM

Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:25:41 PM
	Kindly try connecting with Jacob Holmberg	6:34:11 PM
	And reset your password then again try logging in to selfcare portal for TFA setup.	6:34:40 PM
	Is there anything else I may help you with ?	6:34:42 PM
Dallas Gee	No, that is all. Thank you	6:35:04 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:35:14 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:35:20 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:35:23 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	6:35:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 12:34:37 AM

#82099 allison

Email: allison@cowestlandtrust.org 19702635443

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: PROVO

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 15 Secs

allison	Hello, I am your Acebuddy	1 Oct, 12:34:37 AM
Acebuddy	Hello Allison, I'm your Ace Buddy. I'll be happy to assist you!	12:34:38 AM
	Whom Would You Like to Connect With?	12:34:38 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.	1:19:53 AM
	<i>Ended due to chat idle timeout</i>	1:19:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Oct, 7:00:07 PM

#82501 Kayla

Email: krhodes@willsaccounting.com

Department: Support(QB & App Hosting)

Operator: Shubham Gupta

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 15 Secs

City: RUCKERSVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 50 Secs

Kayla	Hello, I am your Acebuddy	12 Oct, 7:00:08 PM
Acebuddy	Hello Kayla, I'm your Ace Buddy. I'll be happy to assist you!	7:00:09 PM

	Whom Would You Like to Connect With?	7:00:09 PM
Kayla	Technical Support (QB & App Hosting)	7:00:20 PM
Acebuddy	Welcome to Ace Support.	7:00:20 PM
	Please chose an option :	7:00:20 PM
Kayla	I'd like to report an Issue	7:00:33 PM
Acebuddy	Please select an option!	7:00:33 PM
Kayla	Other Issue	7:00:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:00:39 PM
Kayla	i cannot connect to the remote server	7:00:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:00:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:00:59 PM
	<i>Shubham Gupta accepted the chat transfer request.</i>	7:01:14 PM
Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.	7:01:17 PM
Kayla	it says logon attempt failed	7:01:27 PM
Shubham Gupta	Hello Kayla, Hope you are having a good day today	7:01:29 PM
	I will surely help you with this issue.	7:01:34 PM
	Kayla please confirm your business name that is registered with ACE.	7:01:45 PM
Kayla	Hi Shubham, good day to you as well!	7:01:52 PM
Shubham Gupta	Thank you	7:02:03 PM
Kayla	wills and associates	7:02:22 PM
Shubham Gupta	Thanks for the confirmation !	7:02:56 PM
	Kindly allow me two minutes to check the same.	7:03:11 PM
Kayla	you are welcome	7:03:16 PM
	take you time	7:03:18 PM
Shubham Gupta	This message has been deleted	7:03:59 PM
	Thank you.	7:04:12 PM
	kayla, just checked and found out that your user account got locked due to 3 unsuccessfull attempts to login	7:05:49 PM
	I have unlocked your account now, Please try to sign in with the correct password	7:06:13 PM
Kayla	okay, i will try again	7:07:09 PM
	thank you, it worked this time.	7:07:15 PM
Shubham Gupta	If incase you have forgotten your password, you ay reset the same from selfacrefe portal	7:07:18 PM

	You're welcome	7:07:25 PM
Kayla	Have a great day!	7:07:32 PM
Shubham Gupta	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.	7:07:37 PM
	Thank you, You too.	7:07:45 PM
	After this chat you will get the reference ticket ID	7:07:49 PM
Kayla	yes, of course, I will.	7:07:51 PM
Shubham Gupta	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:07:52 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Gupta has ended this chat session</i>	7:07:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Oct, 8:40:31 PM

#82966 Ravi Shah

Email: ravi@yourtaxadvisor.com +1 9739609951

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 20 Secs

City: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 47 Secs

Ravi Shah	Hello, I am your Acebuddy	27 Oct, 8:40:31 PM
Acebuddy	Hello Ravi Shah, I'm your Ace Buddy. I'll be happy to assist you!	8:40:32 PM
	Whom Would You Like to Connect With?	8:40:32 PM
Ravi Shah	Technical Support (QB & App Hosting)	8:40:40 PM
Acebuddy	Welcome to Ace Support.	8:40:40 PM
	Please chose an option :	8:40:40 PM
Ravi Shah	I'd like to raise a Request	8:40:50 PM
Acebuddy	Please select your request type.	8:40:50 PM
Ravi Shah	Application Update	8:40:59 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	8:40:59 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	8:40:59 PM
Ravi Shah	Yes	8:41:10 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:41:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:41:10 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:41:18 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:41:27 PM
Ravi Shah	Hi Ashutosh	8:41:48 PM
Ashutosh Mishra	Hello Ravi, I will be surely assisting you with this. Kindly help me with your server name and user name?	8:41:52 PM
Ravi Shah	I want to update my Taxwise software 2023 from RDC but its not allowing me	8:42:23 PM
	RDC username is ChitrathMe	8:43:14 PM
Ashutosh Mishra	I will surely help you with this issue.	8:43:27 PM
	Kindly allow me two minutes to check the same.	8:43:31 PM
Ravi Shah	ok	8:45:03 PM
Ashutosh Mishra	Ravi, to continue with the update users must log out of the application as well as the server. Kindly inform all users to log out, if you would like this to be scheduled later, we can schedule the update during night hours to prevent any interruption to your workflow. (Edited)	8:48:14 PM

Ravi Shah	we can do it now	8:48:51 PM
Ashutosh Mishra	Sure, please let me know once the user's logout and I will start the update.	8:49:44 PM
Ravi Shah	ok but currently iam using this ace cloud on RDC then how we will communicate	8:50:46 PM
	all other user have logged out except me	8:51:15 PM
Ashutosh Mishra	I will check from the backend and try to close the TaxWise instances and initiate the update.	8:52:11 PM
	Kindly allow me two minutes for this.	8:52:24 PM
Ravi Shah	ok	8:52:31 PM
	<i>8:55:27 PM Ashutosh Mishra is sharing a file with you image.png - (Size:4.55 KB) Taxwise has been updated.</i>	8:55:27 PM
Ashutosh Mishra	Is there anything else I may help you with ?	8:55:46 PM
Ravi Shah	okk let me check once	8:56:09 PM
	Okk its done, Thank you	8:57:00 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:57:10 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:57:13 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:57:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	8:57:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82365 Darius

Email: darius.clark@creativeplanning.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: KANSAS CITY

State: Missouri

Country: UNITED STATES

Chat Duration : 40 Mins 44 Secs

Chat Transcript

Darius	Hello, I am your Acebuddy	8 Oct, 9:48:19 PM
Acebuddy	Hello Darius, I'm your Ace Buddy. I'll be happy to assist you!	9:48:20 PM
	Whom Would You Like to Connect With?	9:48:20 PM
Darius	Technical Support (QB & App Hosting)	9:48:26 PM
Acebuddy	Welcome to Ace Support.	9:48:26 PM
	Please chose an option :	9:48:26 PM
Darius	I'd like to report an Issue	9:48:34 PM
Acebuddy	Please select an option!	9:48:34 PM
Darius	QuickBooks Issue	9:48:37 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:48:37 PM
Darius	QuickBooks Login Issue	9:48:42 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	9:48:42 PM
	Was that helpful?	9:48:42 PM
Darius	No	9:48:50 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:48:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:48:50 PM
Darius	Hi. I am trying to login to the ace server and I can get past the first login but there is a second login screen and this second login will not accept the password and user name	9:50:02 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:50:08 PM

Manish Singh is transferring the chat to Ashutosh Mishra.

9:50:15 PM

Ashutosh Mishra accepted the chat transfer request.

9:50:19 PM

Ashutosh Mishra Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today. 9:50:31 PM

Hello Darius, I will be surely assisting you with this. Kindly help me with your server name and user name? 9:50:52 PM

Darius Hello, here is the server name KitchensKleweno.myrealdatal.net 9:51:25 PM

the user name is Sheila.Dressman 9:51:36 PM

Ashutosh Mishra Thank you for providing the details. Let me check that for you. 9:53:00 PM

Is this the first time you are facing this issue? 9:55:13 PM

Darius yes 9:55:21 PM

Ashutosh Mishra Is this issue occurring only for you, or are other users on the server also experiencing it? 9:55:30 PM

Darius only this user so far 9:55:55 PM

Ashutosh Mishra May I take the remote access of your local computer to assist further? 9:57:53 PM

Darius yes please 9:58:08 PM

Ashutosh Mishra Prior providing the access, I would suggest you to close any important documents at your end. 9:58:43 PM

<https://assist.acecloudhosting.com/join/3412345269> 9:58:56 PM

Kindly paste this link in the browser of local computer and join the session. 9:59:02 PM

Please enter your computers credentials to allow permissions. 10:00:44 PM

As per discussion over the remote session, The issue is resolved by resetting password through self care portal and using RDP file. 10:28:48 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. 10:28:53 PM

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

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

Thanks! 10:29:01 PM

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

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

Ashutosh Mishra has ended this chat session 10:29:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Oct, 8:29:11 PM

#83122 office

Email: office@pricecontracting.com  14062743064

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Mins 20 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 24 Secs

office	Hello, I am your Acebuddy	30 Oct, 8:29:11 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	8:29:12 PM
	Whom Would You Like to Connect With?	8:29:12 PM
office	Technical Support (QB & App Hosting)	8:29:27 PM
Acebuddy	Welcome to Ace Support.	8:29:27 PM
	Please chose an option :	8:29:27 PM
office	I'd like to raise a Request	8:29:33 PM
Acebuddy	Please select your request type.	8:29:33 PM
office	Setup Ace Server	8:29:40 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:29:40 PM
office	Microsoft Windows	8:29:47 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	8:29:47 PM
	Do you need any further assistance on the topic?	8:29:47 PM

office	Yes	8:29:59 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:29:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:29:59 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:30:21 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:30:44 PM
office	thanks	8:30:51 PM
	Will you please take over my computer and help me delete the current server on my computer and reinstall with my server name? REcently removed Carol kuginskie and added myself, Nicole Rainwater, but I'm a little challenged as far as computers go	8:33:32 PM
Vikas Singh Chauhan	Let me transfer you to a specialist who can better address your concern.	8:34:02 PM
	<i>Vikas Singh Chauhan is transferring the chat to Sanyam Madan.</i>	8:34:11 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:34:14 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:34:19 PM
	Sure	8:34:46 PM
	May I take the remote access of your local computer?	8:34:50 PM
office	yes please, thank you!	8:35:35 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	8:35:56 PM
	https://assist.acecloudhosting.com/join/7492678478	8:36:10 PM
	Kindly paste this link in the browser of local computer and join the session.	8:36:13 PM
office	ok, done	8:39:10 PM
Sanyam Madan	have you accessed it ?	8:40:26 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:43:38 PM
office	ok	8:46:07 PM
Sanyam Madan	As per discussion over the remote session, The issue is resolved by changing the configuration in Ace connect	9:04:10 PM
	Is there anything else I may help you with ?	9:04:12 PM
office	Ok everything is working great	9:04:23 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:04:31 PM
office	thank youk	9:04:33 PM
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:04:34 PM
	<i>Sanyam Madan has ended this chat session</i>	9:04:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 5:12:13 AM

#82668 CASSANDRA

Email: cassandra@cassandragalan.com 17149059342

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: 19 Secs

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 30 Secs

CASSANDRA	Hello, I am your Acebuddy	16 Oct, 5:12:13 AM
Acebuddy	Hello Cassandra Galan, I'm your Ace Buddy. I'll be happy to assist you!	5:12:14 AM
	Whom Would You Like to Connect With?	5:12:14 AM
CASSANDRA	Technical Support (QB & App Hosting)	5:12:20 AM
Acebuddy	Welcome to Ace Support.	5:12:21 AM
	Please chose an option :	5:12:21 AM
CASSANDRA	I'd like to report an Issue	5:12:25 AM
Acebuddy	Please select an option!	5:12:25 AM
CASSANDRA	Other Issue	5:12:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:12:30 AM
CASSANDRA	Unable to log onto hosted server	5:12:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:12:40 AM

Acebuddy (bot) forwarded the chat request

5:12:40 AM

Anjainay Singh accepted the chat transfer request.

5:13:34 AM

Anjainay Singh Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.

5:13:40 AM

CASSANDRA Hi, I am unable to log into my hosted server.

5:14:22 AM

5:14:32 AM CASSANDRA is sharing a file with you

[Screenshot 2025-10-15 184302.png](#) - (Size:25.49 KB)

5:14:32 AM

keep getting login error

Anjainay Singh I understand your concern Cassandra and assure the best possible resolution for it.

5:15:15 AM

CASSANDRA Thank you

5:15:23 AM

Anjainay Singh Could you please confirm since when you are facing this issue?

5:15:42 AM

I have unlocked your account , could you please try to login once again?

5:17:11 AM

CASSANDRA Just the last 10 minutes. let me check

5:17:17 AM

Anjainay Singh Sure .

5:17:28 AM

CASSANDRA It is working now, thank you so much

5:17:38 AM

Anjainay Singh Is there anything else I may help you with ?

5:17:54 AM

CASSANDRA that was all

5:17:59 AM

Anjainay Singh Please provide your positive feedback by clicking on smiling emoji.

5:18:13 AM

I will also share the ticket id with you over the mail once this chat is disconnected.

5:18:30 AM

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

5:18:36 AM

CASSANDRA thank you

5:18:40 AM

Anjainay Singh has ended this chat session

5:18:44 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Oct, 7:29:02 PM

#82171 backend

Email: backend@phmigroup.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 29 Secs

City: SURAT

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 31 Mins 4 Secs

backend	Hello, I am your Acebuddy	2 Oct, 7:29:03 PM
Acebuddy	Hello Rohan Patil, I'm your Ace Buddy. I'll be happy to assist you!	7:29:04 PM
	Whom Would You Like to Connect With?	7:29:04 PM
backend	Technical Support (QB & App Hosting)	7:29:18 PM
Acebuddy	Welcome to Ace Support.	7:29:18 PM
	Please chose an option :	7:29:18 PM
backend	I'd like to report an Issue	7:29:29 PM
Acebuddy	Please select an option!	7:29:29 PM
backend	Other Issue	7:29:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:29:44 PM
backend	I am Using remote desk user screens Right now I am not able to login user duo to some error	7:30:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:30:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:30:52 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	7:31:06 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	7:31:12 PM
	I deeply apologize for the inconvenience caused to you.	7:32:56 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:33:02 PM
backend	Username : MyrealdatalPhmi_User1 Username : MyrealdatalPhmi_User3	7:34:50 PM
Vikas Singh Chauhan	Thanks for the confirmation !	7:35:16 PM
	Could you share me the error message or screenshot you are getting while accessing the server ?	7:35:52 PM
	Are we still connected here?	7:38:56 PM
backend	Yes	7:39:34 PM

Vikas Singh Chauhan	Could you share me the error message or screenshot you are getting while accessing the server ?	7:40:10 PM
	<i>7:43:05 PM backend is sharing a file with you</i> <u>Screenshot_20251002-194104WhatsApp.jpg</u> - (Size:157.51 KB)	7:43:05 PM
	Is this the error you are getting while accessing the server ?	7:44:01 PM
backend	Yes when I login	7:44:33 PM
Vikas Singh Chauhan	Okay	7:44:39 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:44:58 PM
	<i>Vikas Singh Chauhan is transferring the chat to Manish Singh.</i>	7:46:34 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:46:37 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:46:46 PM
	I will surely help you with this issue.	7:46:53 PM
	Kindly help me with your user name?	7:48:11 PM
backend	Username : MyrealdatalPhmi_User1 Username : MyrealdatalPhmi_User3	7:48:37 PM
Manish Singh	Thank you for the information and allow 2 minutes to check the same.	7:49:22 PM
	This message has been deleted	7:51:43 PM
	As I can check both user have access to MFA	7:55:46 PM
	Are we still connected here?	7:57:00 PM
	Are we still connected here?	7:58:31 PM
	Are we still connected here?	7:59:05 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:00:04 PM
	<i>Manish Singh has ended this chat session</i>	8:00:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Oct, 8:42:07 AM

#83099 Marlon Dela Vega

Email: marlon.delavega@atomicts.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Duration : 10 Mins 58 Secs

Chat Transcript

Marlon Dela Vega	Hello, I am your Acebuddy	30 Oct, 8:42:07 AM
Acebuddy	Hello Marlon Dela Vega, I'm your Ace Buddy. I'll be happy to assist you!	8:42:08 AM
	Whom Would You Like to Connect With?	8:42:08 AM
Marlon Dela Vega	Technical Support (QB & App Hosting)	8:42:17 AM
Acebuddy	Welcome to Ace Support.	8:42:17 AM
	Please chose an option :	8:42:17 AM
Marlon Dela Vega	I'd like to report an Issue	8:42:26 AM
Acebuddy	Please select an option!	8:42:26 AM
Marlon Dela Vega	Other Issue	8:42:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:42:34 AM
Marlon Dela Vega	Our server is offline, the name of the server is Horizons	8:43:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:43:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:43:11 AM
	<i>Rohan accepted the chat transfer request.</i>	8:43:35 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	8:43:41 AM
	Hello Marlon, how are you doing today ?	8:43:53 AM
	I will surely help you with this issue.	8:43:59 AM
	Kindly allow me 3-4 minutes to check the same.	8:44:06 AM
	Could you please share the entire server name ?	8:45:03 AM
Marlon Dela Vega	Horizons	8:45:11 AM
Rohan	Okay Have you onboarded with us recently ?	8:45:52 AM
Marlon Dela Vega	This server is long time in use....	8:46:49 AM

	This is the last IP Address: Internal IP 172.99.229.230 External IP 172.99.229.230	8:47:04 AM
Rohan	Thank you for all the details	8:47:59 AM
	As I checked this Server (Horizons.myrealdata.net) has been reclaimed as per #689164	8:48:10 AM
Marlon Dela Vega	what do you mean reclaimed?	8:48:37 AM
Rohan	This means that the mentioned server was disabled upon Mona Wong's request, as they chose not to renew the contract.	8:51:54 AM
Marlon Dela Vega	copy that, thanks for the info	8:52:33 AM
Rohan	Is there anything else I may help you with ?	8:52:40 AM
Marlon Dela Vega	That's all	8:52:53 AM
	Thank you	8:52:54 AM
Rohan	Thanks for the confirmation !	8:52:59 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:53:01 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:53:02 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan has ended this chat session</i>	8:53:05 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 11:41:29 AM

#83062 itsupport

Email: itsupport@advancefinserv.com ☎ 918887771848

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Duration : 22 Mins 25 Secs

Chat Transcript

itsupport	Hello, I am your Acebuddy	29 Oct, 11:41:30 AM
Acebuddy	Hello Shashi, I'm your Ace Buddy. I'll be happy to assist you!	11:41:32 AM
	Whom Would You Like to Connect With?	11:41:32 AM
itsupport	Technical Support (QB & App Hosting)	11:41:38 AM
Acebuddy	Welcome to Ace Support.	11:41:38 AM
	Please chose an option :	11:41:38 AM
itsupport	I'd like to raise a Request	11:41:48 AM
Acebuddy	Please select your request type.	11:41:48 AM
itsupport	Application Version Upgrade	11:41:57 AM
Acebuddy	Please select the application you would like to upgrade :	11:41:57 AM
itsupport	ProSeries	11:42:02 AM
Acebuddy	Kindly download the ProSeries setup file from your application portal and save it on your server desktop.	11:42:02 AM
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.	11:42:02 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	11:42:02 AM
	Do you need any further assistance on the topic?	11:42:02 AM
itsupport	Yes	11:42:13 AM
Acebuddy	Please wait while we connect you to our Support Representative	11:42:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:42:13 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:43:03 AM
	<i>Shubham Kataria is transferring the chat to Rohan.</i>	11:43:13 AM
	<i>Rohan accepted the chat transfer request.</i>	11:43:15 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	11:43:18 AM

	Hello Shashi, how are you doing today?	11:43:42 AM
itsupport	My name is Shashi. I am unable to use QuickBooks2024 Pro Plus software.	11:44:27 AM
Rohan	I will surely help you with this issue.	11:44:44 AM
	Kindly allow me 3-4 minutes to check the same.	11:44:51 AM
itsupport	i have already paid for the license	11:44:56 AM
	but still software is open only view mode?	11:45:20 AM
	I have selected the autopayment method, and the amount has been deducted to renew the license.	11:46:28 AM
Rohan	Thank you for your patience and all the details related to the issue.	11:46:45 AM
itsupport	i have shared with you the invoice bill and software error which is come with the application...	11:47:13 AM
	<i>11:48:03 AM itsupport is sharing a file with you Invoice_734678A from Ace_Cloud_Hosting.pdf - (Size: 9.98 KB)</i>	11:48:03 AM
Rohan	I have checked the ticket, and one of our engineers tried to contact you on the provided number; however, the call kept disconnecting.	11:48:11 AM
itsupport	9625439991	11:48:28 AM
	this is my number	11:48:36 AM
	you can call	11:48:47 AM
Rohan	Yes We have already tried to call you on that number but it keeps disconnecting	11:49:16 AM
	Do you have any alternative number ?	
itsupport	yes wait	11:49:59 AM
Rohan	Sure take your time	11:50:49 AM
itsupport	9643406651	11:50:56 AM
	please try on this number	11:51:10 AM
Rohan	Sure, I'm asking the engineer to call you now	11:51:52 AM
itsupport	sure	11:51:59 AM
Rohan	Shashi, may I proceed with closing this chat since we have connected you over the call with one of our engineers?	11:54:38 AM
	Are we still connected here?	11:58:02 AM
	Are we still connected here?	12:03:46 PM
	Are we still connected here?	12:03:49 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.	12:03:53 PM
	<i>Rohan has ended this chat session</i>	12:03:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Oct, 6:18:14 PM

#82304 LESLIE STEPHENS

Email: stephenshardwood@highland.net ☎ 14236632564

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 33 Secs

City: PINE KNOT

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 10 Secs

LESLIE STEPHENS	Hello, I am your Acebuddy	7 Oct, 6:18:15 PM
Acebuddy	Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you!	6:18:16 PM
	Whom Would You Like to Connect With?	6:18:16 PM
LESLIE STEPHENS	Technical Support (QB & App Hosting)	6:18:18 PM
Acebuddy	Welcome to Ace Support.	6:18:18 PM
	Please chose an option :	6:18:18 PM
LESLIE STEPHENS	I'd like to report an Issue	6:18:24 PM
Acebuddy	Please select an option!	6:18:24 PM
LESLIE STEPHENS	QuickBooks Issue	6:18:30 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:18:30 PM
LESLIE STEPHENS	QuickBooks Login Issue	6:18:37 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	6:18:37 PM

	Was that helpful?	6:18:37 PM
LESLIE STEPHENS	No	6:18:41 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:18:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:18:41 PM
	<i>Ankit declined the transfer request.</i>	6:19:11 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:19:22 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:19:26 PM
LESLIE STEPHENS	Our QB has been broken since yesterday and I was supposed to hear back about it being fixed in two hours because it was being escalated but I never did. Can you take remote access of my main computer and help me? I have to do payroll this morning.	6:20:38 PM
Manish Singh	I will surely help you with this issue.	6:21:49 PM
	Kindly let me know if you have any ticket ID, Leslie	6:22:16 PM
LESLIE STEPHENS	Let me check my email.	6:22:25 PM
Manish Singh	Yes, please take your time.	6:22:34 PM
LESLIE STEPHENS	780457	6:22:57 PM
Manish Singh	We have reconfigured .Dat file to resolve the issue, May I know what error you are getting now, Leslie?	6:25:44 PM
LESLIE STEPHENS	Let me check/	6:25:54 PM
	It says 'Quickbooks has problem in accessing this registration file..'	6:26:23 PM
	And then 'Could not initialize license properties'	6:26:48 PM
	The same as yesterday.	6:26:54 PM
Manish Singh	Kindly allow me two minutes to check the same.	6:27:25 PM
	Yes, Leslie I am transferring this chat to the other agent who will assist you with his expertise.	6:32:15 PM
LESLIE STEPHENS	Thank you.	6:32:24 PM
	<i>Manish Singh is transferring the chat to Sanyam Madan.</i>	6:32:26 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	6:32:33 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	6:32:42 PM
	Hello leslie	6:32:54 PM
LESLIE STEPHENS	Hello.	6:33:01 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	6:33:56 PM
	Thank you for your patience. We are reconfiguring the setting from the backend	6:38:18 PM
	please allow us some more time	6:38:25 PM
LESLIE STEPHENS	Okay. Thank you.	6:38:55 PM
Sanyam Madan	we tried reconfiguring the file, but we're still seeing the same error.	6:47:16 PM

	Really sorry for the hassle.	6:47:27 PM
	We've got our escalation team involved and arranged a callback for you within the next 30 minutes.	6:47:46 PM
LESLIE STEPHENS	Okay.	6:47:54 PM
Sanyam Madan	Appreciate your patience!	6:48:10 PM
	Our escalation team will be calling you on priority	6:48:33 PM
	Is there anything else I may help you with ?	6:48:58 PM
LESLIE STEPHENS	That is all. Thank you.	6:49:11 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:49:19 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:49:23 PM
	<i>Sanyam Madan has ended this chat session</i>	6:49:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 2:42:33 AM

#82197 Teela Jones

Email: tjones@legacymsllc.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: BOWIE

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 36 Secs

Teela Jones	Hello, I am your Acebuddy	3 Oct, 2:42:34 AM
Acebuddy	Hello Teela Jones, I'm your Ace Buddy. I'll be happy to assist you!	2:42:34 AM

	Whom Would You Like to Connect With?	2:42:34 AM
Teela Jones	Technical Support (QB & App Hosting)	2:42:43 AM
Acebuddy	Welcome to Ace Support.	2:42:43 AM
	Please chose an option :	2:42:43 AM
Teela Jones	I'd like to report an Issue	2:42:59 AM
Acebuddy	Please select an option!	2:42:59 AM
Teela Jones	Password Reset	2:43:03 AM
Acebuddy	Please select an option below	2:43:03 AM
Teela Jones	Not Enrolled to Selfcare Portal	2:43:12 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	2:43:12 AM
	Do you need any further assistance on the topic?	2:43:12 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.	3:16:10 AM
	<i>Ended due to chat idle timeout</i>	3:16:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Oct, 3:32:14 AM

#82229 dimitri

Email: dimitri@1933group.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 45 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 18 Secs

dimitri	Hello, I am your Acebuddy	4 Oct, 3:32:14 AM
Acebuddy	Hello Dimitri Komarov, I'm your Ace Buddy. I'll be happy to assist you!	3:32:15 AM
	Whom Would You Like to Connect With?	3:32:15 AM
	Welcome to Ace Support.	3:32:23 AM
	Please chose an option :	3:32:23 AM
dimitri	Technical Support (QB & App Hosting)	3:32:23 AM
	I'd like to raise a Request	3:32:31 AM
Acebuddy	Please select your request type.	3:32:31 AM
dimitri	Setup Ace Server	3:32:41 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	3:32:41 AM
dimitri	MacOS	3:32:46 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	3:32:46 AM
	Do you need any further assistance on the topic?	3:32:46 AM
dimitri	Yes	3:34:22 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:34:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:34:22 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:34:39 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:34:44 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:34:52 AM
dimitri	I need help setting up my RDP on the new computer	3:35:06 AM
Yash Kalra	Dimitri, I will be surely assisting you with this. Kindly help me with your server name and user name?	3:35:38 AM
dimitri	Company name is BA2 LLC	3:36:12 AM
	CIB67869 company	3:36:23 AM
Yash Kalra	Kindly allow me two minutes to check the same.	3:36:26 AM
dimitri	my user dimitri@myrealdatal.net	3:36:33 AM
Yash Kalra	May I take the remote access of your local computer in order to resolve this issue and educate you regarding the setup?	3:37:38 AM
dimitri	yes	3:37:51 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	3:37:57 AM

dimitri	ok	3:38:03 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2322138707	3:38:04 AM
dimitri	you in	3:39:49 AM
Yash Kalra	Dimitri in the session please provide "Screen Recording Permission" so that we can proceed with the resolution. (Edited)	3:40:36 AM
	Dimitri, is there any pop up you are receiving for the screen recording?	3:42:37 AM
dimitri	trying to figure out how to get to it	3:43:31 AM
	<i>3:44:24 AM Yash Kalra is sharing a file with you New ACE Cloud Hosting Setup Guide (Mac) 1 4.pdf - (Size:1.27 MB)</i>	3:44:24 AM
Yash Kalra	Dimitri, if it's getting difficult to provide remote access. We recommend you to please follow the simple steps provided in the above attachment to set the RDP for Mac. (Edited)	3:45:57 AM
	Is there anything else I may help you with ?	3:46:54 AM
dimitri	sorry working on it	3:47:55 AM
Yash Kalra	Sure, please take your time	3:50:57 AM
	<i>Yash Kalra has ended this chat session</i>	3:53:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 10:41:02 PM

#82651 jjiang

Email: jjiang@federalfilings.com 6262974637

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 35 Secs

City: PERUNGUDI

State: Tamil Nadu

Country: INDIA

Chat Transcript

Chat Duration : 1 Hour 18 Mins

jjiang	Hello, I am your Acebuddy	15 Oct, 10:41:03 PM
Acebuddy	Hello Jjiang, I'm your Ace Buddy. I'll be happy to assist you!	10:41:04 PM
	Whom Would You Like to Connect With?	10:41:04 PM
jjiang	Technical Support (QB & App Hosting)	10:41:17 PM
Acebuddy	Welcome to Ace Support.	10:41:17 PM
	Please chose an option :	10:41:17 PM
jjiang	I'd like to report an Issue	10:41:28 PM
Acebuddy	Please select an option!	10:41:28 PM
jjiang	QuickBooks Issue	10:41:38 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:41:38 PM
jjiang	Other QB related issue	10:41:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:41:45 PM
jjiang	We're facing an issue with downloading reports from QBD into Excel. When we try to download a report by clicking on the Excel option, the "Create new worksheet" option is disabled. Could you please assist us in resolving this issue.	10:44:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:44:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:44:04 PM
jjiang	Additionally, we're also facing issues linking a bank feed	10:44:27 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:45:12 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:45:18 PM
	I will be surely assisting you with this.	10:45:52 PM
jjiang	Hi Abhay, thank you for reaching out. I appreciate your assistance today. Looking forward to resolving this issue with your help.	10:46:16 PM
Abhay Kumar Saraswat	Is this for account: Edgar Eyes LLC ?	10:46:23 PM
	Please confirm.	10:47:47 PM
jjiang	Yes	10:47:53 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:48:05 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	10:48:13 PM

jjiang	Is issue is occurring for other users too	10:49:56 PM
Abhay Kumar Saraswat	Since when have you and the other user been experiencing this issue?	10:50:34 PM
jjiang	yes, other users are also reporting the same issues	10:51:09 PM
Abhay Kumar Saraswat	I mean, how long have you and the other user been facing this issue?	10:52:33 PM
	Is this issue occurring only today, or have you been facing it for a while?	10:53:14 PM
jjiang	We started experiencing this issue for past two days	10:53:49 PM
Abhay Kumar Saraswat	Is this happening with only one QuickBooks company file, or is it occurring with all company files?	10:55:22 PM
jjiang	It's occurring across all company books I've tried so far	10:56:21 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:56:44 PM
	I can see that there are a few pending updates in QuickBooks that need to be addressed urgently.	10:56:55 PM
	<i>10:57:00 PM Abhay Kumar Saraswat is sharing a file with you image.png - (Size:39.37 KB)</i>	10:57:00 PM
	I can see that both of you are logged into the server. To resolve this issue as quickly as possible, I need to perform an update, but you both will need to log out of QuickBooks and the server for the next 10-15 minutes.	10:58:42 PM
jjiang	Understood. I'll log out of QuickBooks and the server now	10:59:37 PM
Abhay Kumar Saraswat	Great.	10:59:46 PM
	Please save your work on the server and ask the other user to log out from both QuickBooks and the server as well.	11:00:25 PM
	I can still see Andrea Cooper on server.	11:01:58 PM
jjiang	Got it. Give me few minutes. I'll save my work now and log out from both QuickBooks and the server. I'll also notify the other user to do the same so you can proceed with the update.	11:02:37 PM
Abhay Kumar Saraswat	Yes, please go ahead.	11:03:01 PM
jjiang	Yes	11:03:06 PM
Abhay Kumar Saraswat	I can also log the user out from my end if you permit.	11:04:23 PM
jjiang	Yes, you can proceed	11:06:14 PM
Abhay Kumar Saraswat	Okay.	11:06:32 PM
	Done.	11:06:55 PM
	Please stay with me.	11:07:19 PM
	I'll update you once the update is complete.	11:07:29 PM
jjiang	Sure. Let me know when it's complete so we can log back in.	11:07:29 PM
Abhay Kumar		

Saraswat	Sure.	11:07:37 PM
	Updates are in process.	11:11:58 PM
	It will take 10 minutes approx.	11:12:13 PM
jjiang	Okay	11:12:28 PM
Abhay Kumar Saraswat	Kindly allow me 10 minutes.	11:12:28 PM
jjiang	Additionally, we're also facing issues in linking a bank feed for Panda Global solution book. Could you please assist us with these also?	11:14:47 PM
	<i>11:16:02 PM jjiang is sharing a file with you image.png - (Size:117.29 KB)</i>	11:16:02 PM
Abhay Kumar Saraswat	Sure.	11:17:21 PM
	Were you using admin profile to perform this?	11:17:44 PM
jjiang	Yes	11:18:09 PM
Abhay Kumar Saraswat	Okay.	11:18:48 PM
	FYI, QuickBooks has been updated.	11:21:23 PM
	<i>11:21:36 PM Abhay Kumar Saraswat is sharing a file with you image.png - (Size:39.03 KB)</i>	11:21:36 PM
	To look into this, may I take the remote access of your local computer?	11:22:00 PM
jjiang	Thank You	11:22:34 PM
Abhay Kumar Saraswat	Please confirm.	11:22:43 PM
jjiang	Yes, you may take remote access of my local computer.	11:24:04 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:24:09 PM
	https://assist.acecloudhosting.com/join/8062750571	11:24:19 PM
	Kindly paste this link in the browser of local computer and join the session.	11:24:23 PM
jjiang	sure	11:25:27 PM
Abhay Kumar Saraswat	Please click the link to download the setup and join the remote session.	11:27:27 PM
jjiang	Please confirm. we can login into the QBD	11:27:47 PM
Abhay Kumar Saraswat	Yes, sure.	11:27:53 PM
	And you can try the same you were doing before.	11:28:06 PM
	Please let me know if your issue has been resolved.	11:28:39 PM
	Please click on this link and download the setup.	11:30:10 PM
jjiang	I click on the link and gave agree and download	11:33:08 PM

Abhay Kumar
Saraswat

Yes, once it's downloaded, please install the setup file, and we'll connect.

11:33:49 PM

11:34:48 PM jjiang is sharing a file with you
[image.png](#) - (Size:49.21 KB)

11:34:48 PM

In the meantime, please confirm whether any of the issues you were experiencing earlier have been resolved.

11:34:48 PM

Please install the setup file, so I could check the same.

11:35:51 PM

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

11:36:27 PM

11:47:46 PM Abhay Kumar Saraswat is sharing a file with you
[image.png](#) - (Size:28.77 KB)

11:47:46 PM

Repairing is on process.

Please wait for few more minutes.

11:48:02 PM

Thank you for your patience.

11:58:17 PM

As you confirmed that your issue has been resolved.

11:58:31 PM

We are closing this chat as well.

11:58:41 PM

Is there anything else I may help you with ?

11:58:44 PM

jjiang

Thanks for your assistance and resolving the QBD excel issue. Thank you, Abhay Kuman,!

11:59:44 PM

Abhay Kumar
Saraswat

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

11:59:45 PM

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

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

Thanks!

11:59:51 PM

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

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

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

11:59:54 PM

Abhay Kumar Saraswat has ended this chat session

11:59:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 9:00:26 PM

#82266 testing

Email: testing@gmail.com ☎ 309878191

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 36 Mins 52 Secs

testing	Hello, I am your Acebuddy	6 Oct, 9:00:26 PM
Acebuddy	Hello Testing, I'm your Ace Buddy. I'll be happy to assist you!	9:00:27 PM
	Whom Would You Like to Connect With?	9:00:27 PM
testing	Technical Support (QB & App Hosting)	9:00:47 PM
Acebuddy	Welcome to Ace Support.	9:00:47 PM
	Please chose an option :	9:00:47 PM
testing	I'd like to raise a Request	9:00:57 PM
Acebuddy	Please select your request type.	9:00:58 PM
testing	Other Request	9:01:07 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.	9:01:07 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:01:07 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.	9:37:19 PM
	<i>Ended due to chat idle timeout</i>	9:37:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Oct, 3:27:46 AM

#82737 marcello

Email: marcello@prothane.com ☎ 18014201081

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: CENTERVILLE

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 27 Secs

marcello	Hello, I am your Acebuddy	18 Oct, 3:27:46 AM
Acebuddy	Hello Marcello, I'm your Ace Buddy. I'll be happy to assist you!	3:27:47 AM
	Whom Would You Like to Connect With?	3:27:47 AM
marcello	Technical Support (QB & App Hosting)	3:27:53 AM
Acebuddy	Welcome to Ace Support.	3:27:53 AM
	Please chose an option :	3:27:53 AM
marcello	I'd like to raise a Request	3:28:02 AM
Acebuddy	Please select your request type.	3:28:02 AM
marcello	Server Resource Addition	3:28:22 AM
Acebuddy	Please select the resource type you'd like to add	3:28:22 AM
marcello	Disk Space	3:28:30 AM
Acebuddy	Please be informed that we have automated junk/temp cleaning and residual file erasing mechanism enabled on all our servers by default.	3:28:30 AM
	This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you won't have to manually do a cleanup.	3:28:30 AM

If you wish to free up additional disk space or want to explore our Disk Space Plans & Pricing,
Please refer to the below links :

3:28:30 AM

Do you need any further assistance on the topic?

3:28:30 AM

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

4:04:14 AM

Ended due to chat idle timeout

4:04:14 AM

