

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70476 Larry Bell
Email: larry@bostonbookkeeping.com ☎ 15084721724
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: 2 Secs
City: OVERLAND PARK
State: Kansas
Country: UNITED STATES

Chat Transcript

Larry Bell	Hello, I am your Acebuddy
Acebuddy	Hello Larry Bell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Larry Bell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry Bell	I'd like to report an Issue
Acebuddy	Please select an option!
Larry Bell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Larry Bell	Outlook still does not work on my login for my cloud server
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.

Larry Bell	Hi Tushar
Tushar Pharswan	Hi Larry.
Larry Bell	the outlook issue on my login was still not resolved
	i am logged in to my cloud server desktop
	if you want to see what i'm seeing
Tushar Pharswan	Kindly allow me two minutes to check the same on our server end as well.
	I deeply apologize for the inconvenience caused to you.
	It seems the issue arise again even after the repair we did.
Larry Bell	Yes it's in it's second day now
	yes the repair did not work
Tushar Pharswan	We will now have to reinstall the application completely to resolve this.
Larry Bell	do you want to look at my screen
	okay
	should i log out
Tushar Pharswan	We will email you again once that is complete kindly revert back to that email if the issue gets resolved.
	Yes.
	Is there anything else I may help you with ?
Larry Bell	nope that's it
Tushar Pharswan	Okay.
	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/)
Larry Bell	will i look for an email once it's been resolved?
Tushar Pharswan	Yes .
Larry Bell	thank you
Tushar Pharswan	I will email you once everything is done.
	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 apply 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/>)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71386 Mohita Chadha
Email: mohita@kaurtax.com ☎ 19097099000
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 1 Min 43 Secs
City: FLORHAM PARK
State: New Jersey
Country: UNITED STATES

Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita Chadha, 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 support representative!
Mohita Chadha	Hello - I'm not being able to connect to my Remote Desktop. It's taking a very long time and then I receive an error saying
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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Mohita Chadha	Hello - my server name is KTPC_Accountant
	Would you like access to my computer? I am talking to via the app on my phone
Tushar Pharswan	Yes I would need the access of your computer.
Mohita Chadha	What would be the best way to do that?
Tushar Pharswan	Kindly send me an email so that I can share the remote link.
	Prior providing the access, I would suggest you to close any important documents at your end.
Mohita Chadha	What is your email address?
Tushar Pharswan	your email address so that I can email you a link which you will have to open in browser.
Mohita Chadha	It's mohita@kaurtax.com
	I just sent an email to the support line
Tushar Pharswan	Kindly Click on the link and open the downloaded file.
Mohita Chadha	I have not received an email yet
	it's Mohita@kaurtax.com
	Can you please double check the email?
	Since I haven't received anything yet
Tushar Pharswan	I will resend it.
	https://assist.acecloudhosting.com/join/8072317998
Mohita Chadha	I have now joined
Tushar Pharswan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
Mohita Chadha	sounds good
Tushar Pharswan	As this chat session is disconnected also there is no response on remote session as well.
	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)

	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.
	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/)

Tushar Pharswan has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70733 rlangford
Email: rlangford@roistrategies.net ☎ 14046102218
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 8 Secs
City: ALPHARETTA
State: Georgia
Country: UNITED STATES

Chat Transcript

rlangford	Hello, I am your Acebuddy
Acebuddy	Hello Rlangford, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rlangford	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
rlangford	Do we have to ability to go restore 1 particular excel file from the last backup?
Priyanshu	Sorry, could you please share your businessname and username so that I can assist you accordingly.
rlangford	Business name is ROI Strategies LLC
	User name is riplangford
Priyanshu	Thank you for sharing the details. It seems that your server is being managed by different team, therefore please allow m better on this.
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
rlangford	thanks
	<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.
	I will surely help you with this issue.
rlangford	Hi...was wondering do we have the ability to restore just 1 excel file from the latest backup?
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is : rlangford@roistrategies.net
	And kindly mention the path of the file and the name too.
rlangford	ok will do...so we have the capability to restore just one file?
Manish Singh	Yes, we have the data backup of last 45 days.
rlangford	and we do NOT have to restore everything? Just 1 file is ok?
Manish Singh	Alright, we have noted your request kindly email us.
	Is there anything else I may help you with ?
rlangford	not right now...it will most likely be tomorrow when i request the file restore. thanks for your help!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	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 v
	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/)

Chat Transcript

need to setup connection on a mac

Visitor Details

#71255 chad williams
Email: cwilliams@wfgroup.com ☎ 6155071500
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: BRENTWOOD
State: Tennessee
Country: UNITED STATES

Chat Transcript

chad williams	need to setup connection on a mac
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.
chad williams	I don't see an option to download the rdp in the self care portal - what other options do i have?
Amit Raina 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 will be assisting you today.
	Hello
chad williams	ok
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
chad williams	ChadWi and Waterford Tax
Anurag Sharma	Thanks for the confirmation !

	May I take the remote access of your local computer?
chad williams	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
chad williams	k
Anurag Sharma	https://assist.acecloudhosting.com/join/6012783544
	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 troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
chad williams	Thank you
	can I test the printing real quick?
Anurag Sharma	Okay
	While helping you with this RDP setup I discovered one more critical thing.
chad williams	ok printing is working, what did you find
Anurag Sharma	I found that your server is running very low on Disk space.
	It has only 12% of disk space in the C drive which will impact the server working.
chad williams	what's the size now and how much are we using
	let me see what's on there - hang on one second
Anurag Sharma	You currently have 240GB disk space in your C drive and you are only left with 28.82GB
chad williams	You're talking about my remote C: drive, not Client Data correct?
Anurag Sharma	I am talking about the C drive of the server.
chad williams	which is the same as client data (D:)
	?
Anurag Sharma	No, client data is another drive.
chad williams	I think we recently upgraded the C: drive, so I'm trying to figure out what's taking up the space
Anurag Sharma	C drive contains critical components such as user profiles, application folders, Windows files, cache data, updates, and ap
chad williams	i understand that, but I'm trying to understand what changed
Anurag Sharma	Okay
chad williams	can I not see the C drive from my remote?
Anurag Sharma	Meanwhile you are figuring out your space utilization. I will try to remove as much space as I can from your C drive.
	I will share you the snapshot here please wait.
chad williams	OK I think we need to get rid of so many versions of Quickbooks - that will help.
	I need to think through that before uninstalling them, but I'll work on that in the days to come

	<i>12:15:27 AMAnurag Sharma is sharing a file with you</i> <i>image.png</i> - (<i>Size:10.38 KB</i>)
Anurag Sharma	Okay no problem
	You can revert back to us if you need further assistance regarding this.
chad williams	can you tell me how many installations of quickbooks that we have on our C: drive
Anurag Sharma	Okay
	<i>12:17:20 AMAnurag Sharma is sharing a file with you</i> <i>image.png</i> - (<i>Size:72.34 KB</i>)
chad williams	One thing I just noticed is that DRAKE 2017, 2018, 2019 and all associated programs should be uninstalled.
	can you do that?
Anurag Sharma	Okay, after this chat. I will send you an email. You can just revert back to that email with an approval from the primary co
chad williams	ok also can we connect on a different computer right now, I have one other machine that I think I need to get ACE on.
Anurag Sharma	Yes we can. But I would require the remote session of that computer.
	So if it is possible we can get it done here only. Or you can re-initiate another chat from the other device. And I will setup .
	Is there anything else I may help you with ?
chad williams	not here, I'll reinititate the chat from the other computer
Anurag Sharma	Okay
	I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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/)

Anurag Sharma has ended this chat session

Visitor Details

#71480 erin
Email: erin@advocate-accounting.com 📞 12062164629
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 58 Secs
City: OLYMPIA
State: Washington
Country: UNITED STATES

Chat Transcript

erin	I cannot access server. Again.
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
erin	I spent an hour with tech support this morning to resolve this issue
	I was able to access for a bit and now I can't again
	Can you help me get a permanent fix?
	I can't keep getting locked out of my software every hour....
	I received multiplied ticket numbers so at this point I don't know which is correct for this issue
	629397
	629420
Gantavya	My apologies for the inconvenience you have faced here
erin	we are very worried to be honest
	we have hundreds of filings due over the next few days and we have not been able to access the software
Gantavya	Again my apologies here, I am from the sales team but I would try to help you best I can.
	I request you to do 2 things here
	1. First get the issue resolved here as I move you to support channel
	2. Afterwards , please send escalation to these email [escalation@acecloudhosting.com](mailto:escalation@acecloudhost (mailto:quality@acecloudhosting.com)
Gantavya	Someone should get back to you with a permanent solution

Gantavya is transferring the chat to Support(QB & App Hosting).

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Erin
	I will surely help you with this issue.
erin	thank you
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
erin	yes, have you had a chance to review the notes? Im worried I'm going to spend another hour getting support, only for it to
	I have been unable to use my software for almost 24 hours, a very very long time during tax season
	please send me the zoho thing and I'll open the file and follow steps
Shashwat Verma	Yes, we have checked the previous tickets
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/9842311750
	Kindly Click on the link and open the downloaded file.
erin	okayt I will execute in one moment. I need to shut down some things first.
Shashwat Verma	Okay, No problem!
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold. Once the issue is resolved, kindly give your confirmation on this chat.
	As per remote session, we have escalated the case of your login issue
erin	ok
Shashwat Verma	Our team will shortly connect with you .
	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 feedback on your experience.
	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/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70186 Kristine K Spring
Email: springcpa@yahoo.com ☎ 14062560770
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 4 Secs
City: BILLINGS
State: Montana
Country: UNITED STATES

Chat Transcript

Kristine K Spring	Hello, I am your Acebuddy
Acebuddy	Hello Kristine K Spring, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kristine K Spring	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kristine K Spring	I'd like to raise a Request
Acebuddy	Please select your request type.
Kristine K Spring	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Kristine K Spring	I wish to buy the license from Ace
Acebuddy	Office 365 is a subscription based application and there are several plans to chose from.
	For better understanding of the features and functionality on offer within each available subscription plan, Kindly refer to
	(Please Note: O365 E1 Plan is "web only")
	Once you find your desired plan, Kindly email us the details at support@acecloudhosting.com and your request will be prc

	Do you need any further assistance on the topic?
Kristine K Spring	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kristine K Spring	I need Excel on my RDP. I am not receiving any emails from you. The person I talked to said he would look into it. Kristi an
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Kristine we will surely add the Excel 2016 standalone on the server @\$5.99 per user per month.
Kristine K Spring	yes please add it for now
Shubham Yadav	Can you please confirm the number of users you want excel for ?
Kristine K Spring	just 1
Shubham Yadav	Sure Kristine
Kristine K Spring	just for my rdp
Shubham Yadav	Please mention the username
Kristine K Spring	KKSpring
Shubham Yadav	Thanks for the confirmation
	Kindly send us an email from the registered email address referencing the same ticket #612635, so we can proceed with
Kristine K Spring	I am not getting emails from you. I will check and see if i have one from this conversation.
	No email
Shubham Yadav	Sure, Kristine. We will send you an email once this chat ends, after adding Excel 2016 to the server. (Edited)
Kristine K Spring	ok. why am i not getting your emails?
Shubham Yadav	Kristine Spring springcpa@yahoo.com 14062560770
	We have sent a follow up mail on the given mail.
Kristine K Spring	I didn't get the email. Like I said, your email are not coming to spam or anywhere.
Shubham Yadav	Kristine after installation I will be sending you an email.
Kristine K Spring	ok so you didn't send an email yet?
Shubham Yadav	No Kristine
Kristine K Spring	ok thanks for your help

Shubham Yadav	Welcome Kristine, I will be sending you an email just after installation shortly.
	Is there anything else I may help you with ?
Kristine K Spring	no thank you
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 appl 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/)

Shubham Yadav has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

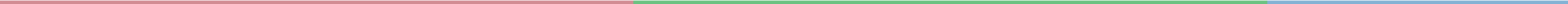
#71031 Nick Vogel
Email: nick@elmbrookcpas.com ☎ 14142547592
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 5 Mins 49 Secs
City: KENOSHA
State: Wisconsin
Country: UNITED STATES

Chat Transcript

Nick Vogel	Hello, I am your Acebuddy
------------	---------------------------

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Kindly login to the server once now.
Nick Vogel	logged in
Manish Singh	Is there anything else I may help you with ?
Nick Vogel	that works! thank you!!!!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	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.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70386 info
Email: info@brkimcpa.com ☎ 9729724930
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Secs
City: FLOWER MOUND
State: Texas
Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Jungmi Lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
info	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
	Do you need any further assistance on the topic?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Hello Jungmi.
info	hello
Tushar Pharswan	I was about to assist you with your setup for MAC.
	Kindly help me with your server name and user name?
info	server name: bongryong.myrealddata.net
Tushar Pharswan	May I take the remote access of your local computer?
info	username: jung.m@myrealddata.net
	yes
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
info	okay
Tushar Pharswan	https://assist.acecloudhosting.com/join/5022146588
	Kindly Click on the link and open the downloaded file.
	We are connected now, I will now set it up for you.

info	okay thank you
Tushar Pharswan	As you can see by the error message.
	Windows App can't be installed on "Macintosh HD" because macOS version 12 or later is required.
info	yes
	ill be back after updating then
Tushar Pharswan	Kindly upgrade it and after that you can reinitiate the chat.
	This message has been deleted
	Okay kindly reinitiate the chat again we are going to end this chat session as of now.
	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.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Tushar Pharswan has ended this chat session</i>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70112 Wade Lemke
Email: nh@nautilus-homes.com ☎ 18596197831
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: SARASOTA
State: Florida
Country: UNITED STATES

Chat Transcript

Wade Lemke	Hello, I am your Acebuddy
Acebuddy	Hello Nh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Wade Lemke	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Wade Lemke	I'd like to report an Issue
Acebuddy	Please select an option!
Wade Lemke	Password Reset
Acebuddy	Please select an option below
Wade Lemke	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	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

#71080 Laura Garcia

Email: lgarcia@visitingangels.com ☎ 8314300616

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

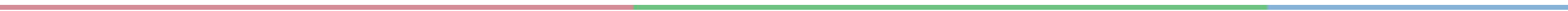
Device: Desktop
Average Response Time: 24 Secs
City: SAN MATEO
State: California
Country: UNITED STATES

Chat Transcript

Laura Garcia	Hello, I am your Acebuddy
Acebuddy	Hello Laura Garcia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Laura Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Laura Garcia	I'd like to report an Issue
Acebuddy	Please select an option!
Laura Garcia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Laura Garcia	I received an email on ticket#624903 to install a new version of RDP but the links sent don't do anything
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.
	I will surely help you with this issue.
	Are we still connected here?
Laura Garcia	Yes
	What do I need to do?
Manish Singh	May I take the remote access of your local computer?
Laura Garcia	Sure
Manish Singh	https://assist.acecloudhosting.com/join/1382694631
	Prior providing the access, I would suggest you to close any important documents at your end.
Laura Garcia	Ok, I think I am joined now?
Manish Singh	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.

	Is there anything else I may help you with ?
Laura Garcia	No
Manish Singh	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 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>

Manish Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71549 linda
Email: linda@netmoresolutions.com 📞 6153737331
Department: Support(QB & App Hosting)
Operator: Ankit Kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 31 Secs
City: NOLENSVILLE
State: Tennessee
Country: UNITED STATES

Chat Transcript

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

linda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
linda	I'd like to report an Issue
Acebuddy	Please select an option!
linda	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
linda	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?
linda	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>Ankit Kumar accepted the chat transfer request.</i>
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.
	Hello Linda, How are you doing today ?
linda	Good thank you
	I'm trying to open my quickbooks files and it keeps telling me "This action requires Windows administrator permissions"
Ankit Kumar	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	Kindly allow me 1- 2 minutes, So that I can check your account details.
linda	Thank you
Ankit Kumar	Thank you for your time and patience. Kindly confirm if this is your username : LindaShepherd@myrealddata.net ?
	This message has been deleted
linda	LindaShepherd is my user name, NetMoreInc.myrealddata.net is the company
Ankit Kumar	Thank you for the details.
	May I know if this is the first time you are facing this issue?
linda	yes, we upgraed to QB24 last week and I used one file and it worked the one time but I can't get into anything now
Ankit Kumar	I kindly request you to try accessing the application now and let me know if the issue has been resolved. I have made a fe issue.
linda	That seems to have worked. I got one company to open. Let me try another.

Chat Transcript

marc	Appraisal1 and Appraisal 2 have a QuickBooks 2024 Llcense ... why is their version 2023? Can you update it please?
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>
	<i>3:54:45 AM</i> marc is sharing a file with you Blake Quickbooks License.jpg - (Size:156.82 KB)
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
marc	Server Name: AppraisalLinx.myrealdata.net
	Appraisal1 and Appraisal2
Yash Kalra	Kindly allow me two minutes to check the same.
	Marc, we have noted your request and have scheduled this task for the night hours. Alternatively, if its urgent and need to be done in 30-40 minutes so that we can perform the upgrade.
	Also, kindly mail us at support@acecloudhosting.com with the attached license details to proceed with the upgrade. (Edit)
marc	Is there somebody online right now?
Yash Kalra	Kindly allow me two minutes to check the same.
	Yes, the user Appraisal2 is active on the server.
	Please confirm your preference at your earliest convenience, so we can schedule the upgrade task accordingly.
marc	Can you make the upgrade in 60 minutes?
Yash Kalra	Marc, please confirm if the request is to upgrade within 60 minutes or to start the upgrade process after 60 minutes.
marc	start the process after 60 minutes
	And when complete, I would appreciate you sending an email to me at marc@vr66.com and copying the account owner Blake
	IS that acceptable?
	After you are done, I will go online and update the QBK files so they are ready to use tomorrow morning
Yash Kalra	Marc, we have scheduled this task and will notify you once it's completed. Is there anything else I may help you with?
marc	yes
Yash Kalra	Is there anything else I may help you with ?
marc	Soon QuickBooks 2025 will be available, correct ... how do we get upgraded to that when it is available?
Yash Kalra	For the upgrade, just mail us the license number and product number, and we will upgrade the application on your server
marc	ok, ut, you have everything you need to do the current, upgrade, sorrect?

	*correct?
	License is attached to this chat.
Yash Kalra	Yes, but as part of our procedure, please email these details using either qc@appraisallinx.com or marc@vr66.com to installation. Additionally, kindly mention the QuickBooks edition you wish to upgrade.
marc	I will do it right now
Yash Kalra	Is there anything else I may help you with?
marc	When will the install/upgrade be completed?
Yash Kalra	It would just take maximum of 30-40 min to complete this task.
marc	Can you confirm receipt of my email and that all is "good-to-go"?
Yash Kalra	As soon as this chat ends, you will receive a transcript of the conversation on the email ID marc@vr66.com .
	Is there anything else I may help you with ?
marc	ok, but can you confirm the receipt of the email and that its content is satisfactory and meets your requirements?
	Why contact me n one hour just to tell me that the email is missing something and drag this task out?
Yash Kalra	Don't worry, Marc. I will personally handle this case and ensure everything goes as expected.
marc	ok ... email me when completed in about 90 minutes .. thanks .. bye
Yash Kalra	Sure marc, we will mail you once the task is completed.
marc	thanks and bye
Yash Kalra	should we now proceed to end this chat.?
marc	yes
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on

marc has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#70270 Julie Zamarron
Email: billingwatpt@gmail.com
Department: Support(QB & App Hosting)

Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: LAVON
State: Texas
Country: UNITED STATES

Chat Transcript -----

Julie Zamarron	Hello, I am your Acebuddy
Acebuddy	Hello Julie Novac, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Julie Zamarron	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Julie Zamarron	I'd like to raise a Request
Acebuddy	Please select your request type.
Julie Zamarron	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your issue, our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate category from the list below.
	As we haven't got any response from your end, We are closing this chat. If you have any further queries, please re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#71620 Jacqueline Soderquist
Email: jsoderquist@pactimo.com 📞 720-574-9578
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 46 Secs
City: ALBUQUERQUE
State: Arizona
Country: UNITED STATES

Chat Transcript -----

Jacqueline Soderquist	Hello, I am your Acebuddy
Acebuddy	Hello Jacqueline Soderquist, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jacqueline Soderquist	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jacqueline Soderquist	Restart
Acebuddy	Hello Jacqueline Soderquist, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jacqueline Soderquist	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Mayank accepted the chat transfer request.</i>
Mayank	Hi, This is Mayank
Jacqueline Soderquist	Hi
	<i>Mayank is transferring the chat to Support(QB & App Hosting).</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
	Hello Jacqueline.

	Jacqueline Soderquist	Hi We were chatting about an hour ago & you said you couldn't help me
	Tushar Pharswan	Yes.
	Jacqueline Soderquist	I need someone to look at what I'm seeing in QB online services and help n
	Tushar Pharswan	Sure.
		May I take the remote access of your server?
	Jacqueline Soderquist	you mean take remote access of my coputer?
	Tushar Pharswan	yes, are you logged into server?
	Jacqueline Soderquist	Yes
		Are you able to call me too
	Tushar Pharswan	I am allowed to just have chats there is another team which do call back wl
	Jacqueline Soderquist	I just need help now. However that needs to happen. Take remote access, I know what I need?
	Tushar Pharswan	Let me take have look and see if it possible to solve or not.
		I will share prompt on server end kindly accept that.
		Prior providing the access, I would suggest you to close any important docu
	Jacqueline Soderquist	When you log in, you will see I'm already logged into Tax1099. My issue is t download either WebConnect or Webconnect 3.0. That's what I'm not able t
		QB is already open. I dont' know why it won't show from the icon at the bot
		Are you still there?
	Tushar Pharswan	Yes, I am. I am currently checking the webconnector file.
		Please open 1099 portal on google chrome (Edited)
	Jacqueline Soderquist	All I did was minimize QB. Why won't it pop back up?
		Ok I'm logged in
	Tushar Pharswan	Please enter the password.
	Jacqueline Soderquist	I just did
		That same error message I got too
	Tushar Pharswan	Please read the 3rd option.
	Jacqueline Soderquist	Ok I have to add the M
	Tushar Pharswan	It required the form type in the password.
	Jacqueline Soderquist	Go back & I'll add the M on the end

	Tushar Pharswan	Alright
	Jacqueline Soderquist	is it just M or -M
	Tushar Pharswan	It will be -M
		It's all set now.
		Is there anything else I may help you with ?
	Jacqueline Soderquist	Where is the data imported now
		When I go to Import from QB Desktop, it still doesnt show Pactimo in the Bu
	Tushar Pharswan	For this you will have to contact with 1099 as we are only able to connect t QuickBooks, they have the expertise regarding the data.
		Is there anything else I may help you with ?
	Jacqueline Soderquist	One more question: why is it showing we used Web connect 3.0 instead of .
	Tushar Pharswan	As per your this chat message it said WebConnect or Webconnect 3.0 so w 3.0.
		Is there anything else I may help you with ?
	Jacqueline Soderquist	I guess not
	Tushar Pharswan	Kindly reach us again if there is any other issue we appreciate your patienc are available 24/7 feel free to reach us out if you have any issue.
		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 ema 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 ma working. I will appreciate that. or you may send your feedback at quality@ Thanks!
		Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.
		<i>Tushar Pharswan has ended this chat session</i>
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71233 Melissa Grinage
Email: melissa@deltablue.cpa
Department: Support(QB & App Hosting)
Operator: Aarush Aneja
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 8 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Melissa Grinage	Hello, I am your Acebuddy
Acebuddy	Hello Melissa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Melissa Grinage	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Melissa Grinage	I'd like to report an Issue
Acebuddy	Please select an option!
Melissa Grinage	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Melissa Grinage	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Melissa Grinage	When trying to download an accountants copy, I receive the following error request
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

		<i>Aarush Aneja accepted the chat transfer request.</i>
	Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wi
	Melissa Grinage	Thank you. I am trying to download an accountants copy but every time th message - HTTP 400 bad error request. I have tried two different accountar same message.
	Aarush Aneja	We will surely assist you
		May I take the remote access of your server?
	Melissa Grinage	yes
	Aarush Aneja	Prior providing the access, I would suggest you to close any important docu
		We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
	Melissa Grinage	I was able to do that one outside the server and copy the file to the server. isnt working.
	Aarush Aneja	ok, Kindly user wetransfer.com
		<i>9:05:12 PMAarush Aneja is sharing a file with you</i> <i>File Transfer SOP (WeTransfer).pdf - (Size:188.1 KB)</i>
		We are connected back
		We ended the chat session
		You were able to download the file in incognito mode. We believe your issu
		Is there anything else I may help you with ?
	Melissa Grinage	thank you. that is all for today.
	Aarush Aneja	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 em 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 ma working. I will appreciate that. or you may send your feedback at quality@ Thanks!
		Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.
		<i>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70913 Rubens S Jacob
Email: seflglass@gmail.com 📞 13058233097
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 7 Secs
City: HOLLYWOOD
State: Florida
Country: UNITED STATES

Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to report an Issue
Acebuddy	Please select an option!
Rubens S Jacob	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Rubens S Jacob	Hi. Hope you are doing well. The user Combo is not able to donlowad a exc help us with this in order to see the reports in the combo user. Thank you!!
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>

	Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wi
	Rubens S Jacob	Hi
	Aarush Aneja	Hello
		How may I assist you today
	Rubens S Jacob	Hi. Hope you are doing well. The user Combo is not able to donlowad a exc help us with this in order to see the reports in the combo user. Thank you!!
	Aarush Aneja	We will surely assist you
		We are checking the same in the backend firstly
		<i>Aarush Aneja is transferring the chat to Tushar Pharswan.</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Rubens S Jacob	Hi
		Thank you!!
	Tushar Pharswan	Hi, I will be assisting you as of now.
	Rubens S Jacob	Thank you!
	Tushar Pharswan	Kindly help me with your server name and user name?
	Rubens S Jacob	Southeast Florida username combo
	Tushar Pharswan	Kindly allow me two minutes to check the same.
	Rubens S Jacob	Ok thank you
	Tushar Pharswan	As I checked from backend user combo does not have access to Excel 2016
		Kindly email us from seflglass@gmail.com Rubens seflglass as this is the al with us mentioning the access for Excel do note the pricing for this will be \$
		Our email address is support@acecloudhosting.com.
	Rubens S Jacob	Is there anything else I may help you with ?
		Thank you
		But it says is nor for registration becuase I guess we paid for it and we have problem that it say dont have memory
	Tushar Pharswan	It shows that error message, but it is related to access.
		If other users are facing the issue as well then, we will have to probe furthe
	Rubens S Jacob	But we already have it for the other accounts.
		The other users are ok. They can see the excel with no problem
		Why we just have the problem with this user??
	Tushar Pharswan	Let's clarify are other users having the same issue that user combo is facin
		The user Combo does not have access to the excel that's why.

	Rubens S Jacob	No. Other user can see excel with NO problem
	Tushar Pharswan	Other users can see because they have access to Excel.
	Rubens S Jacob	So we have the lincsie. The problem is only with this user
	Tushar Pharswan	The application is one on the server but access is given separate for each u
		Once you email for the access for Combo user as well the issue will be reso
	Rubens S Jacob	How many user an licensce we have for the excel??
		Rubens and MAGgie have it
		There is other user else that have the same licensie??
	Tushar Pharswan	Three users Andre, Margaritta and Rubens has access to Excel, license are that's why they are able to access Excel related task Once you email us for provision the license which will be then make combo user to also access Ex
	Rubens S Jacob	Ok thank
		We will send the email
	Tushar Pharswan	Okay.
		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 emi 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 ma working. I will appreciate that. or you may send your feedback at quality@: Thanks!
		Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting .

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70624 KEITH
Email: ks.partsfast@gmail.com 📞 7133203009
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: 2 Secs
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript -----

KEITH	Hello, I am your Acebuddy
Acebuddy	Hello Ks.partsfast, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
KEITH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
KEITH	I'd like to report an Issue
Acebuddy	Please select an option!
KEITH	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
KEITH	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. All application updates at the backend and apply the necessary patches as an might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the errc support@acecloudhosting.com. Our engineers will manually check and imp be and share a confirmation via email.
	Do you need any further assistance on the topic?
KEITH	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
KEITH	keith with server partsfast.myrealdata.net

		i was chatting on the server side
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I wi
	KEITH	now i am coming from my local side
	Manish Singh	Hii Keith
	KEITH	i am logged off
	Manish Singh	Can I disconnect the old chat.
	KEITH	yes
	Manish Singh	We are running the update now.
		Once the update will be completed, we will notify you over the email.
	KEITH	i ran updates several times over the weekend. updated several catagories . catagories
		ok. how long best guess
	Manish Singh	Within 10 mins.
	KEITH	ok no worries
	Manish Singh	We will notify you over the email.
	KEITH	ok
	Manish Singh	Is there anything else I may help you with ?
	KEITH	no. good luck
	Manish Singh	You can try to access the server after 10 mins.
		I would greatly appreciate if you could spare a minute to give your valuable smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	KEITH	ok
	Manish Singh	You may end this chat now. Once you end this chat, you will receive an ema 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 ma working. I will appreciate that. or you may send your feedback at quality@ Thanks!
		Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting .
		<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70824 Pamela Northcutt
Email: pnorthcutt@genesisfire.com
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 5 Secs
City: FORNEY
State: Texas
Country: UNITED STATES

Chat Transcript

Pamela Northcutt	Hello, I am your Acebuddy
Acebuddy	Hello Pamela Northcutt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pamela Northcutt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pamela Northcutt	I'd like to report an Issue
Acebuddy	Please select an option!
Pamela Northcutt	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Pamela Northcutt	Earlier today we reset the password and now I cannot login with the new p
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
Pamela Northcutt	Earlier today we reset the password and now I cannot login with the new p
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 nam
Pamela Northcutt	where do I find that information if I cannot get in
Anurag Sharma	Please share me the error
	Take the snapshot of the error.
	Are we still connected here?
	<i>5:03:47 AMPamela Northcutt is sharing a file with you</i> <i>image.png - (Size:20.22 KB)</i> <i>This is what I get when I enter the user name & Password</i>
Pamela Northcutt	Hello??
Anurag Sharma	Could you please share me the CID?
Pamela Northcutt	WHERE DO IU FIND THAT!!!
Anurag Sharma	You can find that in your invoice.
Pamela Northcutt	Look this is the second time I have had to deal with this today. The account Protection. I do not have access to the invoice
Anurag Sharma	Okay
	<i>5:06:57 AMAnurag Sharma is sharing a file with you</i> <i>image.png - (Size:22.01 KB)</i> <i>Could you please confirm your username from here?</i>
Pamela Northcutt	Pam Northcutt
Anurag Sharma	May I take the remote access of your local computer?
Pamela Northcutt	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important doc
Pamela Northcutt	There is nothing else open
Anurag Sharma	https://assist.acecloudhosting.com/join/9252462882
	Kindly paste this link in the browser of local computer and join the session.
Pamela Northcutt	I have done this now
Anurag Sharma	Please check again. Your screen is not visible to me.
	We are connected on the remote session and will proceed with the troubles

	the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
Pamela Northcutt	my keyboard is not typing the correct symbols. Can you enter Genesis25 w
Anurag Sharma	The issue seems to be resolved now.
	Is there anything else I may help you with ?
Pamela Northcutt	That is all. Thank you for your help!
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable 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 emi 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 ma working. I will appreciate that. or you may send your feedback at quality@: Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.
	<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70397 Varun Kathait
Email: varun@sundackcpa.com
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 6 Secs

City: FARMINGDALE
State: New York
Country: UNITED STATES

Chat Transcript

Varun Kathait	Hello, I am your Acebuddy
Acebuddy	Hello Varun Kathait, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Varun Kathait	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Varun Kathait	I'd like to raise a Request
Acebuddy	Please select your request type.
Varun Kathait	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description, our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate category
Varun Kathait	Setback
Acebuddy	Please select your request type.
Varun Kathait	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
Varun Kathait	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the RDP link on your Windows PC
	Do you need any further assistance on the topic?
Varun Kathait	Yes
Acebuddy	Please wait while we connect you to our 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.
Varun Kathait	Hi tushar
Tushar Pharswan	Hello Varun.

	Varun Kathait	We are adding sureprep to our tax software which is a cloud software, hwoe with ultratax
		would you be able to assist and connect with our sure prep representative?
	Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server nam
	Varun Kathait	server is Sundack LLC and my username is VarunKATH, hwoever this needs all Ultratax users
	Tushar Pharswan	Kindly allow me two minutes to check the same.
		Could you kindly share your contact number so we can schedule a call at a with your preferred time zone?
		So that we can assist you with your sure prep representative.
	Varun Kathait	631-499-9437 Easter
		eastern*
	Tushar Pharswan	Kindly tell us the date and time to schedule the call.
		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-i (1-888-415-5240) if any further assistance is required.
		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 em 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 m working. I will appreciate that. or you may send your feedback at quality@ Thanks!
		Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.

Tushar Pharswan has ended this chat session

Hello, I am your Acebuddy

Visitor Details

#70488 fady.hocheimy
Email: fady.hocheimy@mfhgroup.com 📞 +2207751010
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Secs
City: KER BAKARY
State: Banjul
Country: GAMBIA

Chat Transcript

fady.hocheimy	Hello, I am your Acebuddy
Acebuddy	Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fady.hocheimy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fady.hocheimy	I'd like to report an Issue
Acebuddy	Please select an option!
fady.hocheimy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
fady.hocheimy	save password
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 wi
fady.hocheimy	hi Manish
	how r u
Manish Singh	I am good, how are you doing today?

	fady.hocheimy	this is simple question: i forgot how to save my password so that i dont hav to log into the RDP
		i cannot find the setting
	Manish Singh	May I take the remote access of your local computer?
	fady.hocheimy	ok
	Manish Singh	https://assist.acecloudhosting.com/join/6182537183
		Prior providing the access, I would suggest you to close any important docu
		We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
		Is there anything else I may help you with ?
	fady.hocheimy	thanks for the help
		taker care
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable 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 ema 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 ma working. I will appreciate that. or you may send your feedback at quality@ Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70716 Tova Somerbick
Email: tovas@israelrescue.org 📞 16468337108
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: BERGENFIELD
State: New Jersey
Country: UNITED STATES

Chat Transcript -----

Tova Somerbick	Hello, I am your Acebuddy
Acebuddy	Hello Tova Sonnenblick, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tova Somerbick	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 Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#71497 Cheryl Barksdale
Email: cheryl@metromechanical.co 📞 17575257707
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: VIRGINIA BEACH
State: Virginia
Country: UNITED STATES

Chat Transcript -----

Cheryl Barksdale	Hello, I am your Acebuddy
Acebuddy	Hello Cheryl Barksdale, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cheryl Barksdale	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cheryl Barksdale	I'd like to report an Issue
Acebuddy	Please select an option!
Cheryl Barksdale	Password Reset
Acebuddy	Please select an option below
Cheryl Barksdale	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 processed.
	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 need any further assistance, kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71441 kelly
Email: kellykoval@zoominternet.net 📞 33066511511
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: YOUNGSTOWN
State: Ohio
Country: UNITED STATES

Chat Transcript

kelly	Hello, I am your Acebuddy
Acebuddy	Hello Kellykoval, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kelly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kelly	I'd like to raise a Request
Acebuddy	Please select your request type.
kelly	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate category.
	As we haven't got any response from your end, We are closing this chat. If you have any further queries, kindly re-initiate the chat.

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71639 Naresh Kumar Dhuna
Email: info@nkumarcpa.ca ☎ 15144432158
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 27 Secs
City: VAUDREUIL-DORION
State: Quebec
Country: CANADA

Chat Transcript

Naresh Kumar Dhuna	Hello, I am your Acebuddy
Acebuddy	Hello Naresh Dhuna, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Naresh Kumar Dhuna	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Naresh Kumar Dhuna	I'd like to report an Issue
Acebuddy	Please select an option!
Naresh Kumar Dhuna	Password Reset
Acebuddy	Please select an option below
Naresh Kumar Dhuna	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your
	Do you need any further assistance on the topic?
Naresh Kumar Dhuna	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request	
Shashwat Verma accepted the chat transfer request.	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
Naresh Kumar Dhuna	Hi, I am trying to reset my password on the self service portal, but the reco
	from my past emails the username is CID70663
Shashwat Verma	Hello
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Naresh Kumar Dhuna	sure!
Shashwat Verma	As per earlier ticket, you have raised request of user addition too.
	Do you have the access of the Myportal?
Naresh Kumar Dhuna	I used to have access, but Im trying to reset my password and the email or
	this is what I see
	An email describing how to reset your password/unlock your account has b q0*****@ut***.com.
	im not sure whos email that is, is mY account name good?
Shashwat Verma	Naresh, the screen you have shared on email is of selfacre
	User management is done from Myportal
	Let me show you on remote
	May I take the remote access of your local computer?
Naresh Kumar Dhuna	ohhh
	I think I found the other link
Shashwat Verma	Okay
Naresh Kumar Dhuna	sorry about that
Shashwat Verma	No problem
	Is there anything else I may help you with ?
Naresh Kumar Dhuna	no that is it thank you!
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Tha
	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 emi 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 m working. I will appreciate that. or you may send your feedback at quality@:

Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71127 jend
Email: jend@taxproak.com 📞 19077431040
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: 23 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
jend	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
jend	an attempt was made to start the server cannot connect to ATX 2023
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 wi
	I will surely help you with this issue.
jend	thx
Manish Singh	Kindly check now.
jend	ok stand by
Manish Singh	Sure, take your time.
	Are you able to access ATX 2023?
	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-i (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

#70789 Arron Forbes
Email: irzad.zamcorp@gmail.com 📞 15926741503
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: NORTH EAST LA PENITENCE

State: Demeraramahaica

Country: GUYANA

Chat Transcript -----

Arron Forbes	Hello, I am your Acebuddy
Acebuddy	Hello Irzad.zamcorp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Arron Forbes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Arron Forbes	I'd like to report an Issue
Acebuddy	Please select an option!
Arron Forbes	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Arron Forbes	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Arron Forbes	Restart
Acebuddy	Hello Irzad.zamcorp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Arron Forbes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Arron Forbes	I'd like to report an Issue
Acebuddy	Please select an option!
Arron Forbes	Password Reset
Acebuddy	Please select an option below
Arron Forbes	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your

		Do you need any further assistance on the topic?
	Arron Forbes	Yes
	Acebuddy	Please wait while we connect you to our 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.
	Arron Forbes	Hi I need urgent assistance with ticket 621579
	Tushar Pharswan	Kindly allow me two minutes to check the same.
	Arron Forbes	I've done password resets for Sandy Calumani and JorgeBir and I'm not get
	Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server nam
	Arron Forbes	CID72328
	Tushar Pharswan	I just checked Sandy Calumani was disabled due to inactivity I have reactiv
		May I take the remote access of your local computer?
		So that we can check for both users.
		Prior providing the access, I would suggest you to close any important docu
	Arron Forbes	Oh I see. We were paying the monthly subscriptions though
		yes how would you like to access?
	Tushar Pharswan	They are active in a way, but we disable them temporally for security reasc server for about 90 days.
	Arron Forbes	ok
	Tushar Pharswan	https://assist.acecloudhosting.com/join/1392712298
	Arron Forbes	let me know how you would like access
	Tushar Pharswan	Kindly Click on the link and open the downloaded file.
		We are connected now.
	Arron Forbes	yes please proceed
	Tushar Pharswan	Kindly try the new password for Sandy.
		Let's pause the chat session here.
		.
		As per our remote session.
		We were successful in getting you connected to the server.
		Is there anything else I may help you with ?
	Arron Forbes	Hey Tushar

	thanks much
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Arron Forbes	that's it for now
Tushar Pharswan	<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 mail is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudhosting.com.</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).</p> <p><i>Tushar Pharswan has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71152 donna
Email: donna@brkimcpa.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: 38 Secs
City: CARROLLTON
State: Texas
Country: UNITED STATES

Chat Transcript

donna	Hello, I am your Acebuddy
-------	---------------------------

	Acebuddy	Hello Donna, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	donna	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	donna	I'd like to report an Issue
	Acebuddy	Please select an option!
	donna	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available
	donna	Cannot connect to server
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	donna	I cannot connect to the server. the error message shows that the server is l
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I wi
		I will surely help you with this issue.
	donna	hello
		i cannot connect to ther sercer
	Manish Singh	Working on it
	donna	okay thanks
		let mw know when you are done
	Manish Singh	Sure
	donna	how long time does it gonna take it?
	Manish Singh	You are in the disconnected state Donna
		And the session is stuck
		We are trying to remove please wait.
	donna	okay bc I need to get off 25 minutes later.
	Manish Singh	I understand your concern, Please wait.
	donna	Please hurry.
	Manish Singh	Yes
		Need to reboot the server once.
		Rebooting the server in 5 mins

donna	okay. i will ask to my co-wokers soon. hold on
	hold on .
	I think i need to get off the office soon, too.
	maybe tomorrow.
	there is no point to ask get out of the server to all.
	Please fix it after 8:00pm tonight.
	they will be out all.
Manish Singh	Alright, we have noted your request and apologies for the situation caused
donna	yes. please.
Manish Singh	Is there anything else I may help you with ?
donna	thank you.

donna has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71309 Cheryl
Email: clientsupport@silversfs.com 📞 7905922798
Department: Support(QB & App Hosting)
Operator: Aarush Aneja
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 18 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

	Cheryl	Hello, I am your Acebuddy
	Acebuddy	Hello Clientsupport, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Cheryl	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Cheryl	I'd like to report an Issue
	Acebuddy	Please select an option!
	Cheryl	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available
	Cheryl	My teams is not working . I cant make call and cant see calls coming in
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Aarush Aneja accepted the chat transfer request.</i>
	Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wi
	Cheryl	Hello Aarush
		My teams is not working. I cant see calls coming. I can only see missed call
		I am also not able to make calls
	Aarush Aneja	We will surely assist you
		May I take the remote access of your local computer to assist you?
	Cheryl	sure
	Aarush Aneja	Prior providing the access, I would suggest you to close any important docu
	Cheryl	Sure
	Aarush Aneja	https://assist.acecloudhosting.com/join/4772202786
		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 troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
		We checked and found the chat got disconnected in between. We are also €
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		Once you end this chat, you will receive an email from us regarding this co ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my mail is 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>.

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

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70859 Ali Wynn
Email: ali.wynn@montesanogroup.com ☎ 18056981608
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: 14 Secs
City: SANTA BARBARA
State: California
Country: UNITED STATES

Chat Transcript

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

	Ali Wynn	I'd like to report an Issue
	Acebuddy	Please select an option!
	Ali Wynn	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Ali Wynn	QuickBooks Update
	Acebuddy	Quickbooks update related alerts can be caused due to various reasons. All application updates at the backend and apply the necessary patches as an might get delayed due to unforeseen circumstances.
		If you're also getting an update popup, please grab a screenshot of the error and email it to support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.
		Do you need any further assistance on the topic?
	Ali Wynn	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 will be assisting you with this.
		Hello Ali
	Ali Wynn	Hi! I'm having trouble opening QB
		<i>11:05:49 PM Ali Wynn is sharing a file with you</i> <i>image.png - (Size:109.31 KB)</i>
		<i>do you know if this will take awhile or if it's an error?</i>
	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 and IP address.
		Are we still connected here?
	Ali Wynn	yes sorry
		MontesanoGroup.myrealddata.net
	Anurag Sharma	Thanks for the confirmation !
		Kindly allow me 3-4 minutes to check the same.
	Ali Wynn	ok thank you!
	Anurag Sharma	Ali as I can check there are pending updates in QB. I am updating the QB right now. Please don't login to the server for 30-45 minutes. I will send you an email once the update is completed.
		Is there anything else I may help you with ?

	Ali Wynn	Ok thank you! Should I tell the other users not to log in as well?
	Anurag Sharma	Yes, please login only after I will send you an email of completed task.
	Ali Wynn	ok thank you!
	Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable 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 mail is 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).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
		<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70552 will.okeefe
Email: will.okeefe@emailshutters.com ☎ 16185670384
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: 4 Secs
City: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript

will.okeefe	Hello, I am your Acebuddy
Acebuddy	Hello Will.okeefe, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
will.okeefe	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
will.okeefe	I'd like to report an Issue
Acebuddy	Please select an option!
will.okeefe	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
will.okeefe	Our mocrosoft excel app crashes everytime we try tpo use it on the remote
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. today.
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server nam
will.okeefe	houstonsshutters.myrealdata.net BrianJO
	but it is happening on all users
Shubham Kataria	Thank you for the information
	Could you please confirm if receiving any error message as well on excel
will.okeefe	no error messages. The excel file opens for about 30 seconds then crashes
Shubham Kataria	Kindly allow me two minutes to check the same.
will.okeefe	Thank you
	it's happening on all files too, not one specific one
Shubham Kataria	I will surely help you with this issue.
	Could you please ask all the users to log off from the server as we need to
will.okeefe	yes one moment
Shubham Kataria	Thank you for your understanding.
will.okeefe	

		ok i think everyone has logged off
	Shubham Kataria	Thank you, I am initiating the repair
		Repair is in the progress, I will inform you once completed
	will.okeefe	thank you!
	Shubham Kataria	you're welcome
		Thank you for your patience.
		Could you please log on to the server and try to access Excel
	will.okeefe	yes
		it is still crashing
	Shubham Kataria	May I take the remote access of your server?
	will.okeefe	yes
	Shubham Kataria	Prior providing the access, I would suggest you to close any important documents
	will.okeefe	done!
	Shubham Kataria	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
		Thank you for your patience.
		As per our remote conversation, we have escalated your issue to the conce proactively working on it, once the issue resolved. we will inform you via email
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
	will.okeefe	that is all for now
		i will await the updates on the excel question
	Shubham Kataria	Sure, we will update you once completed
		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 ma 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/)

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70264 Carla Weiser
Email: jbarcllc@gmail.com ☎ 3073312453
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 15 Secs
City: WHEATLAND
State: Wyoming
Country: UNITED STATES

Chat Transcript

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

	Carla Weiser	Already Enrolled to Selfcare Portal
	Acebuddy	Please follow the process mentioned in the link below inorder to reset your
		Do you need any further assistance on the topic?
	Carla Weiser	Yes
	Acebuddy	Please wait while we connect you to our 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 wi
	Carla Weiser	Hi Manish! I'm the admin for our account and one of our users (GeniaV) has
		server for awhile and when she tried today it wouldn't let her.
		I tried logging into her selfecare portal and doing forgot password but said
	Manish Singh	I will surely help you with this issue.
	Carla Weiser	thank you
	Manish Singh	Kindly allow me two minutes to check the same.
		May I take the remote access of GeniaV local computer?
	Carla Weiser	yes
	Manish Singh	Prior providing the access, I would suggest you to close any important docu
	Carla Weiser	she and her local machine are sitting next to me
		but it's not this machine is that ok?
	Manish Singh	https://assist.acecloudhosting.com/join/4662009363
	Carla Weiser	She is connecting no
		now*
	Manish Singh	Sure, take your time.
	Carla Weiser	are you able to see her machine?
	Manish Singh	No, you have to provide permissions first as it is a MAC.
	Carla Weiser	shes doing that part now I think we are almost there
	Manish Singh	Sure
	Carla Weiser	ok i think we got the permissions fixed
	Manish Singh	We are connected on the remote session and will proceed with the troubles
		the time, I am putting the chat on hold, please do not disconnect it. Once t
		give your confirmation on this chat.
	Carla Weiser	Do you need her to put in the PW she originally had?
	Manish Singh	Yes (Edited)

Carla Weiser	Do you need us to do anything? Sorry she is not able to see the chat screer
Manish Singh	No, we are working on it
	Kindly give us 4-5 minutes.
Carla Weiser	ok
Manish Singh	Kindly check now.
Carla Weiser	ok
	Ok that got her in!! Thank you!!
	are we good to end the session?
Manish Singh	Yes!
	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-i (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71413 megan

Email: megan@martinenterprisesheatingandac.com ☎ 8474381203

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: 22 Secs

City: BARRINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

megan	Hello, I am your Acebuddy
Acebuddy	Hello Megan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
megan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
megan	I'd like to report an Issue
Acebuddy	Please select an option!
megan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
megan	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. help you with resolving the issue
	Was that helpful?
megan	No
Acebuddy	No issues, please wait while I connect you to one our support engineers wh
	<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 v
megan	Hello, Quickbook's won't open.
Sharath Kumar	Helo Megan, could you please let me know the server name that you are si
megan	Martin_2
Sharath Kumar	allow me one moment
	I am signing into the server
	let me take over your remote session and see why QuickBooks won't open
megan	Okay.
Sharath Kumar	am requesting for a remote session, please make sure to close out anything
	Hello Megan, could you please try signing in now.
megan	All is good, thank you.

Sharath Kumar	Is this something that happens very often?
megan	It was happening a lot but it's been pretty good for awhile.
Sharath Kumar	if yes, I would like to show you a couple of workarounds to resolve this issu
megan	Sure.
Sharath Kumar	The first option would be the QB reset option
	just click on the unfreeze QB and will close out any ongoing QB session for
	In case, that doesn't work, go to task manager and right click on QB and th
	you will need to this for QB connector or any open sessions that you see fo
	I hope it was helpful. do you need assistance with anything else?
megan	I'll try that next time.
	Thank you.
Sharath Kumar	My Pleasure, am closing out the remote session
	You may end this chat now. Once you end this chat, you will receive an emai 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 ma 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 registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com).
	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

#70692 Jean Hu
Email: jea.hu@snrtea.com

Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 1 Sec
City: OXNARD
State: California
Country: UNITED STATES

Chat Transcript -----

Jean Hu	Hello, I am your Acebuddy
Acebuddy	Hello Jean Hu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jean Hu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jean Hu	I'd like to report an Issue
Acebuddy	Please select an option!
Jean Hu	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Jean Hu	Not able to connect to Remote Desktop. Pages get stuck and unable to ent stuck on blue screen.
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 wi
	I am same working on the issue with Anthony.
	Jean
	Kindly try to access now.
Jean Hu	I'm able to enter the verification code. Page seems to be frozen. The timer
	I'm unable*
	now it's disconnected
Manish Singh	Alright, Anthony is able to login now.

	try on your side again.
	Are you able to login? Jean
	Are we still connected here?
Jean Hu	yes
	it works now
	thank you
Manish Singh	Great!
	Is there anything else I may help you with ?
Jean Hu	no that's it
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable 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 mail is 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).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71289 duane

Email: duane@cartercpatax.com ☎ 19703907348

Department: Support(QB & App Hosting)

Operator: Vignesh Arul

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: NORTH MYRTLE BEACH

State: North Carolina

Country: UNITED STATES

Chat Transcript -----

duane	Hello, I am your Acebuddy
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
duane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
duane	I'd like to report an Issue
Acebuddy	Please select an option!
duane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
duane	this issue hasn't been resolved, it's preventing 3 employees from completir Number is: 627248 Expect to hear from one of our technical engineers with
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.
	Kindly allow me two minutes to check the same.
duane	ok
Tushar Pharswan	I'm currently checking the server as we speak thank you for waiting. (Edite
duane	had the same issue in 2024 July-took a few tries to get the program to upda atx 2022 & atx 2023 payroll
Tushar Pharswan	We will update it, Kindly ask the user of CarterCPAATX2 to login to server a server by accepting the prompt I will send.
duane	ok, give me a couple of mins
Tushar Pharswan	The user amanda is logged in so have sent the remote access prompt.

		Prior providing the access, I would suggest you to close any important doc end.
	duane	i don't see your request-where is it visible?
	Tushar Pharswan	I will send again.
		Kindly look at the server end of CarterCPAATX2]
		I'm connected now.
	duane	trying to close Quickbooks
	Tushar Pharswan	Okay.
	duane	I see your message
	Tushar Pharswan	Is this the correct version that needs to be updated?
	duane	yes it is
	Tushar Pharswan	Kindly login.
	duane	it's going to require an authentication so give me a min to launch the app
	Tushar Pharswan	Sure, please take your time
	duane	assume it's running in the background? don't see anything on monitor
	Tushar Pharswan	Kindly try to login again.
	duane	are you in control now
	Tushar Pharswan	Yes.
		Let me reboot the server and try again after that.
	duane	this is the message receiving each time-it's a loop
	Tushar Pharswan	Also kindly give me access again after that.]
	duane	ok- will my remote connection close?
	Tushar Pharswan	From where you have initiated this chat session.
	duane	ok to go back
	Tushar Pharswan	Kindly log back in.
	duane	in process-takes a long time to connect
		almost reconnected
		connected
		ready when you are
	Tushar Pharswan	Kindly accept the prompt.
	duane	do you know about the atx database reset?
	Tushar Pharswan	No. This is application specific.

		Its updated.
		Kindly ask CarterCPAATX3 to login to server as well.
	duane	it will take some time to get to that one-can we go atx1 next
	Tushar Pharswan	You can now update your ATX on your own once it is completed kindly let u
	duane	ok, thanks
	Tushar Pharswan	Is there anything else I may help you with ?
	duane	can you give 2 mins to confirm atx1 is updating
		it's not updating, can you remote into it?
	Tushar Pharswan	okay.
	duane	my server name is cartercpaatx1.myrealdata.net
		are we still connected
	Tushar Pharswan	Yes, I was setting up the server access for the update process.
	duane	ok, thank you
	Tushar Pharswan	From where have you initiated this chat session?? (Edited)
		Local end or server end?
	duane	local
		can reboot without losing chat
	Tushar Pharswan	let's try to work without reboot this time.
		kindly give me access on server. (Edited)
		Also, if you have initiated the chat from local this chat session will not get I
		We will have to reboot the server here to proceed further. (Edited)
	duane	ok, do i need to close quickbooks
	Tushar Pharswan	yes, save your work.
	duane	ok, doing it now
		i also get a message saying QB needs to be updated-can you grant me acc
	Tushar Pharswan	It will let you update after the server reboot.
		for now, it will prompt an error message at the end if you try to update it n
	duane	ok, ready to reboot server
	Tushar Pharswan	Okay
		Kindly log in now.
	duane	ok, takes a minute
	Tushar Pharswan	Sure, please take your time

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71137 Fenil Shah
Email: tax@sktaxaddison.com ☎ 8473508121
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: 44 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to report an Issue
Acebuddy	Please select an option!
Fenil Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Fenil Shah	my payroll atx server is not working
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. today.

	I will be surely assisting you with this. Kindly help me with your server nam
Fenil Shah	please solv my issu in payroll atx server
Shubham Kataria	I will surely assist you with this. Kindly provide your server name and user i
Fenil Shah	SKtax4 is my server name and user name is vrushang
Shubham Kataria	thank you for the information. Please allow me two minutes to check the se
Fenil Shah	okk
Shubham Kataria	Kindly confirm if you're unable to access the server or just unable to launch applications
Fenil Shah	okk
Shubham Kataria	May I take the remote access of your local computer to check the issue.
	Are we still connected here?
	Are we still connected here?
	As you are disconnecting from the chat, we are ending the chat now. You m call us at (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

#70964 Sunita Karamchandani
Email: sunita@skcpallc.com ☎ 14198823599
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: SYLVANIA
State: Ohio
Country: UNITED STATES

Chat Transcript

Sunita Karamchandani	Hello, I am your Acebuddy
Acebuddy	Hello Sunita, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sunita Karamchandani	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 Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70591 sabino

Email: sabino@kevinbarry.com ☎ 8184471400

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: SYLMAR

State: California

Country: UNITED STATES

Chat Transcript

sabino	Hello, I am your Acebuddy
Acebuddy	

	Hello Sabino, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sabino	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sabino	I'd like to raise a Request
Acebuddy	Please select your request type.
sabino	Password Reset
Acebuddy	Please select an option below
sabino	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your
	Do you need any further assistance on the topic?
sabino	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

#70592 sabino

Email: sabino@kevinbarry.com ☎ 8184471400

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: SYLMAR

State: California

Country: UNITED STATES

Chat Transcript

sabino	Hello, I am your Acebuddy
Acebuddy	Hello Sabino, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sabino	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sabino	I'd like to raise a Request
Acebuddy	Please select your request type.
sabino	Password Reset
Acebuddy	Please select an option below
sabino	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the us password needs to be reset and we'll share an update once the request is p
	Do you need any further assistance on the topic?
sabino	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

#70256 docs
Email: docs@qsteels.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: 31 Secs
City: DALLAS
State: Texas
Country: UNITED STATES

Chat Transcript -----

docs	Hello, I am your Acebuddy
Acebuddy	Hello Rabiya Shafiq, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
docs	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
docs	I'd like to report an Issue
Acebuddy	Please select an option!
docs	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
docs	My ticket ID is 615432
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 wi
docs	Hello
Manish Singh	Hii Rabiya
	I will surely help you with this issue.
	<i>8:26:32 PMdocs is sharing a file with you</i> <i>image.png - (Size:43.34 MB)</i> <i>I am facing this issue. I do have the google authenticator app</i>
	May I take the remote access of your local computer?
docs	sure
Manish Singh	https://assist.acecloudhosting.com/join/2152357500
	Prior providing the access, I would suggest you to close any important docu

	docs	I am trying to click on agree and download
		but it just keeps loading
	Manish Singh	It will take some time, Rabiya
	docs	Okay it downloaded
	Manish Singh	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
	docs	okay
	Manish Singh	Is there anything else I may help you with ?
	docs	No that's it
		Thank you
	Manish Singh	It would be great if you could share your feedback after this chat ends. Tha
		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 emi 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 ma working. I will appreciate that. or you may send your feedback at quality@ Thanks!
		Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.
		<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#70906 Merry McCleary
Email: kendra.apelt@avisystems.com ☎ 14049159857
Department: Support(QB & App Hosting)

Operator: Aarush Aneja
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 5 Secs
City: CARVER
State: Minnesota
Country: UNITED STATES

Chat Transcript -----

Merry McCleary	Hello, I am your Acebuddy
Acebuddy	Hello Kendra Apelt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Merry McCleary	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Merry McCleary	I'd like to report an Issue
Acebuddy	Please select an option!
Merry McCleary	Password Reset
Acebuddy	Please select an option below
Merry McCleary	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your
	Do you need any further assistance on the topic?
Merry McCleary	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wi
Merry McCleary	Hi Aarush. The person who has the login for the portal is no longer with AVI AVI email and trying to reset the password but we end up in a loop of reset requiring a verification code again. Can we get the primary user for the por
Aarush Aneja	May I know you wish to reset the password for the myportal login? myportal.acecloudhosting.com
Merry McCleary	yes, we are trying to reset the password and when we do it doesn't seem to

		us to get a new verification code.
	Aarush Aneja	The myportal credentials are managed by our Billing team. They may assis
	Merry McCleary	okay, do I need to restart a chat with the billing team?
	Aarush Aneja	Actually, the chat window for the Billing team starts at 9 PM ISt (after 1 hou chat ticket to their team to assist you with this issue (Edited)
	Merry McCleary	Thank you!
	Aarush Aneja	Kindly help us with the best number to reach you so that they can contact :
	Merry McCleary	1-952-905-7973
	Aarush Aneja	Thank you for the details. I am forwarding the the details to the Billing tear further (Edited)
	Merry McCleary	Thank you.
	Aarush Aneja	Welcome (Edited)
		Kendra, Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
		We checked and found you disconnected the chat session. We are also disc
		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 em 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 ma working. I will appreciate that. or you may send your feedback at quality@ Thanks!
		Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting .
		<i>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70239 Rhesa Guillory
Email: rhesa@askloral.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: CARSON CITY
State: Nevada
Country: UNITED STATES

Chat Transcript

Rhesa Guillory	Hello, I am your Acebuddy
Acebuddy	Hello Rhesa Guillory, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rhesa Guillory	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rhesa Guillory	I'd like to raise a Request
Acebuddy	Please select your request type.
	As we haven't got any response from your end, We are closing this chat. If Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70628 John Bove
Email: it@fixyourtaxproblem.com 📞 114157064442
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 11 Secs
City: CONCORD
State: California
Country: UNITED STATES

Chat Transcript -----

John Bove	Hello, I am your Acebuddy
Acebuddy	Hello John Bove, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
John Bove	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
John Bove	I'd like to report an Issue
Acebuddy	Please select an option!
John Bove	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
	5:26:19 AMJohn Bove is sharing a file with you 1_image.png - (Size:2.78 KB)
	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
John Bove	existing ticket number 604278
	Manish Singh accepted the chat transfer request.
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I wi
John Bove	Hi Manish i was working with Anush is he available?
	Sorry Ayush
Manish Singh	He has made the required changes.
John Bove	we need more changes

	Manish Singh	Kindly log back in and let us know if the issue is resolved.
	John Bove	i haven't even told you what changes we need
		we have new requests
		<i>5:30:19 AM</i> Manish Singh is sharing a file with you image.png - (Size:31.48 KB)
	Manish Singh	He has emailed you regarding the matter.
	John Bove	that part is working fine...like i said, we have new requests
	Manish Singh	Kindly email on the same ticket we will proceed with the request according
	John Bove	yes but we need this done right now, we cannot wait for tomorrow
	Manish Singh	You need us to disable the firewall?
	John Bove	yes, and we need to be able to launch and make changes to SQL Configura
		we need to be able to disable the firewall and make changes to its configur Goldmine application work
	Manish Singh	As this is security related John, kindly email us so that we can proceed with
	John Bove	ok i sent the email, i will hold here while you check
	Manish Singh	Would you like us to call you regarding the changes in configuration, one of you regarding the matter.
	John Bove	yes please call me at 925-864-5926
	Manish Singh	Sure, let me arrange a callback accordingly.
		Is there anything else I may help you with ?
	John Bove	that's it ...what is the eta for the call?
	Manish Singh	Around 1 hour.
		Is there any preferred time you would like us to call you?
	John Bove	1 hour is ok
		sooner the better
	Manish Singh	Alright! John, we have noted your request.
		I would greatly appreciate if you could spare a minute to give your valuable 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 emi 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 ma working. I will appreciate that. or you may send your feedback at quality@: Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71569 Jenny
Email: tax@mkservices.llc
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: 47 Secs
City: PANAMA CITY BEACH
State: Florida
Country: UNITED STATES

Chat Transcript

Jenny	Hello, I am your Acebuddy
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jenny	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	Acebuddy (bot) forwarded the chat request
	Rishabh Gogia accepted the chat transfer request.
Rishabh Gogia	Hello!

Jenny	Hi. I have a ticket. ID 630781. I am needing to set my password for ATX 202
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</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 wi
	I will surely help you with this issue.
Jenny	thank you
Manish Singh	We only manage your Server password, The user password of ATX will be h Admin password is to be handled by ATX support.
Jenny	ok. thank you for your time.
Manish Singh	Is there anything else I may help you with ?
Jenny	no thank you
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 em 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 ma working. I will appreciate that. or you may send your feedback at quality@ Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting .
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71595 Robert Zeigen
Email: rzeigen@szcpa.tax ☎ 15613920620
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: LAKE WORTH
State: Florida
Country: UNITED STATES

Chat Transcript -----

Robert Zeigen	Hello, I am your Acebuddy
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#71459 Rosangela Strapasson
Email: rosangela@wiseinsight-acc.com ☎ 15614043549
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: 2 Mins 11 Secs
City: BOCA RATON
State: Florida
Country: UNITED STATES

Chat Transcript

Rosangela Strapasson	Hello, I am your Acebuddy
Acebuddy	Hello Rosangela Strapasson, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Rosangela Strapasson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rosangela Strapasson	I'd like to raise a Request
Acebuddy	Please select your request type.
Rosangela Strapasson	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description, our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option
Rosangela Strapasson	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Rosangela Strapasson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Rosangela Strapasson	Setback
Acebuddy	Please select an option!
Rosangela Strapasson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available Support Representative
Rosangela Strapasson	I can't to access the Ace Cloud software
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.
Rosangela Strapasson	Hello
Sharath Kumar	What is the server name and user account that you are signing in with

	Rosangela Strapasson	I'm Rosangela and I am new here
	Sharath Kumar	Hi Rosangela, could you share a screenshot of the error message you received on the server
	Rosangela Strapasson	WISC.myrealdata.net
	Sharath Kumar	alright, thank you for that info. Let me quickly check your account
		bear with me for a moment
	Rosangela Strapasson	Its not giving an error, maybe I don't know how to use it
	Sharath Kumar	no worries, let me help you with that.
	Rosangela Strapasson	Thank you
		I did the configuration
		But, I don't know how to use it
		My computer isn't good
		Maybe can to be it
		The system isn't open
	Sharath Kumar	I see that WISC was recently onboarded to ACE
		There is a separate team that handles new client. let me quickly get you connected to the appropriate team
	Rosangela Strapasson	ok
		Thank you
		<i>Sharath Kumar is transferring the chat to Onboarding.</i>
	Sharath Kumar	Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-connect by calling (1-888-415-5240) if any further assistance is required.
		You may end this chat now. Once you end this chat, you will receive an email about this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manager 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 .
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

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

#70345 REBECCA HARDY
Email: rebecca@trelfalabs.com 📞 19784172525
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: SALISBURY
State: Massachusetts
Country: UNITED STATES

Chat Transcript

REBECCA HARDY	Hello, I am your Acebuddy
Acebuddy	Hello Rebecca Hardy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
REBECCA HARDY	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
REBECCA HARDY	I'd like to raise a Request
Acebuddy	Please select your request type.
REBECCA HARDY	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description, our technicians will connect with you for further assistance.

	If you are facing any issue/problem with your server, Please select the app
	As we haven't got any response from your end, We are closing this chat. If Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71192 Amy Lofgren
Email: amy@thebeaconadvisors.com
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 31 Secs
City: MARION
State: Connecticut
Country: UNITED STATES

Chat Transcript

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

	Amy Lofgren	Restart
	Acebuddy	Hello Amy Lofgren, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Amy Lofgren	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Amy Lofgren	I'd like to report an Issue
	Acebuddy	Please select an option!
	Amy Lofgren	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available
	Amy Lofgren	need log in credentials for microsoft for new laptop
	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
		Hello Amy
	Amy Lofgren	Hi!
	Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server nam
	Amy Lofgren	just a minute while I get that info
	Anurag Sharma	Sure, please take your time
		Are we still connected here?
		Are we still connected here?
	Amy Lofgren	hi I am sorry I am all set our server is not set up just yet.
	Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server nam
		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-i (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

#71314 ANDREW LEWIS KLEIN
Email: burro7777@aol.com ☎ 15034903553
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 14 Secs
City: LAS VEGAS
State: Nevada
Country: UNITED STATES

Chat Transcript

ANDREW LEWIS KLEIN	Hello, I am your Acebuddy
Acebuddy	Hello Andy Klein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ANDREW LEWIS KLEIN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ANDREW LEWIS KLEIN	I'd like to report an Issue
Acebuddy	Please select an option!
ANDREW LEWIS KLEIN	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ANDREW LEWIS KLEIN	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file.

		help you with resolving the issue
		Was that helpful?
	ANDREW LEWIS KLEIN	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers wh
		<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.
	ANDREW LEWIS KLEIN	Hi Tushar
	Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server nam
		Hi Andy.
	ANDREW LEWIS KLEIN	AndrewKl.NENT1
		QBNXTENT1.myrealdata.net
	Tushar Pharswan	Kindly allow me two minutes to check the same till then if you have any sci other details you want to share with me regarding the issue kindly share.
	ANDREW LEWIS KLEIN	no screenshot. One of our QB files won't open.
		Maybe because its not in the Client Data folder?
		I can place it in the folder if you recommend
		I cannot open the folder to see what files are in there
		I never moved it out of the folder
		But I can see it on the desktop
	Tushar Pharswan	Okay.
		May I take the remote access of your server?
		Prior providing the access, I would suggest you to close any important docu
	ANDREW LEWIS KLEIN	yes. done
	Tushar Pharswan	We are connected.
		Are other company file opening?
	ANDREW LEWIS KLEIN	I think so
	Tushar Pharswan	Let's try to open another one to check.
	ANDREW LEWIS KLEIN	We can try to open another company file
	Tushar Pharswan	Kindly try to open any other company file.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71046 Maria Echeverri
Email: maria.echeverri@onfloor.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 14 Secs
City: TULSA
State: Oklahoma
Country: UNITED STATES

Chat Transcript

Maria Echeverri	Hello, I am your Acebuddy
Acebuddy	Hello Maria Echeverri, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maria Echeverri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maria Echeverri	Setback
Acebuddy	Hello Maria Echeverri, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maria Echeverri	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rishabh Gogia accepted the chat transfer request.</i>
Rishabh Gogia	Hello Maria!
	How are you doing today?

	Maria Echeverri	I'm good, how are you?
	Rishabh Gogia	Doing well, thank you for asking!
		How can I help you today?
		Maria, are we connected?
	Maria Echeverri	Yes, I have been set up for Ace cloud with credentials from my organization download it.
	Rishabh Gogia	Okay, stay connected. Let me transfer you to our technical support team to
		<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</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 v
		Hi Maria, could you please confirm me your company name
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-i (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.

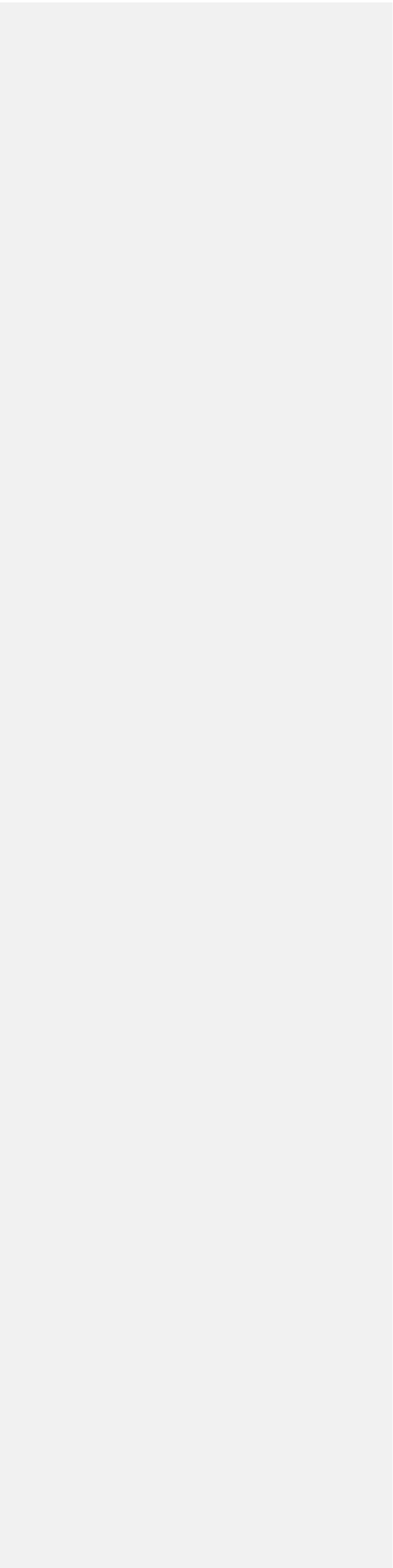
Sharath Kumar has ended this chat session

Chat Transcript

Having trouble changing a password for one of ElizabethAR

Visitor Details

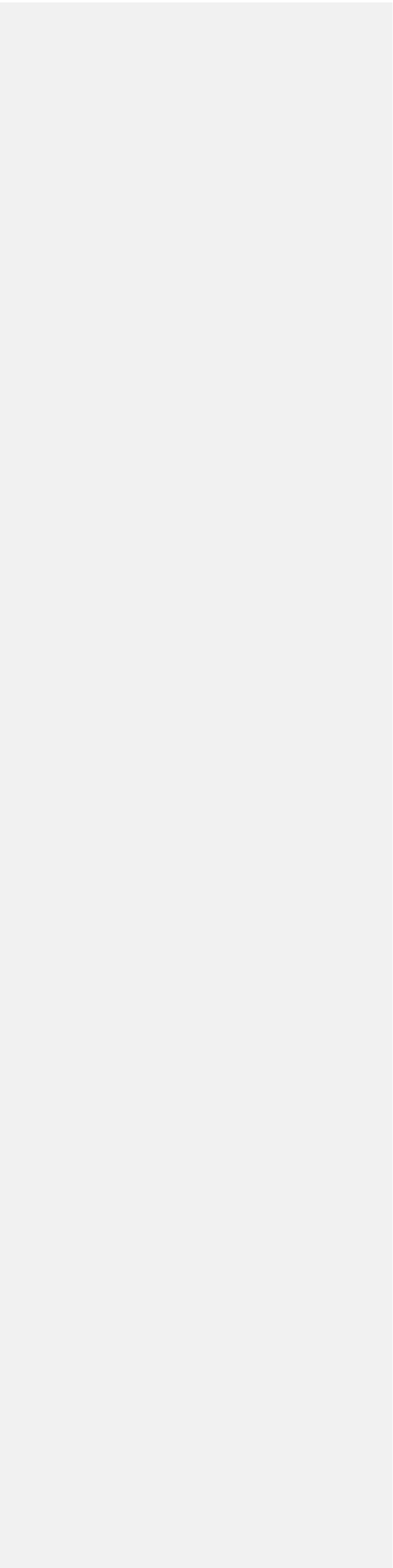
#71030 dilanglais
Email: dilanglais@gmail.com 📞 9787667342
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 24 Secs
City: SALISBURY



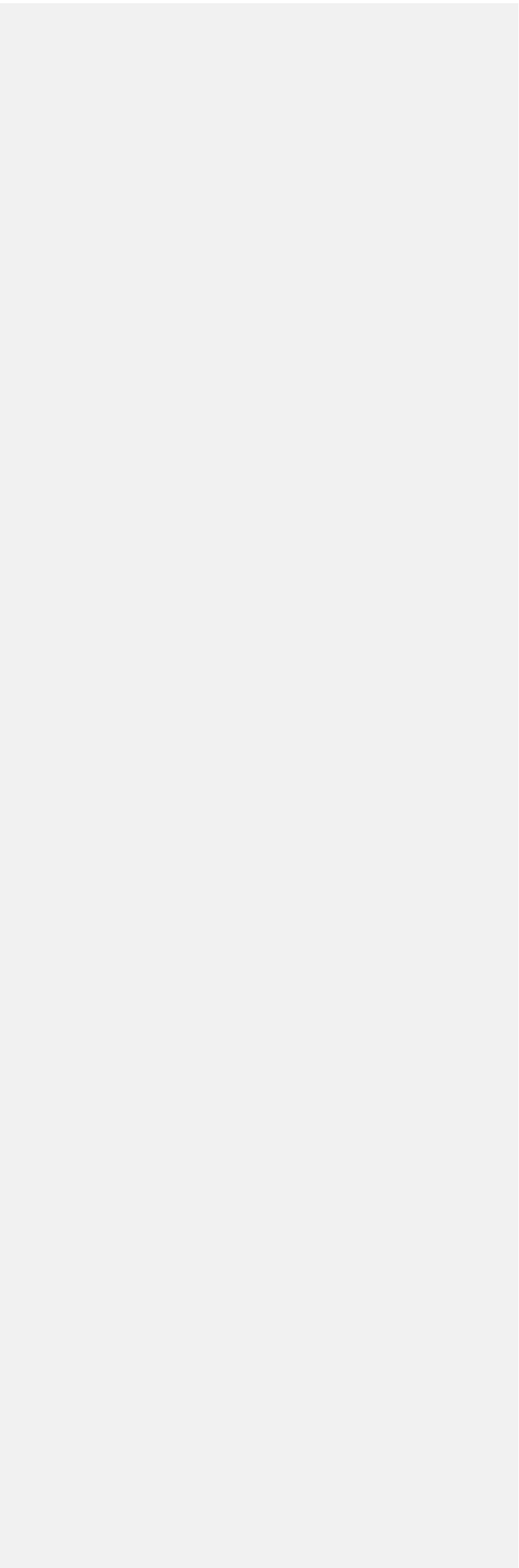
State: Massachusetts
Country: UNITED STATES

Chat Transcript -----

dilanglais	Having trouble changing a password for one of my users. ElizabethAR
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you
	Hi Dilanglais, let me transfer you to support, they'll be able to assist yo
	<i>Riten is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh today.
dilanglais	I need help with a password for ElizabethAR, one of my users
Manish Singh	Please send us an email from the registered email address at support@ so that we could proceed further with the request.
	Also, the registered email for your account with us is : dilanglais@gmail.com
	Is there anything else I may help you with ?
dilanglais	sent
Manish Singh	We will share the password over the email.
dilanglais	Do you assist with OneDrive?
Manish Singh	Let me transfer you to our engineer regarding the matter.
	<i>Manish Singh 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 you today.
	Could you please let me know more about your One Drive issue
dilanglais	I have purchased 2 new computers. Ace Cloud has been updated on b up to date with latest file data.
Sharath Kumar	Understood. Is it only on these 2 new computers? Could you confirm if OneDrive online is showing the data up to date
dilanglais	Unfortunately I need to change the password on an old computer first. support staff to email me back.
Sharath Kumar	Ok, if you could let me know the ticket number I can look into it and ha person work on this
dilanglais	



	624250
Sharath Kumar	allow me a couple of minutes
dilanglais	Thank
Sharath Kumar	my colleague's working on it, he will be sharing the new password with
dilanglais	Thanks
	They just disabled ElizabethAR
Sharath Kumar	that is strange
dilanglais	I'm trying it through another3
Sharath Kumar	The user account ElizabethAR was in a restricted mode due to inactivit
	we have just enabled the account once again
dilanglais	I've been using it right along
	I used Lennyl, but that didnt have an updated onedrive.
Sharath Kumar	let me connect to Lennyl and check the one drive settings
	Prior providing the access, I would suggest you to close any important end.
dilanglais	ok
	done
Sharath Kumar	I am getting an error that the acccount lennyl is already being shadov
dilanglais	you are trying to access remote to the ElizabethAR computer
	all 3 computers are closed. I have Diane ML, Lennyl, and ElizabethAR
Sharath Kumar	the software won't let me remote into Lennyl for some reason, could y
	and sign back in?
	let me know if I can take any other computer on remote
dilanglais	the only one open is DianeML. I close that too. All set
Sharath Kumar	DianeMI is also logged out
dilanglais	yes
Sharath Kumar	I am the only one who is active on the server currently
dilanglais	yes
Sharath Kumar	try signing back in with any of the accounts that you have
	I'll remote in and check the One Drive settings
	I see Diane's account now, remoting in
dilanglais	I'm signed itnto DianeML
Sharath Kumar	



	thank you
	Hello Diane, am unable to type on the notepad file anymore
	could you let me know if you need any further assistance?
	As there was no response, we are disconnecting the chat now. You may call us at (1-888-415-5240) if any further assistance is required.

Sharath Kumar has ended this chat session