

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74666 assembly
Email: assembly@rortax.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 6 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

assembly	Hello, I am your Acebuddy
Acebuddy	Hello Assembly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
assembly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
assembly	I'd like to raise a Request
Acebuddy	Please select your request type.
assembly	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
assembly	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra is transferring the chat to Rohan Prajapati.

assembly	Hello, I need to update Lacerte 24
	Hello?

Rohan Prajapati has not responded for the transfer request.

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
assembly	Hello
Ashutosh Mishra	We apologize as there was some glitch on our end that resulted in response delay.
assembly	No problem
Ashutosh Mishra	I understand you want to update an application, please let us know the name and version for the same.
assembly	Lacerte 24
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name?
assembly	ROR Tax
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	We are unable to update the program as one of the users is still logged in the server.
	Would it be okay if we update during night hours.
assembly	We would prefer to update now, are you able to kick them out?\
	Everyone has told me they are out
Ashutosh Mishra	Sure, let me check again and initiate update.
	I have started the update, it will take 10-15 minutes to complete.
	Is there anything else I may help you with ?
assembly	Thank you, that is all
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this 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 survey link to provide your feedback.
	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 your feedback. You can email me 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/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73508 Stanislav Gokhman
Email: sgokhman@makeitrealplay.com ☎ 4109958569
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 YORK
State: New York
Country: UNITED STATES

Chat Transcript

Stanislav Gokhman	Hello, I am your Acebuddy
Acebuddy	Hello Stanislav Gokhman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stanislav Gokhman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stanislav Gokhman	I'd like to raise a Request
Acebuddy	Please select your request type.
Stanislav Gokhman	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re completion.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74454 help
Email: help@triadcybersolutions.com 📞 3362999989
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 11 Secs
City: ORANGEBURG
State: New York
Country: UNITED STATES

Chat Transcript

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
help	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
Acebuddy (bot) forwarded the chat request	
Pradeep Kumar accepted the chat transfer request.	
help	hi Pradeep
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?
	12:38:58 AMhelp is sharing a file with you 1_image.png - (Size:17.46 KB)
help	facing this error when connecting to the server
Pradeep Kumar	Allow me a moment let me transfer the chat to the concerned team,

	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
help	ok next
	go on man
	I already sent the issue
Ashutosh Mishra	I understand you are not able to connect to the server.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
help	tcssecuredsvr.myrealdata.net
	username Anne.g
	speed up
Ashutosh Mishra	Thanks for the confirmation !
	I see you are logged in the server, i will log you out. Try to reconnect and see if issue persists.
help	wait
	this issue donot comes every time
	just figure out why this popup comes??
	like this is an issue on your backend
	address me what it it
	why user face this issue again and again
Ashutosh Mishra	This is an error related to some application on the server which is missing an extension file.
help	so just figure it out
Ashutosh Mishra	Kindly allow me two minutes to check the same.
help	ok take 2 mins
Ashutosh Mishra	May I take the remote access of your server?
help	wait
	sure
	for only 2 mins
	as user is working
Ashutosh Mishra	Prior providing the access, I would suggest you close any important documents at your end.
help	nope cant close
	wait
Ashutosh Mishra	Kindly Click on the link and open the downloaded file.

	https://assist.acecloudhosting.com/join/7912113590
help	ok do one thing
	I'm calling the user
	just wait
Ashutosh Mishra	Sure, please take your time
help	ok so the user is working on some imp task so schedule it for tomorrow but stil you can investigate without taking the ses
Ashutosh Mishra	We are running a scan from the backend; we will also initiate a Windows update during night hours that should resolve th
help	Just make it sure don't do anything which can affect the sever as user is working on it right now
	yes late night when the server is not occupied you can do that
Ashutosh Mishra	Thanks for the confirmation !
	I will email you for the same once the chat session ends.
help	also update me with every action you take via email
	can create a case
	so what backend scan show
Ashutosh Mishra	This can take some time; however, I can inform you the issue is related to a minor Windows application. It should not affe
help	got it but make it sure that this issue should be resolved
	as user is using tax softwares which is very critical so dont want any kind of error no matter if it effects the work or nor
Ashutosh Mishra	Rest assured; we will have the backups of your server. This will be completed on higher priority. Once the updates are con reoccur.
	Is there anything else I may help you with ?
help	got it let me know when the issue is resolved at your earliest convinence.
	nope thaats all
Ashutosh Mishra	Yes, i will send you updates once this is done.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	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 appi 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/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74615 okaganova
Email: okaganova@fpdsolutions.com 📞 15032721036
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: SEATTLE
State: Washington
Country: UNITED STATES

Chat Transcript

okaganova	Hello, I am your Acebuddy
Acebuddy	Hello Okaganova, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
okaganova	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
okaganova	I'd like to raise a Request
Acebuddy	Please select your request type.
okaganova	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
okaganova	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
okaganova	QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
okaganova	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74617 parker

Email: parker@yourgolfpackage.com 📞 18436282839

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPad

Browser: Google Chrome

Device: Mobile

City: MYRTLE BEACH

State: South Carolina

Country: UNITED STATES

Chat Transcript

parker	Hello, I am your Acebuddy
Acebuddy	Hello Parker Smith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
parker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
parker	I'd like to raise a Request
Acebuddy	

	Please select your request type.
parker	Password Reset
Acebuddy	Please select an option below
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73906 Test Account
Email: test@test.com 📞 +917878787878
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 5 Secs
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to report an Issue

Acebuddy	Please select an option!
Test Account	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Test Account	test
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Tushar Pharswan accepted the chat transfer request.	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.

test has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74641 Ashlee Maitland

Email: office@sadlonandassociates.com 📞 18282000079

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 39 Secs

City: FRANKLIN

State: North Carolina

Country: UNITED STATES

Chat Transcript

Ashlee Maitland	Hello, I am your Acebuddy
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

Ashlee Maitland	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashlee Maitland	I'd like to report an Issue
Acebuddy	Please select an option!
Ashlee Maitland	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ashlee Maitland	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ashlee Maitland	Could not initialize license properties
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
	<i>Yash Kalra is transferring the chat to Sharath Kumar.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Ashlee Maitland	Hi Sharath
	my name is Ashlee
	I sent a message asking for our quickbooks to be updated to the latest version, quickbooks desktop 2024. I also sent a message asking if we could continue using quickbooks. today I logged in and there is only quickbooks desktop 2022, the version we were using. I would like to use quickbooks
Sharath Kumar	Sorry to hear about your trouble, Ashlee.
	could you please let me know if there was a ticket number generated for your request to update QuickBooks
Ashlee Maitland	661183
Sharath Kumar	Thank you, one moment while I quickly check this
Ashlee Maitland	Product number- 953332 License number- 239163604386743
	I think the ticket was closed but I never got a resolution and we are unable to use quickbooks now
Sharath Kumar	Thank you for the information and when would you like to start working on QuickBooks Pro 2024
Ashlee Maitland	I need to use quickbooks right now so whenever I can
Sharath Kumar	Understood!
Ashlee Maitland	it may be better to reinstate the 2022 version and update to the 2024 overnight? im not sure how long the process will take
Sharath Kumar	My colleague has been taking follow ups with you but there was no response. The ticket is still open with us

	absolutely, I can do that
Ashlee Maitland	Oh Im not sure ive received any messages.
Sharath Kumar	May I take remote of your server session to check some settings
Ashlee Maitland	Please
Sharath Kumar	No worries, I will respond to the same ticket shortly
	One moment please
	may I ask what is the username that you are signed in with
Ashlee Maitland	Ashlee.npro1
Sharath Kumar	Thank you, I see your account now
	Prior providing the access, I would suggest you to close any important documents at your end.
Ashlee Maitland	okay
Sharath Kumar	I have just sent you the request, check your remote session for a prompt
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	Hi Ashlee, we got disconnected
Ashlee Maitland	I just pulled it back up
	sorry my computer went to sleep
Sharath Kumar	thanks, sending you the request again
	<i>8:33:02 PM</i> Ashlee Maitland is sharing a file with you Screenshot 2025-03-25 at 11.02.57 AM.png - (Size:108.35 KB)
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 53 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript -----

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	Hi Do you have an indian number which an outsourced Indian accountant can contact you?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii David
David Weinstein	Hello
	Chetan is joining my team and is having trouble
Manish Singh	Alright
David Weinstein	Is chat the only way he can get help?
Manish Singh	You can either share the link for instant chat with Chetan regarding the issue he's facing, or if you prefer, you can provide assistance.
	https://www.acecloudhosting.com/support-chat.php

	Link for Instant chat
David Weinstein	Ok, thank you
Manish Singh	Is there anything else I may help you with ?
David Weinstein	He said his number is 9004973014
Manish Singh	Alright, we will call back Chetan and help him with the issue.
	May I know what exactly the issue he is facing?
David Weinstein	Can you call him now. I want him to have access to 2 monitors
Manish Singh	Alright
	<i>7:14:55 PM</i> Manish Singh is sharing a file with you <i>image.png</i> - (<i>Size:32.39 KB</i>) <i>David Kindly ask Chetan to Check this icon in the picture of RDP settings.</i>
David Weinstein	I did it was sent in an email
	<i>7:16:32 PM</i> David Weinstein is sharing a file with you <i>image.png</i> - (<i>Size:63.05 KB</i>)
Manish Singh	Is the issue still not resolved?
	Let me share a link to the remote session ask Chetan to open that link in his local computer from where he is trying to acc
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	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)

Manish Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73704 Stephanie Moore
Email: stephanie@thedeliveryauthority.com ☎ 6305423466
Department: Support(QB & App Hosting)

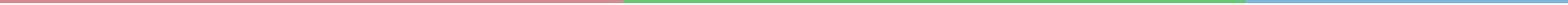
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 13 Secs
City: NAPERVILLE
State: Illinois
Country: UNITED STATES

Chat Transcript -----

Stephanie Moore	Hello, I am your Acebuddy
Acebuddy	Hello Stephanie Carter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephanie Moore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie Moore	I'd like to report an Issue
Acebuddy	Please select an option!
Stephanie Moore	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stephanie Moore	REmote desktop login
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Stephanie Moore	Good morning. I am working remote today and I don't have the login for my remote desktop because this is a new compu
	<i>Gaurava Tyagi accepted the chat transfer request.</i>
	<i>Gaurava Tyagi is transferring the chat to Rohan Prajapati.</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Stephanie, How are you doing today ?
Stephanie Moore	i'm fine, except that I'm trying to get into my remote desktop and can't because this is a new computer and my user nam
	I'm working remote today
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.

Stephanie Moore	thanks!
Rohan Prajapati	Stephanie, I'm generating the new RDP file for you.
	Kindly allow me few minutes
Stephanie Moore	ok, that will not change what my password already is on my work computer correct?
Rohan Prajapati	No Stephanie, It will not change the Password.
	https://we.tl/t-AG6ARn715W I have uploaded the RDP file on it. Please download it on your new computer and login to the server using the existing Password.
Stephanie Moore	it works! Thank you so much
Rohan Prajapati	Is there anything else I may help you with ?
Stephanie Moore	nope, that's perfect. thank you.
Rohan Prajapati	I would request you to please give your Valuable feedback after ending the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback. 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 your feedback. You can reach me 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/)

Rohan Prajapati has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74042 Ana
Email: ana@fasttracconsulting.com
Department: Support(QB & App Hosting)
Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 42 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Ana	Hello, I am your Acebuddy
Acebuddy	Hello Ana, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ana	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ana	I'd like to report an Issue
Acebuddy	Please select an option!
Ana	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ana	I am unable to see taskbar and desktop icons on RDP.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Ana, cold you please confirm if you just signed into the server or did the items disappear all of a sudden
Ana	items disappear while working
Sharath Kumar	additionally, are you able to see your cursor on the server
Ana	I restarted RDP twice but didn't work
	yes I can see cursor
Sharath Kumar	alright, one moment while I connect to your remote session
Ana	but desktop is black, nothing is visible
Sharath Kumar	do you see a prompt on the server to allow access?
Ana	nope

Sharath Kumar	what about now?
Ana	no I don't see any request from yours
Sharath Kumar	May I log you off from the server, I hope that there is nothing to be saved
Ana	you can
Sharath Kumar	Thank you for the confirmation, I have just signed you out
	Please try signing in again and let me know if everything is working now
Ana	I logged in on RDP. It never logged me out
	I am logged in Kathleen RDP
Sharath Kumar	SICB_Kathleen, is the username, right?
Ana	yes
Sharath Kumar	There you go!
Ana	Thanks a lot
Sharath Kumar	My Pleasure!
	Anything else that I may assist you with before I disconnect from the remote session?
Ana	nope we are good
Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details



#73592 **Tori Durrant**
Email: tori@salestaxsolutions.us 📞 8018921062
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Tori Durrant	Hello, I am your Acebuddy
Acebuddy	Hello Tori Durrant, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tori Durrant	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tori Durrant	I'd like to report an Issue
Acebuddy	Please select an option!
Tori Durrant	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tori Durrant	problem with our Drake Application
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Shashwat Verma has not responded for the transfer request.	
Chat request was not picked up by the operators	

Hello, I am your Acebuddy

Visitor Details

#74255 Greg
Email: gregf@qandstech.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: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Greg	Hello, I am your Acebuddy
Acebuddy	Hello Greg, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Greg	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Greg	I'd like to raise a Request
Acebuddy	Please select your request type.
Greg	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Greg	Setback
Acebuddy	Please select your request type.
Greg	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Greg	Setback
Acebuddy	Please select the resource type you'd like to add
Greg	Setback
Acebuddy	Please select your request type.
Greg	Other Request

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Greg	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
Acebuddy has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73415 Kerry Durkin

Email: kerrydurkincpa@lynndurkincpa.com 📞 7813781845

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 25 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Kerry Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Kerry Durkin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kerry Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kerry Durkin	

	I'd like to report an Issue
Acebuddy	Please select an option!
Kerry Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kerry Durkin	issue with my onedrive
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Kerry, How are you doing today ?
Kerry Durkin	great you?
Rohan Prajapati	That's Great. I'm good too, thanks for asking.
	I will surely help you with this issue.
Kerry Durkin	great
Rohan Prajapati	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Kerry Durkin	ok
Rohan Prajapati	Thanks for the confirmation !
	<i>7:11:30 PMKerry Durkin is sharing a file with you</i> <i>image.png - (Size:8.59 KB)</i>
Kerry Durkin	this is the error I'm getting
Rohan Prajapati	Thanks for the infiormation
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly accept the remote session request once you see it on your server screen.
Kerry Durkin	okay
	accepted
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	Can you open that again ?
	Kindly allow me some time to check the same (Edited)
Kerry Durkin	ok cna i use my computer in the meantime
Rohan Prajapati	Yes
Kerry Durkin	

	do you need the comp now
Rohan Prajapati	Yes I need it
	That is the file on which you are getting that message right ?
Kerry Durkin	yes
Rohan Prajapati	Kindly re-open it from the File Explorer.
	It doesn't seem to be an error; rather, it is a message indicating that it's still being uploaded, and you can close it if you w
Kerry Durkin	no it's an error
	this keeps happening
	and it's not loading the changes
	it will just sit on this for hours
Rohan Prajapati	Let's do one thing, just sign out from the one drive and login back once
	Kindly check now once
	May I know if the changes you're making to this specific Excel sheet are being saved, despite this message? (Edited)
Kerry Durkin	my changes are not being saveda
	and not merging with the updates made by others
Rohan Prajapati	Okay let's open the same sheet on Excel Web
Kerry Durkin	can i do it?
	that's the wrong one
Rohan Prajapati	Ohh Yes sure
	Kindly sign in
	Please try to save here
Kerry Durkin	looks like it's updated here
Rohan Prajapati	Okay, so now you can work on this for now and turn off OneDrive syncing for this particular file on file explorer. (Edited)
Kerry Durkin	okay thank you
Rohan Prajapati	Is there anything else I may help you with ?
Kerry Durkin	no thanks
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	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 appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74038 ymehta
Email: ymehta@accountingresourcesinc.com
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 15 Secs
City: TIRUPUR
State: Tamil Nadu
Country: INDIA

Chat Transcript

ymehta	Hello, I am your Acebuddy
Acebuddy	Hello Ymehta, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ymehta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ymehta	I'd like to report an Issue
Acebuddy	Please select an option!
ymehta	QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
ymehta	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
ymehta	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi accepted the chat transfer request.</i>
	<i>Gaurava Tyagi is transferring the chat to Sharath Kumar.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
ymehta	I had raised a ticket 656573 couple of days ago. However, the issue has recurred again.
	<i>2:57:30 PMymehta is sharing a file with you</i> image.png - (Size:11.18 KB)
Sharath Kumar	Hello Yashit, I do remember the ticket
	could you let me know if it is the same company file
ymehta	yes !
	Also, I was able to get into the original file itself the other day.
	However, I can't login today again
Sharath Kumar	Understood, and what about the other company files, are those accessible
ymehta	yes!
Sharath Kumar	Alright, looking into it, please bear with me for a few minutes
ymehta	okay
Sharath Kumar	Thank you for your patience.
	Please log out and sign back in to the server by using the logout icon provided on the desktop
	and then try accessing the company file
	Are we still connected here?
ymehta	yes
	Still can't access
Sharath Kumar	Travelers Championship QB 2023 -this is the file, right?
ymehta	yeah
Sharath Kumar	I have placed a new folder on your desktop

	A restored version of this file from a couple hours ago is in it
	try accessing that
	Folder's name on your desktop is "New Folder"
ymehta	Nope ! Still cannot access
Sharath Kumar	I have places another version from yesterday, please give it a try
ymehta	where is it saved
Sharath Kumar	new folder on your desktop
ymehta	No ! I am getting the same error
Sharath Kumar	Is there anybody else who currently has access to this file
ymehta	The other day one of my colleagues was able to login. However, I was able to login after they logged in
	yes!
	I think multiple people have access.
Sharath Kumar	I see, what about the applications that you use?
	is it just QB Premier or you use both Premier and Enterprise
ymehta	I am unaware if it is QB premier or QB enterprise.
	Enterprise most likely.
Sharath Kumar	got it, may I take a remote session
	Prior providing the access, I would suggest you to close any important documents at your end.
ymehta	accepted
Sharath Kumar	COulkd you please let me know the company file password as I need to test something
	Are we still connected here?
	Are we still connected here?
ymehta	Hi ! Would you be able to resolve without accessing the file ?
	I would need confirmation before sharing the password.
Sharath Kumar	i need to open the file at my end, as i have made some changes, its fine if you are not comfortable
	Please try at your end
	and kindly accept my request on your server screen
ymehta	okay! Seems like I have got in now
Sharath Kumar	great! glad to heat that
	coudl you close it out and test it once more
ymehta	Can you let me know why this is a recurring issue?
	Logged off and got in again

Sharath Kumar	Permission issue with QB that I have now corrected, I am pretty sure that this should not recur again
ymehta	Oh okay!
	Thanks for your assistance
Sharath Kumar	Is there anything else I may help you with ?
ymehta	Nothing else! Thank you
Sharath Kumar	My pleasure, sir!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback.
	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 your feedback. You can email me 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/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sharath Kumar has ended this chat session	

Chat Transcript

Hi, I need support on accessing my user list on quickbooks hosting

Visitor Details

#73940 gabriella

Email: gabriella.gallo@lamborghini.us 📞 9144630799

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: https://www.acecloudhosting.com/quickbooks-hosting/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=acehosting&utm_adgroup=Primary&gad_source=1

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: RIDGEFIELD

State: Connecticut

Country: UNITED STATES

Chat Transcript

gabriella	Hi, I need support on accessing my user list on quickbook remote hosting
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
gabriella	Hi. We already have your services, but I am taking over from another colleague that left the company
	I know we have an admin user in remote desktop but I don't know who it belongs too, and how to change the password
Siddhant	Hi Gabriella, may I confirm your business name or the CID?
gabriella	CID 68653
Siddhant	Okay, I am transferring this chat to the support. They will be assisting you further.
gabriella	ok thank you
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello gabriella
gabriella	hi
	Hi. We already have your services, but I am taking over from another colleague that left the company
	I know we have an admin user in remote desktop but I don't know who it belongs too, and how to change the password
	this I mean when I log in the remote desktop
Shashwat Verma	I will surely help you with this issue.
	gabriella@atlanticstate.dev, is the registered email with us.
gabriella	yes
Shashwat Verma	Do you want to change the password of any particular user right?
gabriella	I became the primary contact instead of Julia@atlanticstate.dev
Shashwat Verma	Yes, Gabriella Gallo, also registered as POC
gabriella	I want to know who the Admin user is allcated to
	If I am the primary I should be able to see it and change the password
Shashwat Verma	Yes you can do that by using myportal.
gabriella	but I do not see the Admin user
	meaning, when I log in the remote desktop
	I can enter quickbooks using

	my user
	or a username called "Admin"
	But I don't see it in the list of users
Shashwat Verma	Gabriella, being admin on server and admin on quickbooks are two different cases.
	If you want to have admin access to QuickBooks then you need to connect to intuit as your license is client pre-owned on
gabriella	ok I should be f both
	of
	Can you explain better?
	what I need to d
	do
Shashwat Verma	Sure
	The QuickBooks license you are using is owned by you. We are just hosting the application on the server. If you need the previous admin or Intuit, the owner of the application, for support
	Nevertheless, if you have any confusion, we can provide a 3 way callback for the same
gabriella	Ah ok, so I guess Julia my colleague is at this point
Shashwat Verma	Okay, do you want us to provide the call-back or you want to connect to julia directly?
gabriella	I'll connect with Julia. Thank you
Shashwat Verma	Perfect
	Is there anything else I may help you with ?
gabriella	no thanks
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
gabriella	
Shashwat Verma	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74012 Darla Worden
Email: accounting@wildwoodpools.com ☎ 15593014665
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: FRESNO
State: California
Country: UNITED STATES

Chat Transcript

Darla Worden	Hello, I am your Acebuddy
Acebuddy	Hello Darla Worden, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Darla Worden	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Darla Worden	I'd like to raise a Request
Acebuddy	Please select your request type.
Darla Worden	Password Reset
Acebuddy	Please select an option below
Darla Worden	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the user password needs to be reset and we'll share an update once the request is prc
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If yo Kindly re-initiate the chat.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74732 Colleen Tilp
Email: colleen.tilp@gmail.com 📞 6234650061
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 29 Secs
City: NEW RIVER
State: Arizona
Country: UNITED STATES

Chat Transcript

Colleen Tilp	Hello, I am your Acebuddy
Acebuddy	Hello Colleen Tilp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Colleen Tilp	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	Acebuddy (bot) forwarded the chat request
	mayank accepted the chat transfer request.
	mayank is transferring the chat to Support(QB & App Hosting).
	Anurag Sharma accepted the chat transfer request.
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I wi
	Hello Colleen

	Colleen Tilp	Hi, I am on Ashley Olaiz's computer and we downloaded her server but I can't it, it's on a Mac.
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
		I will be surely assisting you with this. Kindly help me with your server name
	Colleen Tilp	she is AshleyO@myrealddata.net and we are RVLandscape
	Anurag Sharma	Thanks for the confirmation !
		May I take the remote access of your local computer?
	Colleen Tilp	yes please
	Anurag Sharma	Prior providing the access, I would suggest you to close any important docum
		https://assist.acecloudhosting.com/join/8642127307
		Kindly paste this link in the browser of local computer and join the session.
		We are connected on the remote session and will proceed with the troublesho the time, I am putting the chat on hold, please do not disconnect it. Once the give your confirmation on this chat.
	Colleen Tilp	I reset her pw on another computer that was logged in
	Anurag Sharma	Okay
		The issue seems to be resolved.
		Is there anything else I may help you with ?
	Colleen Tilp	no that was it thank you
	Anurag Sharma	Thank you so much Colleen for such a wonderful chat session.
		I would greatly appreciate if you could spare a minute to give your valuable f chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email 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 man working. I will appreciate that. or you may send your feedback at quality@ac Thanks!
		Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.co
		<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73568 tim
Email: tim@theledgerfirm.com ☎ 8177239294
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 3 Mins 33 Secs
City: FT WORTH
State: Texas
Country: UNITED STATES

Chat Transcript

tim	Hello, I am your Acebuddy
Acebuddy	Hello Tim, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tim	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tim	I'd like to raise a Request
Acebuddy	Please select your request type.
tim	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly Operating System
tim	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the on your Windows PC

		Do you need any further assistance on the topic?
	tim	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
		<i>Shashwat Verma is transferring the chat to Ashutosh.</i>
		<i>Ashutosh accepted the chat transfer request.</i>
	tim	Hi. I am still unable to log in. Ticket ID: 652838
	Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be a
	tim	Thank you.
	Ashutosh	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
	tim	Yes, please. Thank you.
	Ashutosh	May I take the remote access of your local computer?
	tim	Yes.
	Ashutosh	Kindly close all important tabs and documents for not to breach any security
	tim	Thank you. We can start.
	Ashutosh	I have sent you a link over your email to join remote session.
	tim	ok. just a minute please.
		Thanks.
		Thank you.
		I will use the shortcut. I appreciate your help today.
	Ashutosh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email 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 man working. I will appreciate that. or you may send your feedback at quality@ac
		Thanks!
		Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.co
		<i>Ashutosh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74097 Josh Tischler
Email: jtischler@standardwellness.com 📞 14193074381
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 32 Secs
City: WEST CHESTER
State: Ohio
Country: UNITED STATES

Chat Transcript

Josh Tischler	Hello, I am your Acebuddy
Acebuddy	Hello Jtischler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Josh Tischler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Josh Tischler	I'd like to raise a Request
Acebuddy	Please select your request type.
Josh Tischler	Change in Users
Acebuddy	Please select your desired option!
Josh Tischler	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal owner, Please refer to the following link for a detailed guide on how to manag

	Do you need any further assistance on the topic?
Josh Tischler	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Josh Tischler	thanks
	<i>Anjainay Singh accepted the chat transfer request.</i>
	ticket number 658913
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I wil
Josh Tischler	thanks
Anjainay Singh	I am going through the ticket , please allow me two minutes so that I can ass
Josh Tischler	thanks. I would add the user myself however ACE MyPortal does not let me g forget my password. Could you please handle this for me?
Anjainay Singh	We have received the details on ticket and we will add the user on your beha completed we will inform you over an email
Josh Tischler	thank you
Anjainay Singh	We will send the user detail on that email
Josh Tischler	thank you
Anjainay Singh	Please let us know if you have any other request or issue we can assist you w
Josh Tischler	that's it thank you
Anjainay Singh	At the end of chat please provide your valuable feedback for my assistance b emoji
	If your request is addressed properly and there is nothing else to assist you w
	Are we still connected?

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73824 kellyd
Email: kellyd@setacorporation.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: BOCA RATON
State: Florida
Country: UNITED STATES

Chat Transcript -----

kellyd	Hello, I am your Acebuddy
Acebuddy	Hello Kellyd, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kellyd	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kellyd	I'd like to raise a Request
Acebuddy	Please select your request type.
kellyd	Password Reset
Acebuddy	Please select an option below
kellyd	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the user password needs to be reset and we'll share an update once the request is prc
	Do you need any further assistance on the topic?
kellyd	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74660 Irzad Zamal
Email: irzad@zamcorpgy.com ☎ 17073356636
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 56 Secs
City: SUDDIE
State: Essequibo Islandswest Demera
Country: GUYANA

Chat Transcript

Irzad Zamal	Hello, I am your Acebuddy
Acebuddy	Hello Irzad, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Irzad Zamal	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Irzad Zamal	I'd like to report an Issue
Acebuddy	Please select an option!
Irzad Zamal	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available si
Irzad Zamal	User unable to use excel
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I wi

		Hello Irzad
	Irzad Zamal	Hey! kindly assist with ticket id 665576
	Anurag Sharma	Thank you for the information. Kindly allow me 2-3 minutes to check the sam
	Irzad Zamal	sure
		<i>11:29:57 PM</i> Irzad Zamal is sharing a file with you 1_image.png - (Size:64.28 KB)
		When I try to launch excel, I'm getting this error
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Irzad Zamal	Yes. Unable to export excel files unfortunately. How long would it take to reso
	Anurag Sharma	I am checking from the backend regarding this issue.
	Irzad Zamal	ok
	Anurag Sharma	Please stay connected for a while.
	Irzad Zamal	sure
	Anurag Sharma	Thank you for your patience.
		Irzad as I can check the user Sandy doesn't has the excel access on the serve
		Which is why he is unable to launch excel on the server.
	Irzad Zamal	Ok what needs to be done?
		to give access
	Anurag Sharma	I can surely provide him the excel access on the server.
		Before that I would like to inform you that the excel application is chargeable month.
		Please confirm if you want to proceed with the application addition request?
	Irzad Zamal	Ok please go ahead with this charge
	Anurag Sharma	Thank you for the confirmation.
	Irzad Zamal	does the user need to sign off?
	Anurag Sharma	I will send you an email after this chat. Please revert back to that email with : primary contact account. Once we will receive the email confirmation from yc with the request and will update you via email once it is completed.
	Irzad Zamal	Ok no problem. Sooner the better
	Anurag Sharma	Once you receive an email from our end regarding the excel access addition. and login back to the server then.
		Yes, I am sending you the email right away.
		Is there anything else I may help you with ?
	Irzad Zamal	No just this and appreciate your attention to expedite this request Anurag

	I'll be looking out for your email
Anurag Sharma	Thankyou so much Irzad for such a wonderful chat session.
	I would greatly appreciate if you could spare a minute to give your valuable f chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my man working. I will appreciate that. or you may send your feedback at quality@ac Thanks!</p> <p>Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.co</p>
Anurag Sharma has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74252 Tandy Ervin
Email: tandy@bright-financial.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: DALLAS
State: Texas
Country: UNITED STATES

Chat Transcript

Tandy Ervin	Hello, I am your Acebuddy
Acebuddy	Hello Tandy Ervin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tandy Ervin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If yo Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74065 Abraham Cohen
Email: abraham@htgbrands.com 📞 8184815081
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 23 Secs
City: BELL GARDENS
State: California
Country: UNITED STATES

Chat Transcript

Abraham Cohen	Hello, I am your Acebuddy
Acebuddy	Hello Abraham Cohen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

	Abraham Cohen	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Abraham Cohen	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Abraham Cohen	Setup Ace Server
	Acebuddy	If you would like to configure the server access link on your computer, Kindly Operating System
	Abraham Cohen	Microsoft Windows
	Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the on your Windows PC
		Do you need any further assistance on the topic?
	Abraham Cohen	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Anurag Sharma accepted the chat transfer request.</i>
	Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I wi
		Hello Abraham
	Abraham Cohen	Hi Anurag!
		I emailed earlier and ticket ID is 658456
		my company name is Hello to Green, LLC in your system
		I have a new PC and I dont know how to setup cloud on it
		I do know that I have to use the RDP link, but I do not know what to put for se name
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Abraham Cohen	no inconvenience at all.
	Anurag Sharma	I will surely help you with this request.
		Kindly allow me two minutes to check the same.
		I would like to inform you that your server name is HellotoGreenLLC.myreald: and your username is AbrahamCoh@myrealddata.net
		Could you please confirm if you are using windows or Mac?
	Abraham Cohen	Windows
	Anurag Sharma	Thank you Abraham for the confirmation

	Abraham Cohen	what Is my password?
	Anurag Sharma	As I can see check you are the primary contact of the account.
	Abraham Cohen	yes I am
	Anurag Sharma	I would like to request you to please use Myportal to create a new password f
		Do you know how to use it? or should I help you on the remote session?
		I can also share the SOP (Standard Operating Procedure) with you if you requ
		You can refer the SOP and reset the password on your own. It is very simple.
		Or if you want me to guide on the remote session. I can do that too.
	Abraham Cohen	what my login?
		abrahamco?
	Anurag Sharma	AbrahamCoh@myrealddata.net this is your username for " Server Access"
	Abraham Cohen	for self care portal
	Anurag Sharma	AbrahamCoh@myrealddata.net
		If you want I can share you the SOP for selfcare portal too on email.
	Abraham Cohen	its fine I am working on it for now
		<i>11:13:06 PMAnurag Sharma is sharing a file with you</i> <i>SelfCare Portal User Guide.pdf - (Size:848.32 KB)</i> <i>Please check this</i>
		<i>11:14:20 PMAnurag Sharma is sharing a file with you</i> <i>How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)</i> <i>This SOP is for Myportal</i>
	Anurag Sharma	I would suggest you to access Myportal as you are the primary contact.
		You can download the RDP, Add or remove users using it.
	Abraham Cohen	I reset my password
	Anurag Sharma	And you can also reset your password from Myportal
		Okay
	Abraham Cohen	now it is asking me for security questions and the answers show invalid
	Anurag Sharma	Okay
		May I help you on the remote session?
	Abraham Cohen	sure
	Anurag Sharma	Prior providing the access, I would suggest you to close any important docum
	Abraham Cohen	ok
	Anurag Sharma	https://assist.acecloudhosting.com/join/1422890550

	Kindly paste this link in the browser of local computer and join the session.
Abraham Cohen	ok you are in
Anurag Sharma	We are connected on the remote session and will proceed with the troublesho the time, I am putting the chat on hold, please do not disconnect it. Once the give your confirmation on this chat.
	The issue seems to be resolved
	Is there anything else I may help you with ?
Abraham Cohen	no thank you
Anurag Sharma	Thankyou so much Abraham for such a wonderful session.
	I would greatly appreciate if you could spare a minute to give your valuable f chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my man working. I will appreciate that. or you may send your feedback at quality@ac Thanks!</p> <p>Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.co</p>
	<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74407 Alexis Woodford Demko

Email: alexis@sandiegodemolition.com 📞 16199772652

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 56 Secs
City: SAN DIEGO
State: California
Country: UNITED STATES

Chat Transcript -----

Alexis Woodford Demko	Hello, I am your Acebuddy
Acebuddy	Hello Alexis Woodford Demko, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alexis Woodford Demko	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alexis Woodford Demko	I'd like to report an Issue
Acebuddy	Please select an option!
Alexis Woodford Demko	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available si
Alexis Woodford Demko	Microsoft
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I wi
	Hello Alexis, how are you doing today ?
Alexis Woodford Demko	hello well thanks
	I am trying to use microsoft templates in QB but it will not allow me without a up for an account and it will not allow me- i recieved this error
	<i>4:00:49 AMAlexis Woodford Demko is sharing a file with you</i> Screenshot 2025-03-19 at 3.26.44 PM.png - (Size:106.49 KB)
Rohan Prajapati	That's Great
	Thank you for Providing the Error

		I will surely help you with this issue.
		Kindly allow me 4-5 minutes to check the same.
	Alexis Woodford Demko	great thanks so much
	Rohan Prajapati	May I know which subscription type you are using to activate the MS Office 365? following subscriptions are only compatible with the terminal server: Microsoft Office 365 Apps for Enterprise Microsoft Office 365 E3 Microsoft Office 365 E5
	Alexis Woodford Demko	I have no idea, I just followed the prompts to sign up
	Rohan Prajapati	May I take the remote access of your server?
	Alexis Woodford Demko	yes
	Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents
	Alexis Woodford Demko	ok
	Rohan Prajapati	Kindly accept the remote session request
		Please check your server screen and accept the Prompt
	Alexis Woodford Demko	where do I find this? sorry
		I see
	Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will give your confirmation on this chat.
	Alexis Woodford Demko	ok
		hello
	Rohan Prajapati	Yes Alexis
		Kindly allow me 3-4 minutes to check the same.
	Alexis Woodford Demko	ok
	Rohan Prajapati	May I Know if you just need Word and Excel or All the MS Office applications ?
	Alexis Woodford Demko	I would only need word so that I could create a letter within QB
	Rohan Prajapati	Oh, then you can simply lease Microsoft Word 2016 (Standalone) for \$5.99 per user per year. However, we would need to uninstall MS Office 365 from your server and install Word 2016.
	Alexis Woodford Demko	ok great, we will need 2 users one for me and one for Leontina (Admin2)
	Rohan Prajapati	Thanks for the confirmation !

		Please send us an email from the registred one for the same. We will proceed night hours and will update you via email once done.
		Will that work for you ?
	Alexis Woodford Demko	I am. not clear on what you need... I need to email you this request?
	Rohan Prajapati	Yes, just send us an email mentioning that you need MS Word for two users, t charges, and that you authorize us to replace the current MS Office 365 appli 2016.
		We will proceed with the same during the night hours and will update you via
	Alexis Woodford Demko	OK great, thanks for your help
	Rohan Prajapati	Is there anything else I may help you with ?
		Are we still connected here?
	Alexis Woodford Demko	that is all, thank you
	Rohan Prajapati	Thanks for the confirmation !
		I would request you to please give your Valuable feedback after ending the cl
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email 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 man working. I will appreciate that. or you may send your feedback at quality@ac Thanks!
		Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.co

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#74214 Chad Peshke
Email: chad@peshkefinancial.com 📞 1877970940
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 7 Secs
City: BURLEY
State: Idaho
Country: UNITED STATES

Chat Transcript -----

Chad Peshke	Hello, I am your Acebuddy
Acebuddy	Hello Chad Peshke, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chad Peshke	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chad Peshke	I'd like to report an Issue
Acebuddy	Please select an option!
Chad Peshke	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available si
Chad Peshke	Live agent. Not connecting.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I wil
	Hello Chad, Could you please let me know more about "Live agent"
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-ini (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74292 Adam Kruis
Email: adamkruis@haveninnovation.com ☎ 16162682213
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: GRAND HAVEN
State: Michigan
Country: UNITED STATES

Chat Transcript

Adam Kruis	Hello, I am your Acebuddy
Acebuddy	Hello Adamkruis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Adam Kruis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adam Kruis	I'd like to raise a Request
Acebuddy	Please select your request type.
Adam Kruis	Change in Applications
Acebuddy	Please select your desired option!
Adam Kruis	Application Addition
Acebuddy	

	Please select your Application
Adam Kruis	Other Application
Acebuddy	Kindly email us the below mentioned information on support@acecloudhostir registered email address and we will update you via email.
	<ul style="list-style-type: none">• Application name and version• Setup/Installer download link (if any)• Activation Code / License information• Any other info/guide needed to install the application.
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hour(s)
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If yo Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74574 sharath.kumar
Email: sharath.kumar@myrealdata.in
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

sharath.kumar	Hello, I am your Acebuddy
Acebuddy	Hello Sharath.kumar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sharath.kumar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sharath.kumar	I'd like to report an Issue
Acebuddy	Please select an option!
sharath.kumar has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74620 Rob Riss/ Go West
Email: rob@justgowest.com ☎ 19704938441
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

Rob Riss/ Go West	Hello, I am your Acebuddy
Acebuddy	Hello Rob, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

	Rob Riss/ Go West	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Rob Riss/ Go West	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Rob Riss/ Go West	Reboot your Server
	Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address with the reason for server reboot and the support team will be happy to update you on the status.
		Do you need any further assistance on the topic?
	Rob Riss/ Go West	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Rob Riss/ Go West	Hi Shubham, hope you are well. It is me again, Rob from go West Geniune account. I am looking for a server reboot again so I can do single user work.
	Shubham Kataria	Hello Rob
		I will surely assist you on this. Please allow me two minutes
	Rob Riss/ Go West	thank you again
		I stay up all night to do work on our file and my co-workers can't spare two minutes for me on my account. Thank you for the help!
	Shubham Kataria	You're welcome
		Upon checking, still there are multiple users are logged onto the server
		Would you like me to proceed for the reboot?
	Rob Riss/ Go West	yes please, it'll be a good lesson for anyone still logged in. I see Annie and Niha and maybe more. Thank you.
	Shubham Kataria	yes, there was multiple users logged in
		But now I have rebooted the server
		Server is up now
		I hope you're now able to access the server without any issues.
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74682 Jennifer Herd
Email: jennifer@backstoptax.com
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 2 Mins 32 Secs
City: BEAVERTON
State: Oregon
Country: UNITED STATES

Chat Transcript

Jennifer Herd	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Herd, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Herd	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Herd	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer Herd	Other Issue

	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
	Jennifer Herd	Ticket 665362
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Vignesh Arul accepted the chat transfer request.</i>
		<i>Vignesh Arul is transferring the chat to Shivam Singh.</i>
		<i>Shivam Singh accepted the chat transfer request.</i>
		<i>Shivam Singh is transferring the chat to Rohan Prajapati.</i>
		<i>Rohan Prajapati accepted the chat transfer request.</i>
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
		Hello Jennifer, How are you doing today ?
	Jennifer Herd	I had Dharmverr helping me use another company log in and now it's not working. I got a voice mail saying I need to delete some information but it isn't very clear.
		Ticket 665632
	Rohan Prajapati	Thank you for the info.
		Thank you for providing the ticket Number.
		Kindly allow me 5-6 minutes to check the same.
	Jennifer Herd	Ok
	Rohan Prajapati	May I take the remote access of your local computer?
	Jennifer Herd	Yes
	Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents and applications running on your local PC.
		Kindly Copy and Paste the below link in any browser of your Local PC and Join the session.
		https://assist.acecloudhosting.com/join/2022128034
		We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the session is over, I will give your confirmation on this chat.
	Jennifer Herd	Ok
	Rohan Prajapati	Is there anything else I may help you with ?
		We have successfully resolved your issue and received confirmation over the phone.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email 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 manager can review the same.

working. I will appreciate that. or you may send your feedback at quality@ac
Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74117 srinivas
Email: srinivas@taxgeeks.com 📞 2252847776
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: 1 Min 58 Secs
City: IRVING
State: Texas
Country: UNITED STATES

Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

	srinivas	I'd like to report an Issue
	Acebuddy	Please select an option!
	srinivas	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available si
	srinivas	proseries issue
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will I
	srinivas	hi
		TAXG1
		SERVER
		they are many issues with the server
		we are unable to work
	Manish Singh	May I know what issues are you facing?
	srinivas	proseries is crashing
		when I go from one client to other client
		I see that CPU usage is going to 70%
		plus
		this has to be fixed
		657110
		ticket
	Manish Singh	Checking please wait
	srinivas	ok
	Manish Singh	Kindly check now made some changes.
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-ini (1-888-415-5240) if any further assistance is required.
		<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73471 Tetiana Zakharova
Email: rdfiletax@gmail.com ☎ +16028846447
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Tetiana Zakharova	Hello, I am your Acebuddy
Acebuddy	Hello Tetiana Zakharova, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tetiana Zakharova	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tetiana Zakharova	I'd like to raise a Request
Acebuddy	Please select your request type.
Tetiana Zakharova	Change in Applications
Acebuddy	Please select your desired option!
Tetiana Zakharova	Application Addition
Acebuddy	Please select your Application
Tetiana Zakharova	Other Application
Acebuddy	Kindly email us the below mentioned information on support@acecloudhostir

	registered email address and we will update you via email.
	<ul style="list-style-type: none">• Application name and version• Setup/Installer download link (if any)• Activation Code / License information• Any other info/guide needed to install the application.
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hour(s)
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If yo Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74073 clay

Email: clay@dacs.com ☎ (303) 241-9420

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: WESTMINSTER

State: Colorado

Country: UNITED STATES

Chat Transcript

clay	Hello, I am your Acebuddy
Acebuddy	Hello Clay Myers, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

clay	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
clay	I'd like to report an Issue
Acebuddy	Please select an option!
clay	Password Reset
Acebuddy	Please select an option below
clay	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your se
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If yo Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74907 Ruben
Email: ruben@raskull.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: SEMINOLE
State: Texas
Country: UNITED STATES

Chat Transcript

Ruben	Hello, I am your Acebuddy
Acebuddy	Hello Ruben, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ruben	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ruben	I'd like to raise a Request
Acebuddy	Please select your request type.
Ruben	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Ruben	I wish to buy the license from Ace
Acebuddy	Office 365 is a subscription based application and there are several plans to c
	For better understanding of the features and functionality on offer within each plan, Kindly refer to the attached link below.
	(Please Note: O365 E1 Plan is "web only")
	Once you find your desired plan, Kindly email us the details at support@acec request will be processed within 24 hours.
	Do you need any further assistance on the topic?
Ruben	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
	<i>Acebuddy has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73505 Test Account
Email: test@test.com ☎ +917878787878
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 -----

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to raise a Request
Acebuddy	Please select your request type.
Test Account	Change in Users
Acebuddy	Please select your desired option!
Test Account	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal owner, Please refer to the following link for a detailed guide on how to manag
	Do you need any further assistance on the topic?
Test Account	Setback
Acebuddy	Please select your desired option!
Test Account	User Replacement
Acebuddy	We do not recommend modifying an existing user due to technical challenges: to disable the existing user (that you'd like to replace) and instead add a new
	Registered Account Owners have the ability to add/disable users via MyPortal owner, Please refer to the following link for a detailed guide on how to manag
	Do you need any further assistance on the topic?
	<i>test has ended this chat session</i>

Chat Transcript

quickbooks is locked up can you please close from

Visitor Details

#73452 SUSANSETAX
Email: susansetax@gmail.com 📞 4239689236
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/atx-software-hosting/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 43 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

SUSANSETAX	quickbooks is locked up can you please close from your side
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further
	May I confirm the business name please?
SUSANSETAX	southeastern tax & accounting
Rahul	sure
	Let me transfer you to our support team
	<i>Rahul is transferring the chat to Support(QB & App Hosting).</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
SUSANSETAX	ok thanks
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you further
	Hello Susan, How are you doing today ?
SUSANSETAX	doing well....quickbooks is locked up and I can't close it, can you close from your side
Rohan Prajapati	I will surely help you with this issue.

	Kindly allow me 3-4 minutes to check the same.
	May I know the server name on which you are logged in ?
SUSANSETAX	susanfe
	atx2
Rohan Prajapati	Thanks for the confirmation !
	Kindly check now and let us know the status
SUSANSETAX	looks to be working now, thank you
Rohan Prajapati	Is there anything else I may help you with ?
SUSANSETAX	not today
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email 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 man working. I will appreciate that. or you may send your feedback at quality@ac Thanks!
	Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.co

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73839 Maribel Driskill

Email: maribel@strategictaxsolutionsllc.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: 37 Secs
City: ST PAUL
State: Minnesota
Country: UNITED STATES

Chat Transcript -----

Maribel Driskill	Hello, I am your Acebuddy
Acebuddy	Hello Maribel Driskill, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maribel Driskill	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maribel Driskill	Restart
Acebuddy	Hello Maribel Driskill, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maribel Driskill	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I he
Maribel Driskill	Hi I was trying to get help with downloading a new server.
Pradeep Kumar	Alright, can you please help me with your Account name once?
Maribel Driskill	Where would I find that?
Pradeep Kumar	Could you please share me your company name?
Maribel Driskill	Oh! Sorry about that!
	It's Strategic Tax Solutions
Pradeep Kumar	Alright, let me transfer the chat to the concerned team.
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>
Maribel Driskill	Thank you!
	<i>Manish Singh accepted the chat transfer request.</i>

	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will I
	Maribel Driskill	Hi! Thank you !
	Manish Singh	Hii Maribel
		How may I assist you today?
	Maribel Driskill	I wanted to download the new server
	Manish Singh	New Server or RDP for accessing server?
	Maribel Driskill	RDP: Maribel - StrategicTax3
	Manish Singh	Alright, I will surely assist you in setting up RDP on your local computer.
		May I take the remote access of your local computer?
	Maribel Driskill	Yes
	Manish Singh	https://assist.acecloudhosting.com/join/1732590827
		Prior providing the access, I would suggest you to close any important docum
	Maribel Driskill	Okay, do I clink on the link?
	Manish Singh	Yes, open this link in your browser.
		We are connected on the remote session and will proceed with the troublesho the time, I am putting the chat on hold, please do not disconnect it. Once the give your confirmation on this chat.
		Is there anything else I may help you with ?
	Maribel Driskill	No! Thank you !
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable f smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email 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 man working. I will appreciate that. or you may send your feedback at quality@aci Thanks!
		Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.co

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74876 mike
Email: mike@backstoptax.com ☎ 6026867247
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 13 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

mike	Hello, I am your Acebuddy
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mike	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mike	I'd like to report an Issue
Acebuddy	Please select an option!
mike	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available si
mike	System is very slow.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I wi

		Hello Mike, How are you doing today ?
	mike	Not bad, how are you?
	Rohan Prajapati	I will surely help you with this issue.
	mike	Thank you. Even toggling between programs is super slow.
	Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.
	mike	ok
	Rohan Prajapati	Thank you for the info
		May I know if all users are facing the same issue ?
	mike	They are
	Rohan Prajapati	May I reboot the server once ?
	mike	What do we have to do? There's two other people logged on at the moment.
	Rohan Prajapati	Yes there are two more users are logged in
		You can inform them to log off once for the at least 3 mins
	mike	How will we know it's ok to log back in?
		Just wait 3 minutes?
	Rohan Prajapati	I will let you know when you can login back
	mike	People need a couple minutes. I'm not sure how you're going to let me know
	Rohan Prajapati	Mike, please be informed that I can see who is currently logged into the server
	mike	I would expect that.
		Looks like I'm the only one on.
		<i>3:16:36 AMRohan Prajapati is sharing a file with you</i> <i>image.png - (Size:9.44 KB)</i> <i>These two users are currently logged in</i>
		One other person said they're still on!
		Still don't know how you'll communicate with me when I log off
	Rohan Prajapati	Ohh So, you have initiated this chat from the server right ?
		Please initiate another chat from your Local PC so that we can stay connected during the server reboot.
	mike	OK
	Rohan Prajapati	Yes, I'm rebooting the server now.
		Since you have initiated another chat, I'm going to end this chat.
		<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74535 Ravi Shah
Email: ravi@yourtaxadvisor.com ☎ +1 9739609951
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: 41 Secs
City: LAS VEGAS
State: Maryland
Country: UNITED STATES

Chat Transcript

Ravi Shah	Hello, I am your Acebuddy
Acebuddy	Hello Ravi Shah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ravi Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ravi Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Ravi Shah	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Ravi Shah	Other Application
Acebuddy	To begin the installation process, please download the setup file from your ap it to your server desktop.

		Following this, kindly inform us of the completion of this task by sending an e support@acecloudhosting.com.
		Generally, application upgrades are completed during the night hours to avoi do specify if you need the request processed at a specific time.
		Do you need any further assistance on the topic?
	Ravi Shah	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I v
		Hello Ravi
	Ravi Shah	Hi Shashwat, I want you to help me in setting up 1099 etc.com for 2025. I ha'
		You can access my screen
	Shashwat Verma	Okay, so you want to install the 1099 2025 application version on the server,
	Ravi Shah	yes
	Shashwat Verma	I will surely help you with this issue.
		To move forward kindly email, us the request from ravi@yourtaxadvisor.com.
		Which work as an official authorization for the application insatllation.
	Ravi Shah	can you tell me your id pls
	Shashwat Verma	Yes, support@acecloudhosting.com.
	Ravi Shah	Wait I am doing email in just 2 mins
	Shashwat Verma	Sure
		Also, kindly confirm the location of the setup file so that I can make changes
	Ravi Shah	Pls check
		I have sent an email
	Shashwat Verma	Let me check
		Thanks for the confirmation !
		Let me know the setup file location
	Ravi Shah	you can access my screen
	Shashwat Verma	Okay
		Prior providing the access, I would suggest you to close any important docum
	Ravi Shah	Yes sure
	Shashwat Verma	

		https://assist.acecloudhosting.com/join/9702238996
		Kindly Click on the link and open the downloaded file.
	Ravi Shah	it is closed only
		DONE
	Shashwat Verma	Kindly join the session from the shared link.
	Ravi Shah	JOINED
	Shashwat Verma	We are connected on the remote session and will proceed with the troublesho the time, I am putting the chat on hold, please do not disconnect it. Once the give your confirmation on this chat.
	Ravi Shah	GO TO 1099 2025 1
	Shashwat Verma	Yes sure
	Ravi Shah	Make sure that it works on all 5 users
	Shashwat Verma	Sure
		We have taken the setup file from your local pc and initiated the installation p will let you know once we are done with it on email.
		Is that work for you?
	Ravi Shah	LE T ME CHECK
		I am not able to see 10999 etc software 2025 in Desktop
	Shashwat Verma	Ravi, we'll inform you once we are done, we are currently working on it.
	Ravi Shah	Can you please help me to create shortcut of the same
	Shashwat Verma	We'll inform you one email as installation completed process required some t from our end (Edited)
	Ravi Shah	ok
	Shashwat Verma	Ravi, could you please help me with the 1099 application credentials
		<i>7:31:29 PMShashwat Verma is sharing a file with you</i> image.png - (Size:11.72 KB)
	Ravi Shah	as such there are no credentials
		Usually, we open the application without any credentials
	Shashwat Verma	Okay
		Ravi, looks like application prompting error as other users on the server are v
		Kindly ask the users to logoff
	Ravi Shah	1099s are closed on all the other users
	Shashwat Verma	Users have to logoff the server.
	Ravi Shah	okay

	Wait I ll ask them to do so
Shashwat Verma	Sure
Ravi Shah	Yes it is done
	you can do now
Shashwat Verma	Okay
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling (1-888-415-5240) if any further assistance is required.
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73903 Diane Yvonne Mike
Email: dmike2010@gmail.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 32 Secs
City: LEXINGTON
State: Georgia
Country: UNITED STATES

Chat Transcript

Diane Yvonne Mike

		Hello, I am your Acebuddy
	Acebuddy	Hello Diane Yvonne Mike, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Diane Yvonne Mike	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Diane Yvonne Mike	I'd like to report an Issue
	Acebuddy	Please select an option!
	Diane Yvonne Mike	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available si
	Diane Yvonne Mike	I CANNO LOG INTO 2020 SOFTWARE. ITS SAYS PERMISSION DENIED.
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
		<i>Sharath Kumar is transferring the chat to Manish Singh.</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will I
		Is it regarding QuickBooks 2020? (Edited)
	Diane Yvonne Mike	DRAKE TAX SOFTWARE
	Manish Singh	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
		Okay, Is this the first time you are facing this issue?
	Diane Yvonne Mike	YES
	Manish Singh	May I take the remote access of your server?
	Diane Yvonne Mike	YES
	Manish Singh	Prior providing the access, I would suggest you to close any important docum
		We are connected on the remote session and will proceed with the troublesho the time, I am putting the chat on hold, please do not disconnect it. Once the give your confirmation on this chat.
		Seems like working now.
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?

	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling (1-888-415-5240) if any further assistance is required.
<i>Manish Singh has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74002 GERALD SCHAFFER
Email: gschaffer@szcpa.tax
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 47 Secs
City: LAKE WORTH
State: Florida
Country: UNITED STATES

Chat Transcript

GERALD SCHAFFER	Hello, I am your Acebuddy
Acebuddy	Hello Gerald Schaffer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
GERALD SCHAFFER	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
GERALD SCHAFFER	I'd like to report an Issue
Acebuddy	Please select an option!

	GERALD SCHAFFER	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
	GERALD SCHAFFER	ultra tax is frozen and I cannot work
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be surely assisting you with this.
		I will be surely assisting you with this. Kindly help me with your server name
	GERALD SCHAFFER	szcpa is user, what do you mean by server, Ace Cloud Hosting
	Tushar Pharswan	szcpa is the server, kindly let me know the username whose ultra tax is frozen first time this issue has happened?
		Are other user facing the same issue?
	GERALD SCHAFFER	this is first time, it happened while aborting a printing job
	Tushar Pharswan	Okay may I know the username so that I can close the application from back end
	GERALD SCHAFFER	both of my screens are frozen in UltraTax and I will lose you if I try to switch to desktop I want to try to control my desktop
		gschaffer@szcpa.tax
	Tushar Pharswan	Okay I am going to close the Ultra tax application from the back end as it is first time
		Kindly try to reopen the application again.
		Is it working now ?
	GERALD SCHAFFER	yes, that worked, thank you
	Tushar Pharswan	Great.
		Is there anything else I may help you with ?
	GERALD SCHAFFER	no, thanks again
	Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email 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 team can be 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 (https://selfcare.acecloudhosting.com).

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74146 Nathan Urry
Email: techs@cr-t.com ☎ 13853251678
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 44 Secs
City: LAS VEGAS
State: New Mexico
Country: UNITED STATES

Chat Transcript

Nathan Urry	Hello, I am your Acebuddy
Acebuddy	Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nathan Urry	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>mayank accepted the chat transfer request.</i>
mayank	Hi Thank you for contacting Acecloudhosting. My name is Mayank. How can I
Nathan Urry	For my Microsoft 365 account, what permission level does each user have?
	Also who are the third parties with access to that account?

	mayank	Let me transfer your request to the concerned team. They will assist you with
		<i>mayank is transferring the chat to Support(QB & App Hosting).</i>
	Nathan Urry	thank you
		<i>Anurag Sharma accepted the chat transfer request.</i>
	Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I wi
		Hello Nathan
	Nathan Urry	hello
	Anurag Sharma	Could you please elaborate your issue?
	Nathan Urry	what are the user access levels for each users within the account?
		Which third parties have access (e.g., Ace is a reseller). I believe Pax A USA is
	Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name
	Nathan Urry	Nathan.U@myrealddata.net
	Anurag Sharma	Thanks for the confirmation !
		Kindly allow me 4-5 minutes to check the same. (Edited)
		Thank you for your patience.
		Nathan could you please confirm that are you asking that how many users ha the server?
	Nathan Urry	yes
	Anurag Sharma	Or you are asking about the access rights of the users on a particular file or f
	Nathan Urry	how many admin users?
		which are admin users?
	Anurag Sharma	Thank you for the confirmation
		Let me check that for you.
		Please stay connected for a while.
		Thank you for your patience.
		<i>4:18:50 AMAnurag Sharma is sharing a file with you</i> <i>image.png - (Size:7.45 KB)</i> <i>These two users have the admin rights on the server (Edited)</i>
	Nathan Urry	what is domain admins
		please remove CTSAdmin
		Please remove Domain Admins
		who has access to Domain Admins?
	Anurag Sharma	Please ignore that, it is handled by us.

	Nathan Urry	I believe CTSAAdmin was already removed?
	Anurag Sharma	Please send us an email from the registered email address at support@acecl we could proceed further with the request.
	Nathan Urry	Please confirm
		Please confirm CTSAAdmin was already removed
		I had them removed by Ace and they told me they had been removed
		If they have not been removed I don't understand what is going on
	Anurag Sharma	The user CTSAAdmin doesn't has the access to the server. Don't worry.
	Nathan Urry	remove their rights for Cloud and Microsoft 365
		remove their access to Cloud and Microsoft 365
	Anurag Sharma	He was provided the admin rights earlier which is why he is in the list. But he the server. That means it is of no use for him.
	Nathan Urry	Please remove admin rights
		i can confirm over email
	Anurag Sharma	We will surely help you with all your requests.
		Please send us an email from the registered email address at support@acecl we could proceed further with the request.
		Nathan, could you please elaborate this to me ? I am unable to understand w here.
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-init (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#74036 sharath.kumar
Email: sharath.kumar@myrealdata.in
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript -----

sharath.kumar	Hello, I am your Acebuddy
Acebuddy	Hello Sharath.kumar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sharath.kumar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sharath.kumar	I'd like to report an Issue
Acebuddy	Please select an option!
sharath.kumar	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available si
sharath.kumar	Doing a test
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
sharath.kumar has ended this chat session	

Hello, I am your Acebuddy

Visitor Details

#74122 Christine Han
Email: alin@salutron.com 📞 5107952876
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: 1 Min 39 Secs
City: SAN FRANCISCO
State: California
Country: UNITED STATES

Chat Transcript

Christine Han	Hello, I am your Acebuddy
Acebuddy	Hello Amy Lin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Christine Han	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christine Han	I'd like to report an Issue
Acebuddy	Please select an option!
Christine Han	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available si
Christine Han	Not able to login to the cloud
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Yash Ahi.</i>
Christine Han	Hi, I tried several times that not able to login. But it just worked when the cha
	No problem for now.
	thanks!

Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email 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 man 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 (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74016 Ray Morse
Email: rmorsedmd@knology.net ☎ 18508147416
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 19 Secs
City: PANAMA CITY
State: Florida
Country: UNITED STATES

Chat Transcript

Ray Morse	Hello, I am your Acebuddy
Acebuddy	Hello Rmorsedmd, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

	Ray Morse	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Ray Morse	I'd like to report an Issue
	Acebuddy	Please select an option!
	Ray Morse	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support agent
	Ray Morse	Ticket #654943
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
		May I take the remote access of your local computer?
		Prior providing the access, I would suggest you to close any important documents or applications.
	Ray Morse	ok
	Tushar Pharswan	https://assist.acecloudhosting.com/join/3752552071
		Kindly Click on the link and open the downloaded file.
		Do you remember your password?
	Ray Morse	yes
	Tushar Pharswan	Your session was stuck on disconnected state so I logged it off.
		It seems to be working as of now.
		Kindly let me know if this issue has occurred first time and also if other users are facing the same issue.
	Ray Morse	ok. thank you
	Tushar Pharswan	Is there anything else I may help you with ?
		As I could see you closed the chat on remote session.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email 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 team can be 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 at https://selfcare.acecloudhosting.com .

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74871 Nadia Brante
Email: jeffp@bossiconstruction.com ☎ 14036059000
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: CALGARY
State: Alberta
Country: CANADA

Chat Transcript

Nadia Brante	Hello, I am your Acebuddy
Acebuddy	Hello Jeffp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nadia Brante	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nadia Brante	I'd like to raise a Request
Acebuddy	Please select your request type.
Nadia Brante	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide

once the task has been completed.

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73821 joyce
Email: joyce@hcfoodinc.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 24 Secs
City: SAN JOSE
State: North Carolina
Country: UNITED STATES

Chat Transcript

joyce	Hello, I am your Acebuddy
Acebuddy	Hello Joyce, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
joyce	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

	joyce	I'd like to report an Issue
	Acebuddy	Please select an option!
	joyce	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	joyce	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. T help you with resolving the issue
		Was that helpful?
	joyce	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I v
		Hello Joyce
	joyce	I CAN'T RUN THE RDP FILE SENT BY ME MANAGER SO I CAN'T LOGIN AT ALL
	Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server name
	joyce	where I can find these info
		?
	Shashwat Verma	No problem, kindly help me with your business name associated with ACE.
	joyce	HCCA
	Shashwat Verma	May I take the remote access of your local computer?
	joyce	yes. but how
	Shashwat Verma	Will share you the link.
		Prior providing the access, I would suggest you to close any important docum
		https://assist.acecloudhosting.com/join/3412349871
		Kindly Click on the link and open the downloaded file.
		Kindly allow me the permission to remote.
		Are you able to connect?
	joyce	no it needs me to set the security setting but it didn't pop out
		I don;t know how to deal with it
	Shashwat Verma	Are you using mac os?
	joyce	yes

	Shashwat Verma	Okay, could you please take help from your local IT team ,as without remote out. (Edited)
		Do you want to try one more time, will share you the new link.
	joyce	ok
	Shashwat Verma	https://assist.acecloudhosting.com/join/3912633309
		Try with this.
		Choose Apple menu > System Settings, then click Privacy & Security in the si scroll down.) Click Screen & System Audio Recording. For each app listed, turn the ability to record on or off. You can allow apps to r and audio, or just your audio.
		Here are the steps to give security access.
		Are we still connected here?
	joyce	looks not
		I can't set the system
	Shashwat Verma	Joy, we suggest you to connect with your local IT team for help. (Edited)
	joyce	okay
		thank you
	Shashwat Verma	Is there anything else I may help you with ?
		Are we still connected here?
	joyce	no thank you
	Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email 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 man working. I will appreciate that. or you may send your feedback at quality@ac Thanks!
		Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.co
		<i>Shashwat Verma has ended this chat session</i>
	<div></div>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73646 Larry Garcia
Email: larry@standardus.com ☎ 6302899500
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: 44 Secs
City: DES PLAINES
State: Illinois
Country: UNITED STATES

Chat Transcript

Larry Garcia	Hello, I am your Acebuddy
Acebuddy	Hello Larry Garcia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Larry Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry Garcia	I'd like to report an Issue
Acebuddy	Please select an option!
Larry Garcia	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Larry Garcia	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. T help you with resolving the issue
	Was that helpful?
Larry Garcia	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'

		<i>Acebuddy (bot) forwarded the chat request</i>
	Larry Garcia	I have been trying for 2 days to log into Quickbooks. I also do not know which owner does not know either.
		<i>Rohan Prajapati accepted the chat transfer request.</i>
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I wi
		Hello Larry, How are you doing today?
	Larry Garcia	I have been trying for 2 days to log into Quickbooks. I also do not know which owner does not know either. Please remote in a help me.
	Rohan Prajapati	I will surely try to help you with this issue.
		Kindly allow me 4-5 minutes to check the same.
	Larry Garcia	This is what ACE has been saying for a week and it is not working.
	Rohan Prajapati	Larry, let me go through the previous tickets and check the same
	Larry Garcia	Absolutely. I have to step away for 5 minutes.
	Rohan Prajapati	No Problem
		Thank you for waiting.
		I have checked with the team.
		This is the File Path of your QB File: D:\Client Data\standard industrial & auto
		If you want I can help you to access the same by taking the remote access of
	Larry Garcia	I am back.
		That is the file tat I keep trying to use & open & it goes back to the main scre circles. Please remote in.
	Rohan Prajapati	No Worries, I will check this.
		Sure Larry.
		Prior providing the access, I would suggest you to close any important docum
	Larry Garcia	ok. Do you want to email me the link?
	Rohan Prajapati	No Larry, I'll just send the remote session request to you and you would need it on your server screen.
		Kindly accept the remote session request
		Are we still connected here?
		Please see your Server Screen
	Larry Garcia	forget it for now. BYE
	Rohan Prajapati	Larry, would you like us to schedule a callback for this issue at a specific time the moment

	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling (1-888-415-5240) if any further assistance is required.
Rohan Prajapati has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73348 Claire Speake
Email: claire@sgwfresno.com 📞 15593479965
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: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Claire Speake	Hello, I am your Acebuddy
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Claire Speake	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Claire Speake	I'd like to raise a Request

Acebuddy	Please select your request type.
Claire Speake	Change in Users
Acebuddy	Please select your desired option!
Claire Speake	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal owner, Please refer to the following link for a detailed guide on how to manage users.
	Do you need any further assistance on the topic?
Claire Speake	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74342 Mohita Chadha
Email: mohita@kaurtax.com 📞 19097099000
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 45 Secs
City: SAN FRANCISCO
State: California
Country: UNITED STATES

Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!

		Whom Would You Like to Connect With?
	Mohita Chadha	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Mohita Chadha	I'd like to report an Issue
	Acebuddy	Please select an option!
	Mohita Chadha	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available si
	Mohita Chadha	Hello - Lacerte is asking me to reboot 2024. Can you please help with that? A right now and I need this to be done immediately. Thank you!
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I v today.
		I will be surely assisting you with this. Kindly help me with your server name
	Mohita Chadha	Kaur Tax PC
		KPTC_Accountant
		is my username
	Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.
	Mohita Chadha	Can I please request this reboot to be done immediately?
		Also, are you able to check whether 2023 also requires a reboot?
	Shubham Kataria	Sure, let me check
	Mohita Chadha	Since nobody is using the server right now, this would be the best time to ma made
	Shubham Kataria	I've initiated the update for Lacerte 2024
	Mohita Chadha	thank you!
		Can you please check 2023 as well? Thank you!
	Shubham Kataria	Yes, after updating to 2024, I will also update 2023. because only one versior time.
	Mohita Chadha	okay sounds good
		thank you!
	Shubham Kataria	You're welcome

		Would you like to stay connected on the chat or shall I inform you over email
		Because Updates will take around 10-15 minutes
	Mohita Chadha	I would like to stay connected
		so I can know about 2023 as well
		Thank you!
	Shubham Kataria	I've rebooted the server because the updates was stucked
	Mohita Chadha	Sounds good, thank you!
	Shubham Kataria	Will initiate the update again once the server up start running
	Mohita Chadha	sounds good
		thank you!
	Shubham Kataria	You're welcome
	Mohita Chadha	how long does this process take?
		<i>10:29:06 AMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:86.48 KB)</i> <i>2023 version is in progress</i>
		great, thank you
	Shubham Kataria	Thank you for your patience.
		Both versions are updated now and successfully rebooted the server
	Mohita Chadha	Thank you! I will try it now
	Shubham Kataria	Sure, please take your time
	Mohita Chadha	It is working, thank you!
	Shubham Kataria	you're welcome
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
	Mohita Chadha	that is - thank you!
	Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable f chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email 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 man

working. I will appreciate that. or you may send your feedback at quality@ac
Thanks!

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

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

Shubham Kataria has ended this chat session

Chat Transcript

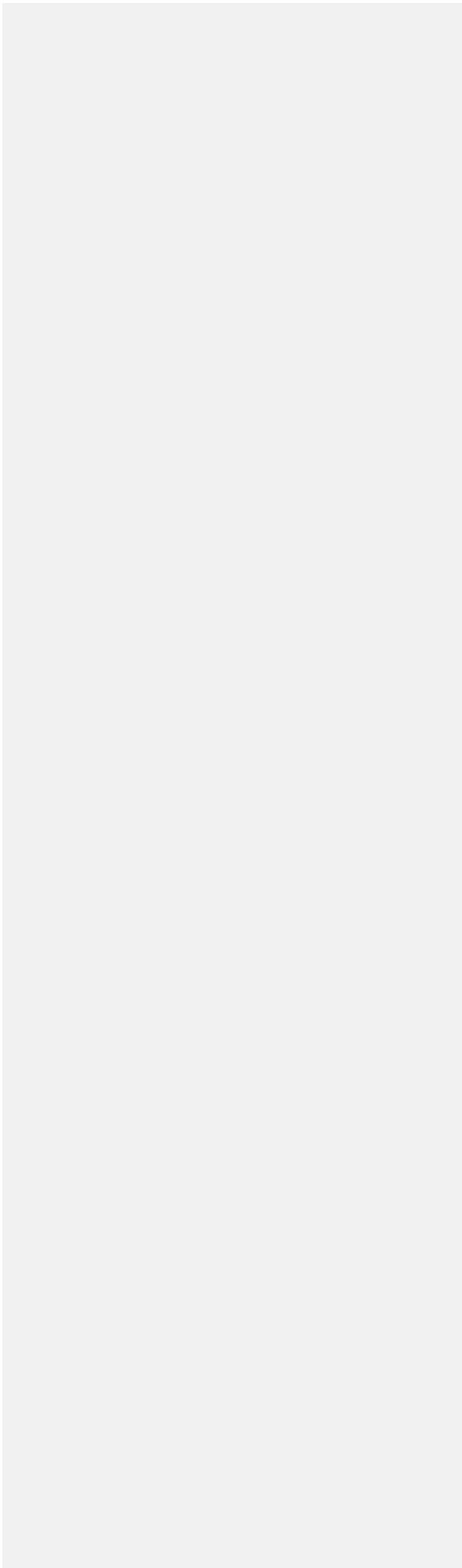
Hello, I am your Acebuddy

Visitor Details

#74729 Claire Speake
Email: claire@sgwfresno.com ☎ 15593479965
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: SAN JOSE
State: California
Country: UNITED STATES

Chat Transcript

Claire Speake	Hello, I am your Acebuddy
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Claire Speake	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Claire Speake	I'd like to raise a Request



Acebuddy	Please select your request type.
Claire Speake	Password Reset
Acebuddy	Please select an option below
Claire Speake	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset yo
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

