

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77401 alberto

Email: alberto@robertsrc.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

alberto	Hello, I am your Acebuddy
Acebuddy	Hello Alberto, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
alberto	Technical Support (QB & App Hosting)
Welcome to Ace Support.	
Please chose an option :	
alberto	I'd like to report an Issue
Acebuddy	Please select an option!
alberto	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
alberto	Cannot login to remote vm
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.

	Hello Alberto
alberto	Hello
Shashwat Verma	I will surely help you with this issue.
alberto	thanks
Shashwat Verma	May I take the remote access of your local computer?
alberto	give me a second please
Shashwat Verma	Sure
	Prior providing the access, I would suggest you to close any important documents at your end.
alberto	that is what I am working on right now
Shashwat Verma	No problem
	https://assist.acecloudhosting.com/join/1102707137
	Kindly Click on the link and open the downloaded file.
alberto	doing it now
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat. as per the remote session, you are able to login Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76844 Diane Brooks

Email: admin@dottconstruction.com  7178269097

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: BATH

State: New York

Country: UNITED STATES

Chat Transcript

Diane Brooks	Hello, I am your Acebuddy
Acebuddy	Hello Diane Brooks, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Diane Brooks	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Diane Brooks	I'd like to raise a Request
Acebuddy	Please select your request type.
Diane Brooks	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Diane Brooks	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76571 docs

Email: docs@qsteels.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: LEWISVILLE

State: Texas

Country: UNITED STATES

Chat Transcript

docs	Hello, I am your Acebuddy
Acebuddy	Hello Docs, 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 support representative!
docs	connect me to an agent
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati declined the transfer request.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
	<i>7:43:53 PMdocs is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:49.36 KB)</i>
	<i>Anjainay Singh is transferring the chat to Sanyam Madan.</i>
docs	hey
	I am not able to connect to Rom
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	<i>Sanyam Madan has not responded for the transfer request.</i>
	<i>Anjainay Singh is transferring the chat to Sanyam Madan.</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>

Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
docs	rabiya
Sanyam Madan	Kindly allow me two minutes to check the same.
docs	ok
Sanyam Madan	May I take the remote access of your local computer?
	Are we still connected here?
	Are we still connected here?
docs	yes
	yes you can take access
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
docs	okay
Sanyam Madan	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/7462240742
docs	done
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
docs	Hi
Sanyam Madan	Hello
	we will send you the new RDP file in the next 20 minutes over email (Edited)
	Is there anything else I may help you with ?
docs	No that is it
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
docs	I will try the RDP file once received
	If I have any issues with that, I will let you know
	Thank you
Sanyam Madan	okay sure , welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the 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 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)

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77079 pnyland

Email: pnyland@midwestintegrated.com  18159338376

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: 41 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

pnyland Hello, I am your Acebuddy

/

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

Hello Paige

pnyland Hi. Sorry, I got pulled away from my office on the last chat

Anurag Sharma No problem

pnyland We are having issues using Bank Feeds on Quickbooks and they asked me to have you try some troubleshooting on your end. I was wondering if any of the other items were possible

Anurag Sharma Okay

Kindly allow me two minutes to check the same.

pnycland	Okay. I sent the steps in an email but I can resend them here if you need
Anurag Sharma	Paige as I can check there are pending QB updates on the server. Which needs to be updated.
	Please ask the users to log off from the server once So that we can proceed with the QB update right now.
	Are we still connected here?
pnycland	Yes
	It showed the updates went through on my end
	I'll ask everyone to log off
Anurag Sharma	Yes, please ask the users to log off from the server.
	Can we start with the QB update after 5 minutes?
	Or it will take more time for the users to log off from the server?
pnycland	I just logged off and my other coworker just logged off as well
Anurag Sharma	Okay
	Thankyou so much for the cooperation.
	We will update you via email once we are done with the QB update on the server.
	Is there anything else I may help you with ?
pnycland	Did you see the other troubleshooting things they wanted you to check as well?
Anurag Sharma	Yes, of course, we will keep the troubleshooting steps you provided in mind. Thank you so much for sharing the information I appreciate your efforts.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77138 David Konover

Email: david@bkfloors.com  18602425200

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: WEST HARTFORD

State: Connecticut

Country: UNITED STATES

Chat Transcript

David Konover	Hello, I am your Acebuddy
Acebuddy	Hello David Konover, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Konover	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Konover	I'd like to report an Issue
Acebuddy	Please select an option!
David Konover	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Konover	Ticket # 689793 - The Sage license server is having issues connecting to the internet again. I sent an email an hour and a thing happened last week. Everyone is logging out of the system correctly
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.

David Konover	Hi Ankit you helped me last week to
Ankit	Hello David, How are you doing today?
David Konover	I am doing well how are you
Ankit	I am doing well, thank you for asking.
	I deeply apologize for the inconvenience caused to you.
David Konover	I sent over an email to this ticket this morning with screen shots of what it said.
Ankit	I will surely help you with this issue. Kindly allow me 3-4 minutes to check the ticket details once.
	David, Thank you for your time and patience. I have reviewed the ticket, and I recall we had previously asked you to have mentioned that the issue still persists, I would like to connect via remote session and check a few things before proc
David Konover	I did check and they do all log off with the desktop log off icon. Sometimes they say it times out on them if they are not log back in to complete their tasks and use the logoff button after that
	you can connect to Pat. Do you need me to log in?
Ankit	As I can see, there are currently no users logged into the server. I would need at least one active user session to proceed
David Konover	OK I logged into Pat
Ankit	Thank you.
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
David Konover	Oh you found the issue
	Any idea why its doing that?
Ankit	Did that work as expected?
David Konover	yes if the bottom half populates it means it works but I will check
	Yes it works
Ankit	David, for now, you can use this workaround. We will make the required changes to ensure the services remain up and running completed.
	Please let me know if you would like me to show the service one more time.
	Is there anything else I may help you with ?
David Konover	All set I understand how to fix it
Ankit	Thank 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 the status of the issue.
	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 at quality@acecloudhosting.com. Thanks!

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

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

Ankit has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77227 Stephanie Craven

Email: stephanie@peaklandscapeinc.com **Phone:** 15304481936

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: 20 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

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

Stephanie Craven	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stephanie Craven	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?
Stephanie Craven	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>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Stephanie Craven	Hi,
Shubham Kataria	Hello
Stephanie Craven	I am unable to log into our server
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Stephanie Craven	independenttech.myrealdatal.net stephanie_it peak landscape inc.
Shubham Kataria	Thank you for the information. Kindly confirm if you're receiving any error while accessing server
Stephanie Craven	it says remote desktop can't find the computer
Shubham Kataria	Alright, please allow me a minute to check the same Thank you for waiting.
	Kindly try to access the we have made the required changes from backend
Stephanie Craven	yes, that worked thank you
Shubham Kataria	that's great You're welcome
	Is there anything else I may help you with ?
Stephanie Craven	actually yes, i have an annual subscription with intuit to upgrade our quickbooks program. How to I have that updated on i'm currently using will not work full on 5/31
Shubham Kataria	You can provide us the updated license details for latest QB, we will install it for you you may get the updated License in your intuit portal or you can contact intuit team to get the updated license and produ
	Once you will get the license details, please share with us. We will install it for you

Stephanie Craven	ok, im trying to see if i can find that now.
Shubham Kataria	Sure, but would like to inform you that in order to install new software on the server, we require an approval email from the customer.
Stephanie Craven	i believe that was switched to my email stephanie@peaklandscapeinc.com
Shubham Kataria	You may send us the approval email on support@acecloudhosting.com along with the license details or after this chat I'll send you an email for the same.
Stephanie Craven	ok
Shubham Kataria	Yes, correct
	So after this chat, I'll send you an email for the license details and the approval. please provide us those details after that we will proceed with the installation.
Stephanie Craven	ok
Shubham Kataria	Thank you for your understanding.
	Is there anything else I may help you with ?
Stephanie Craven	no, that is all thanks
Shubham Kataria	You're welcome
	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 with a feedback survey.
	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 and suggestions 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/)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76460 Chris Bernal

Email: chris@bernaltax.com ☎ 16616331545

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: BAKERSFIELD

State: California

Country: UNITED STATES

Chat Transcript

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

#76876 David Garabedian

Email: dgarabedian@newburyguesthouse.com  16176800412

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: 24 Secs

City: WOBURN

State: Massachusetts

Country: UNITED STATES

Chat Transcript

David Garabedian	Hello, I am your Acebuddy
Acebuddy	Hello David Garabedian, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Garabedian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Garabedian	I'd like to report an Issue
Acebuddy	Please select an option!
David Garabedian	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
David Garabedian	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Garabedian	I was trying to set up a sync for a new CC and it is just spinning and I can't quit QB to get out of it
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii David
	<i>8:27:23 AM David Garabedian is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:86.44 KB)</i>
David Garabedian	just spinning and spinning and I can't get out of it
	it's been like 15 min

	I was trying to connect a new AMEX card
	Credit card
Manish Singh	You can use QB reset icon on the desktop to close QuickBooks
David Garabedian	what does that look like
Manish Singh	And regarding the card connect kindly connect your Bank as it seems like there website is down
David Garabedian	I just closed out of the desk top and went back in and it is still trying to connect I just quit the application and went in. I didn't "reset" however
	<i>8:30:56 AM Manish Singh is sharing a file with you</i> <u>image.png</u> - (Size:531 Bytes)
Manish Singh	This is the icon of QB Reset Kindly try to access now.
David Garabedian	it won't let me back to the desktop
Manish Singh	Let me log you out once Try to login again
David Garabedian	thanks!!
Manish Singh	Is it working now?
David Garabedian	all set sir. thank you
Manish Singh	Is there anything else I may help you with ?
David Garabedian	no 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 this message
David Garabedian	good night
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with my 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 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/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76752 deanne.havel

Email: deanne.havel@wescominc.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: 32 Secs

City: DULUTH

State: Minnesota

Country: UNITED STATES

Chat Transcript

deanne.havel	Hello, I am your Acebuddy
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Deanne
deanne.havel	Hello again, I attempted to change my password and received the following notice.
	WI_Deanna - MYREALDATA - Reset Password Failed Your account is found missing in Active Directory. Contact Administ
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be sending you an email after this chat. You can revert back to that email with an approval from the primary contact
	We will send you another new password via email.
	Is there anything else I may help you with ?
deanne.havel	I was wondering if you can tell me who the primary contact is, as we have several people out on travel this week. And this
Anurag Sharma	Both Lance.Foley@wescominc.com and Shane.Stolp@wescominc.com are the primary contact.
	According to our records.
deanne.havel	Thanks!
Anurag Sharma	Is there anything else I may help you with ?
deanne.havel	that is it

Anurag Sharma Thanks for the confirmation !

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 with a summary of our interaction.

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 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/>)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76942 sreed

Email: sreed@fixmybustedcomputer.com  1612819089

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 23 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

sreed Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
sreed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sreed	I'd like to report an Issue
Acebuddy	Please select an option!
sreed	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sreed	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhost.com. We will implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
sreed	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Ashutosh Mishra has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77208 Jason Barth

Email: jason@integritybp.com  12144559672

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: PROSPER

State: Texas

Country: UNITED STATES

Chat Transcript

Jason Barth	Hello, I am your Acebuddy
Acebuddy	Hello Jason Barth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jason Barth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jason Barth	I'd like to report an Issue
Acebuddy	Please select an option!
Jason Barth	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jason Barth	Are you there?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Jason Barth	I was just on chat and had to switch over to my pc from the server. You were helping me install the Southstate browser co
Shivam Singh	You would be able to install the application now
	Please give it a try
Jason Barth	I logged back onto the server and I do not see a shortcut. Were you able to install it?
Shivam Singh	As I earlier explained this is a user specific installation needs to be done at the users end.

Earlier you were facing issue while installation and I have made some changes, please try to install now.

if you face any issue now, I will take remote and help you with the installation, if you allow we can try now.

Jason Barth same error

12:27:17 AM Jason Barth is sharing a file with you

[Screenshot 2025-05-19 135656.jpg](#) - (Size:27.32 KB)

Shivam Singh Allow me to sign you off (Edited)

Jason Barth JasonBA

ok

Shivam Singh Were you connected through server or Local PC?

Jason Barth Local PC into the server

Shivam Singh Just in case if you get disconnected from the chat please initiate the chat I will take over the chat

Jason Barth sorry chat is on local pic

pc

Shivam Singh Now I'm signing you off

Oh that's great.

Please try logging in after 2 minutes.

Please Login now.

Jason Barth ok

Do you want me to try and install it

Shivam Singh Yes

Jason Barth It worked.

Shivam Singh Oh, you did it.

I'm Glad

Is there anything else I may help you with ?

Jason Barth That is all. TY

Shivam Singh Great

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

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec

(<https://selfcare.acecloudhosting.com>).)

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77626 Brenda Rosales

Email: brenda.rosales@eneos.com.ph  636325071840

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: AYALA-PASEO DE ROXAS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brenda Rosales	hi, i received an ACH form
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>	
Brenda Rosales	Dear Shubham
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Brenda Rosales	i think you email me a while ago but here's my question i received the ACH form, and i just wanted to ask what to input in the Depository Name? should it be our company name? or the Ace Cloud "Real Time... " company name?
Shubham Kataria	Yes, I have also involved our management in your case so that you won't face any inconvenience anymore
Brenda Rosales	thank u so much
Shubham Kataria	Brenda, this information can be shared by the billing team only I can do one thing for you, I can update this Query in the ticket and also inform the billing team so that they can directly c details (Edited)
Brenda Rosales	thank u so much
Shubham Kataria	You're welcome and don't worry we will surely assist you with this.
Brenda Rosales	oh, thank u again
Shubham Kataria	I will update the ticket and you will get the call from billing team to fill the ACH form Could you please me your contact number so that they can call you.
Brenda Rosales	63917 702 2571 hope i can get called today
Shubham Kataria	Thank you for the information.
Brenda Rosales	because i was about to ask my boss to sign thank u so much sorry for the inconvenience
Shubham Kataria	Don't worry about it, I will also informing my supervisor to get this done on priority You will definitely receive a call.
Brenda Rosales	thank u

Shubham Kataria	You're welcome
	Is there anything else I may help you with.
Brenda Rosales	NONE
	thank u again
Shubham Kataria	You're welcome and thank you for your kindness and understanding.
	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 summary of our discussion.
	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 cooperation. You can send it to 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 Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76586 Gregory Fidlon

Email: greg@fidlonlegal.com **Phone:** 17708762847

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: ALPHARETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Gregory Fidlon	Hello, I am your Acebuddy
Acebuddy	Hello Greg Fidlon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gregory Fidlon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gregory Fidlon	I'd like to report an Issue
Acebuddy	Please select an option!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76859 Amanda Shih

Email: amanda.shih@aataxaccountinggroup.com **Phone:** 14436325992

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: CLARKSVILLE

State: Maryland

Country: UNITED STATES

Chat Transcript

Amanda Shih	Hello, I am your Acebuddy
Acebuddy	Hello Amana, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Amanda Shih	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanda Shih	I'd like to raise a Request
Acebuddy	Please select your request type.
Amanda Shih	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Amanda Shih	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Amanda Shih	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amanda Shih	install in a new computer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja has not responded for the transfer request.</i>
	<i>Testing has not responded for the transfer request.</i>
Amanda Shih	hahah
	waiting on
	Representative pls
	hello
	hello i am here
	<i>Chat request was not picked up by the operators</i>
	HELLO

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77662 Fritz Tacke

Email: fritzelt@aghstore.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: SAN ISIDRO

State: Rizal

Country: PHILIPPINES

Chat Transcript

Fritz Tacke	Hello, I am your Acebuddy
Acebuddy	Hello Fritz Tacke, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fritz Tacke	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fritz Tacke	I'd like to report an Issue
Acebuddy	Please select an option!
Fritz Tacke	Password Reset
Acebuddy	Please select an option below
Fritz Tacke	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.
	Do you need any further assistance on the topic?
Fritz Tacke	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Arjun Sikarwar declined the transfer request.</i>

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76560 Ravi Shah

Email: ravi@yourtaxadvisor.com  +1 9739609951

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: LAS VEGAS

State: Maryland

Country: UNITED STATES

Chat Transcript

Ravi Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ravi Shah Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ravi Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Ravi Shah	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Ravi Shah	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Ravi Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ravi Shah	I am unable to open Taxwise software
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Ravi Shah	I am facing issue in opening the Taxwise 2024
Anjainay Singh	Since when you are facing this issue .
Ravi Shah	from last 1 hr
Anjainay Singh	Please confirm whether other users are also facing this issue .
Ravi Shah	Yes, other users are all facing the same issue
Anjainay Singh	Please allow me sometime so that I can look into the issue .
Ravi Shah	Have you looked into the same?
Anjainay Singh	Yes I tried to launch the application at my end and I am facing the same issue so I am looking for root cause and trying to
Ravi Shah	Okay
Anjainay Singh	Can we reboot the server as it is facing by everyone.
	Please save all your data and sign out so that we can reboot successfully .
Ravi Shah	SO I need to log out from all the users?
Anjainay Singh	Yes kindly logout all the users.
Ravi Shah	Wait
Anjainay Singh	Thankyou for you assistance.
Ravi Shah	So you need that we close the cloud?

	from all the users?
Anjainay Singh	Yes , please sign out from server .
	Its respective for all users.
Ravi Shah	Yes wait
Anjainay Singh	Thankyou .
Ravi Shah	Its done
	Pls do the needful
Anjainay Singh	Once server is up and running , we will notify you to login into server and Taxwise 2024 afterwards to check the issue aga
	Please try to open applictaion once again .

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76801 Brian Leavitt

Email: 1car@earthlink.net  4253482777

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: EVERETT

State: Washington

Country: UNITED STATES

Chat Transcript

Brian Leavitt	Hello, I am your Acebuddy
Acebuddy	Hello 1car, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Brian Leavitt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian Leavitt	I'd like to report an Issue
Acebuddy	Please select an option!
Brian Leavitt	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brian Leavitt	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times when issued by Intuit, It might get delayed due to unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com so we can implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Brian Leavitt	Setback
Acebuddy	What type of QuickBooks Issue are you facing?
Brian Leavitt	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brian Leavitt	Hi it is saying I don't have authorization to start a quickbooks update
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Brian Leavitt	my name is brain leavitt and i think its brianL
Ashutosh Mishra	The business name is Leavitt Auto Sales?
Brian Leavitt	yes but now it is letting me do the update
Ashutosh Mishra	I see.

1car has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76872 xianna zhong

Email: visionpointtax@gmail.com ☎ 19173029317

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

xianna zhong	Hello, I am your Acebuddy
Acebuddy	Hello Xianna Zhong, 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 you still need assistance, Kindly re-initiate the	
<i>Ended due to chat idle timeout</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77506 Rachel

Email: accounting@vbnetworks.com ☎ 12508021185

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 14 Secs

City: VICTORIA

State: British Columbia

Country: CANADA

Chat Transcript

Rachel Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Rachel Managed IT

Acebuddy Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Himanshu accepted the chat transfer request.

Rachel Hello, my CID is CID75053

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

I've encountered the issue I've been dealing with again.

Tushar accepted the chat transfer request.

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

Rachel I want to proceed to cancel my subscription with Ace at this time. And since I have been unable to use the service since s

Tushar Kindly allow me two minutes to check the same.

Rachel my CID is CID75053

Tushar I deeply apologize for the inconvenience caused to you.

Rachel I understand you were trying to resolve the issue, but it could just be resolved, so I have to since another service provider

Please confirm the cancellation and if you could confirm I will not be charged that would be much appreciated.

Tushar I will have to move this chat session to the concerned department kindly stay connected till then, they will be the one to c

Rachel Thanks

Tushar Could you kindly provide your contact number so we can arrange a callback regarding the issue and discuss the next step chat session.

Rachel sure. 250-802-1185

Tushar	Also, yes, we will handle the cancellation process accordingly could you provide us your availability for tomorrow.
Rachel	I am available anytime between 8am and 11am PDT.
Tushar	Thanks for the details I will be conveying the information to the concerned department after this chat.
	Is there anything else I may help you with ?
Rachel	Thanks so much. Nothing else right now
Tushar	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 copy of the transcript.
	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 cooperation 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 has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76516 Rosane Hayes

Email: dboyle@cricpa.com  15058832727

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 47 Secs

City: PALM COAST

State: Florida

Country: UNITED STATES

Chat Transcript

Rosane Hayes	Hello, I am your Acebuddy
Acebuddy	Hello Dawn Boyle, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rosane Hayes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rosane Hayes	I'd like to report an Issue
Acebuddy	Please select an option!
Rosane Hayes	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Rosane Hayes	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?
Rosane Hayes	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>
Rosane Hayes	ticket ID 688017
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Could you please confirm whether you are facing issue while login into QB .
Rosane Hayes	yes, getting multi-hosting errors
	but it won't let me stop multi-user hosting
	to fix the H505 error
	another one of your team members did something in the background, but still getting error and can't log into QB
	on server CRICPAent
Anjainay Singh	Please allow me 5 minutes so that I can analyze the issue from our end .
Rosane Hayes	ok
Anjainay Singh	Thankyou for being patient I am working on the resolution.
Rosane Hayes	thank you!
Anjainay Singh	Is there anything else I may help you with ?

Rosane Hayes	no, client just needs access to their QB file
Anjainay Singh	Please discard this line I am working on your resolution. Could you please confirm in QB you are facing this issue .
	is it QB 2024?
Rosane Hayes	no enterpirse 23
Anjainay Singh	Thankyou for your confirmation.
Rosane Hayes	license # 7554-5508-6445-190
Anjainay Singh	May I take the remote access of your server? Prior providing the access, I would suggest you to close any important documents at your end.
Rosane Hayes	yes MarryAnnS is the user that is having issues- take control of hers
Anjainay Singh	Thankyou for your confirmation .
Rosane Hayes	i am on the phone with her
Anjainay Singh	I am taking remote session . I have taken her remote.
Rosane Hayes	thx! she sees it
Anjainay Singh	Please be patient with me I am working on the resolution. Could you please suggest her to sign out and sign in back into the server .
Rosane Hayes	ok, doing now she's showing same error code
Anjainay Singh	I am looking into it .
Rosane Hayes	ok same error she says same message
Anjainay Singh	We are working on it .
Rosane Hayes	thx!
Anjainay Singh	We are trying to find the root cause of issue . We are still working on it , with our senior team members and we appreciate your patience.
Rosane Hayes	ok
Anjainay Singh	I think we have resolved the issue .
Rosane Hayes	

	YAY!! She says she sees it working!!!
	WONDERFUL!!
Anjainay Singh	She is able to access the file .
	We appreciate your patience .
Rosane Hayes	thank you very much!!
Anjainay Singh	Is there anything else I may help you with ?
Rosane Hayes	that's it!
Anjainay Singh	You may receive a survey in which you may click on smiling emoji to provide your positive feedback.
	You may end this chat .
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Dawn Boyle has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77313 LESLIE STEPHENS

Email: stephenshardwood@highland.net  14236632564

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 51 Secs

City: PINE KNOT

State: Kentucky

Country: UNITED STATES

Chat Transcript

LESLIE STEPHENS

Hello, I am your Acebuddy

Shivam Singh

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

Are we connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

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 summary.

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 at quality@acecloudhosting.com. Thanks!

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76588 karmenti-yahl

Email: karmenti-yahl@rwhsgcpa.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: SUWANEE

State: Georgia

Country: UNITED STATES

Chat Transcript

karmenti-yahl	Hello, I am your Acebuddy
Acebuddy	Hello Karmenti-yahl, 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 you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76548 sunil kotkar

Email: docs@virgostar.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

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

sunil kotkar	I'd like to report an Issue
Acebuddy	Please select an option!
sunil kotkar	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sunil kotkar	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution: Was that helpful?
sunil kotkar	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>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Sunil
	How may I assist you today?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
sunil kotkar	yes
Shubham Kataria	Kindly elaborate, how may I assist you
sunil kotkar	I HAVE A ISSUE IN OUR QUICKBOOK cannot open
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
sunil kotkar	Server credentials: Username - User3_JS PW - ABab@#12 QB credentials for both AQ & BT Username - aqoffice PW - Office@123
Shubham Kataria	Kindly confirm your business name which is registered with us
sunil kotkar	AQUARIUS USA INC
Shubham Kataria	Unfortunately, no records found with this name. Could you please confirm your CID number
sunil kotkar	OK let me ask my counter part
Shubham Kataria	Sure
sunil kotkar	will come back shortly
Shubham Kataria	no problem
	Are we still connected here?

As you are disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-41

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76666 rlangford

Email: rlangford@roistrategies.net ☎ 14046102218

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 43 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	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rlangford	I'd like to report an Issue
Acebuddy	Please select an option!
rlangford	QuickBooks Issue
Acebuddy	

	What type of QuickBooks Issue are you facing?
rlangford	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
rlangford	I had you all install QBs Acct 2023 for me a couple of weeks ago... I am trying to upgrade my first company file and i keep Windows administrator permissions'
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Harsh Bhardwaj accepted the chat transfer request.</i>
	<i>Harsh Bhardwaj is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
rlangford	ok
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
rlangford	ROI Strategies
	RipLangford
Shivam Singh	Please allow me 2 minutes to check the server end.
	We have to reboot the server to apply the changes, please confirm so that we can go ahead with reboot.
rlangford	yes...go ahead
Shivam Singh	Please wait. I will let you know once the server is up and running again.
	Please login and check now.
rlangford	ok
	it looks like it is working...can you give me a minute or two
Shivam Singh	Sure
rlangford	i am in...thanks for your help!
Shivam Singh	Glad to hear the fix worked — it appears the issue was related to a service interruption that had caused it to stop.
rlangford	ok...thanks!
Shivam Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77420 william Coble

Email: edwardc@vetoutletinc.com ☎ 575-763-5020

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: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

william Coble	Hello, I am your Acebuddy
Acebuddy	Hello Edwardc, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
william Coble	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
william Coble	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 you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76412 Brian Archambault

Email: admin@wvncaz.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

City: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Brian Archambault	Hello, I am your Acebuddy
Acebuddy	Hello Samantha Normile, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brian Archambault	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian Archambault	I'd like to report an Issue
Acebuddy	Please select an option!
Brian Archambault	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brian Archambault	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brian Archambault	my chat ended with the person helping me
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Brian Archambault can i reconnect with them

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 Samantha

Brian Archambault bertha and rosie are not an option to print on

Anurag Sharma Okay

Could you please confirm your printer name?

Brian Archambault bertha and rosie

Anurag Sharma Okay

May I take the remote access of your local computer?

Brian Archambault yes

Anurag Sharma Prior providing the access, I would suggest you to close any important documents at your end.

<https://assist.acecloudhosting.com/join/2572720794>

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

Are you able to connect?

Are we still connected here?

Brian Archambault i have tried the link and it shows my chat pulled up

Anurag Sharma <https://assist.acecloudhosting.com/join/2572720794>

Please try with this link.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.

Are we still connected here?

The issue seems to be resolved.

Is there anything else I may help you with ?

Are we still connected here?

Brian Archambault yes

Anurag Sharma Thanks for the confirmation !

Is there anything else I may help you with ?

Brian Archambault no thank you

Anurag Sharma 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 with a summary of our discussion.

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 cooperation 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/>)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76422 jaimeflores

Email: jaimeflores@oakgroveschool.org  2025772326

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 46 Secs

City: OJAI

State: California

Country: UNITED STATES

Chat Transcript

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

jaimeflores	I'd like to report an Issue
Acebuddy	Please select an option!
jaimeflores	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jaimeflores	Hello, would you be so kind to provide a list of the users that we currently have in this account?
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 will be assisting you today.
	Hello Jaime
jaimeflores	thanks Anurag,
	We nee to know the number of users we are paying for.
	And also wondering if it's possible to restore one of the users. Andrea is unable to log in, could you please help me? The a reset.
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 user name?
jaimeflores	Oak Grove School
	we have 5 users
	which one do you need?
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
jaimeflores	ok
Anurag Sharma	Thank you for your patience.
	I have successfully resolved the issue from the backend.
	The user should be now able to access the server with his old credentials.
jaimeflores	Great, what credentials should I share with her?
	Andrea
Anurag Sharma	Username is AndreaS_OGS@myrealdata.net
	Please ask the user to use old credentials. And if she still faces the issue. She can reach out to us with a password reset re
jaimeflores	Does she have permission to do so? I believe we allowed her to call.
Anurag Sharma	For this query I need to transfer this chat to our concerned team who can better assist you with this
	We would recommend Andrea to register herself on our Selfcare Portal (https://selfcare.acecloudhosting.com) to manage

reset the password of the server without having to contact support.

jaimeflores and what credentials are needed here? on this portal?

Your account has been disabled. Please see your system administrator.

this happened with the selfcare portal

Anurag Sharma If it is saying that she is disabled. Then we would require an approval from the primary contact in order to re-enable her.
Is there anything else I may help you with ?

jaimeflores I am the primary contact for this account

Yes we still need to resolve the issue

Andrea needs to log in to her account.

Why is this so difficult?

Anurag Sharma Okay no problem

jaimeflores we are paying for her account month after month

Is her account enabled?

Anurag Sharma I think I was not able to describe myself.

jaimeflores Can she try again?

can we reset her password and end this issue once and for all please?

Anurag Sharma Yes, her account is already enabled from the backend.

jaimeflores thank you

Anurag Sharma Yes, surely we can do that.

jaimeflores Now we need to give her a password

Anurag Sharma I would just require an approval from the primary contact's end which is you as you said over the email.

We can do one thing. After this chat, I will send you an email. You can just revert back to that email with an approval from

Once we will receive the approval over the email. We will share you the new password for the mentioned user via email.

jaimeflores OK, and how do I receive the new password?

ok.

ready

Anurag Sharma Is there anything else I may help you with ?

jaimeflores no

Anurag Sharma Thanks for the confirmation !

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77236 fabell

Email: fabell@abellturf.com  16782960822

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
fabell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fabell	I need help with enhanced security in order to send QB emails.
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Anurag Sharma accepted the chat transfer request.</i></p>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Fabell
fabell	Okay, setting up my new employee, and need her to be able to email invoices. I had to get help the other day with new user, now put in instead of a password in order for the email inside of QB to work.
	Server name: QBlive03.myrealdata.net
	eoyy dcip sbsz mhtz
	That is what the password they got for me looks like
Anurag Sharma	Fabell, just to confirm — you need our assistance in enabling the newly added user to email invoices from QuickBooks, is that correct?
fabell	Yes, can you take control and get it to work?
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your server?
fabell	Yes, no problem
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
fabell	understood, it is ready for you
Anurag Sharma	Please accept the remote session request on the server.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Please stay connected.
	Please stay connected.
	I would request you to please contact your IT team in order to resolve this issue. Please ask the IT person to provide you the correct password.
	QB is saying that the code is not correct.
fabell	Can you disconnect!!!!
	I am needing to try someone else
Anurag Sharma	Please do the same and let us know if we can assist you with anything else.
fabell	How do I disconnect??
Anurag Sharma	I deeply apologize for the inconvenience caused to you.

fabell Just disconnect
Anurag Sharma I am disconnecting the chat as per your request.

fabell has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76967 Daniela Rotaru on behalf of Rocio Acosta

Email: racosta@pblbio.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 23 Secs

City: PISCATAWAY

State: New Jersey

Country: UNITED STATES

Chat Transcript

Daniela Rotaru on behalf of Rocio Acosta	Hello, I am your Acebuddy
Acebuddy	Hello Daniela Rotaru On Behalf Of Rocio Acosta, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Daniela Rotaru on behalf of Rocio Acosta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniela Rotaru on behalf of Rocio	I'd like to raise a Request

Acosta	
Acebuddy	Please select your request type.
Daniela Rotaru on behalf of Rocio Acosta	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Daniela Rotaru on behalf of Rocio Acosta	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Daniela Rotaru on behalf of Rocio Acosta	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Daniela Rotaru on behalf of Rocio Acosta	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?
Daniela Rotaru on behalf of Rocio Acosta	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>
Daniela Rotaru on behalf of Rocio Acosta	Thank you!
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you
	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Daniela Rotaru on behalf of Rocio Acosta	Good morning! Thanks for your help! KI am trying to connect to the server with a new login and it is not working. please r
	actually was updated to 692866
Anjainay Singh	Please allow me two minutes so that I can look into it .
Daniela Rotaru on behalf of Rocio Acosta	I tried to set up a Teams call today , but I did not got reply on this
	<i>6:38:20 PMDaniela Rotaru on behalf of Rocio Acosta is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:46.16 KB)</i>
Anjainay Singh	Thank you!

Daniela Rotaru on behalf of Rocio Acosta	Are you facing while logging into QB or server?
Anjainay Singh	I thought you can help me to see the issue in my pc
	May I take the remote access of your local computer?
Daniela Rotaru on behalf of Rocio Acosta	yes, please
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Daniela Rotaru on behalf of Rocio Acosta	Yes, I will leave just the email with my credentials
Anjainay Singh	https://assist.acecloudhosting.com/join/8642602165
	Please copy this machine at your local machine in browser.
Daniela Rotaru on behalf of Rocio Acosta	OK.
Anjainay Singh	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

#76833 Dan Segawa

Email: dsegawa@armdynamics.com  3102935861

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: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Dan Segawa	Hello, I am your Acebuddy
Acebuddy	Hello Dan Segawa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dan Segawa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dan Segawa	I'd like to raise a Request
Acebuddy	Please select your request type.
Dan Segawa	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Dan Segawa	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudbilling.com, and we will provide you with an update.
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need immediate assistance.
	Do you need any further assistance on the topic?
Dan Segawa	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

#77485 accounting

Email: accounting@ecpplastictrays.com  5857506545

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: FAIRPORT

State: New York

Country: UNITED STATES

Chat Transcript

accounting	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
accounting	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accounting	I'd like to report an Issue
Acebuddy	Please select an option!
accounting	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
accounting	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

Chat Transcript

It said my card was declined, I was trying to get into my account, it said password incorrect, I reset it, tried to login, still said password incorrect, reset password again, still said password is incorrect, and now locked me out of my account

Visitor Details

#76580 Kevin Davis

Email: kevin@thm2g.com ☎ 17193379467

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: https://www.acecloudhosting.com/account-login/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud+hosting&utm_adgroup=Primary&gclid=Cj0KCQjww-HABhCGARIslLO6XzHcYUJXeVGBtjXrNITIGwCCphItOSJln9CztgCLs5LeMctHvVFCCwaAqqjEALw_wcB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: COLORADO SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript

Kevin Davis It said my card was declined, I was trying to get into my account, it said password incorrect, I reset it, tried to login, still said password is incorrect and now locked me out of my account

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

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

Let me transfer this cat to my technical team.

Shivam Singh accepted the chat transfer request.

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

Kevin Davis thanks

Shivam Singh Kindly allow me two minutes to check the same.

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

Kevin Davis ummm I am not sure it is not in front of me

Shivam Singh Could you please tell me your business name registered with ace.

Kevin Davis The Harman Group or The Harman Media and Marketing Group

Shivam Singh	Thanks We have "The Harman Group" registered. we only have two users registered Could you please confirm the user who is facing the issue. Are we still connected here?
Kevin Davis	Are we still connected here? yes sorry Candy and I share a login to the payment portal it is the payment system we are having an issue with https://myportal.acecloudhosting.com/login
Shivam Singh	Okay May I take the remote access of your local computer?
Kevin Davis	yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end. Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1512803232
Kevin Davis	ok I granted you access we use roboform to save company passwords
Shivam Singh	Is there anything else I may help you with ?
Kevin Davis	no that is all
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of 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 appri quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76650 Christina Sillick

Email: christina@heatkool.com ☎ 13058209000

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: SPENCERPORT

State: New York

Country: UNITED STATES

Chat Transcript

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

#77117 Dixie Brostrom

Email: dixie@mdgwaste.com  3174904582

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: 24 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Dixie Brostrom	Hello, I am your Acebuddy
Acebuddy	Hello Dixie Brostrom, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dixie Brostrom	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Himanshu accepted the chat transfer request.</i>
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.
	Please allow me 5 minutes, connecting you with the concerned team.
	<i>Himanshu is transferring the chat to Support(QB & App Hosting).</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. as this chat session is disconnected from your end.

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.

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76997 sreed

Email: sreed@fixmybustedcomputer.com  1612819089

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 52 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
sreed	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. We will implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
sreed	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
sreed	yesterday I kept getting disconnected. Hopefully today will be better.
	Our Quicbkooks has an update waiting and is preventing us from using it
	RehabCounselors user name is MeghanBi
Shivam Singh	Please allow me to check.
sreed	ok
Shivam Singh	As we checked some of the critical updates are pending let me update it for you.
	Give me 2 minutes.
sreed	ok thank you
	if anyone is logged in you can log them off
Shivam Singh	Much appreciate your cooperation.
	Please check now, it must have been updated now.
sreed	ok
Shivam Singh	I will wait for your confirmation.
sreed	ok i can open it now. thank you!
Shivam Singh	Great to know that, Is there anything else I may help you with ?
sreed	that should be it. thx again
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day. I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.
	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 and suggestions 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/>)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76601 landongolder

Email: landongolder@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: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

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

landongolder	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	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

#76503 thomas mason

Email: sanddollarinc@gmail.com ☎ +12032096707

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: BONITA SPRINGS

State: Florida

Country: UNITED STATES

Chat Transcript

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

	Please select your request type.
thomas mason	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
thomas mason	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC http://acecloudhosting.com/utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&utm_content=Branded
	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 chat.

Ended due to chat idle timeout

Chat Transcript

I need to talk with support please

Visitor Details

#76928 carolina

Email: carolina@ptaxagents.com ☎ 905317123637

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&utm_content=Branded

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

carolina I need to talk with support please

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

Sure Carolina

Let me transfer you to support team

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

Shivam Singh accepted the chat transfer request.

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

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

carolina Hello Shivam

Professional Tax Agents, CarolinaO

Shivam Singh Thanks, how may I assist you today?

Hi there!

Are we still connected here?

Are we still connected here?

carolina Sorry, I received a phone call

Shivam Singh No problem, please tell what issue you are facing ?

carolina We want to know if it's possible to use our Microsoft license here in ACE. We want to use Excel, Word and Microsoft Teams

Shivam Singh Okay, please allow me to check the Compatibility matrix for Microsoft Office license.

carolina ok

Shivam Singh As per your query, I wanted to inform you about the compatibility of different Microsoft Office 365 versions with our Ace C using it alongside your QuickBooks application.

The following Office 365 versions are fully compatible with Ace Cloud Hosting:

Office 365 Apps for Enterprise

Office 365 E3 (Enterprise 3)

Office 365 E5 (Enterprise 5)

carolina Ok, let me check which one is ours

Shivam Singh Sure, you can let us know and we will assist you accordingly.

Are we still connected here?

carolina Yes, but I'm waiting for the reply of my colleague

Shivam Singh Of course, I'm happy to wait for your reply here. However, if it's more convenient, you're also welcome to share any update whenever works best for you!

carolina Ok, I will send an email

Shivam Singh Great, thanks for your response .

Is there anything else I may help you with ?

carolina Sorry I just received the reply

Shivam Singh	that's great
carolina	Is Microsoft Family
Shivam Singh	Could you please share the license name.
carolina	One minute
Shivam Singh	Sure
carolina	No, I will send an e-mail, thanks
Shivam Singh	That's alright.
	Is there anything else I may help you with ?
	Hi there! Are we still connected here?
carolina	No, thanks
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	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 appri
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec
	(https://selfcare.acecloudhosting.com).)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76626 syed.rehman

Email: syed.rehman@krypc.com ☎ 9902432323

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

syed.rehman	Hello, I am your Acebuddy
Acebuddy	Hello Syed, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
syed.rehman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
syed.rehman	I'd like to raise a Request
Acebuddy	Please select your request type.
syed.rehman	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your issue and we will get back to you as soon as possible. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option from the dropdown menu.
syed.rehman	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
syed.rehman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
syed.rehman	Hi i have issue with security group its my new account which i have created for testing purpose
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati declined the transfer request.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you with your issue.
syed.rehman	Hi Anjainay
	we have created a new ubuntu server but from other office ubuntu not able connect to ur server using rsync

Anjainay Singh is transferring the chat to Ankit.

Ankit accepted the chat transfer request.

Ankit

Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you

Hello Syed, How are you doing today?

syed.rehman

rsync: connection unexpectedly closed (0 bytes received so far) [sender] rsync error: error (code 255) at io.c(232) [sender=3.2.7]

Yes i am doing Good, How abt u

Ankit

I am doing well, thank you for asking.

I will surely help you with this issue.

syed.rehman

can u we have call to discuss and share my screen

i have create new security group and not able allow ssh access to my server IP

Ankit

Yes, if you wish to discuss this over a call, you can reach us on our toll-free number: 1-888-415-5240? Syed, I would kindly request you to share your business name. (Edited)

syed.rehman

r u available on this number

Ankit

Alternatively, I can arrange a callback for you, or if you prefer, I can assist you right in this chat.

syed.rehman

pls

this is my 9902432323

Ankit

Yes, you can reach us, and you will be connected to one of our senior support engineers. Please share your preferred time frame and time zone so that I can arrange the callback for you.

syed.rehman

it is out of service

Ankit

Please confirm if you tried calling this number: 1-888-415-5240?

syed.rehman

is it possible call me now

Ankit

Sure, I can arrange a call back in next 20-30 min from now.

syed.rehman

ok

Ankit

Before arranging a call back, we would need a few details. (Edited)

Syed, I would kindly request you to share your business name.

syed.rehman

this number 18884155240 is not going

KrypC Technologies Pvt Ltd

Ankit

I can confirm that this number is currently active, as our other clients are able to connect to the same number.

syed.rehman

is it

Ankit how soon they can call me , as i need to evaluate this asap

Ankit

Syed, I am unable to retrieve any details using the business name. Could you please ticket number, server name, or CID number to help me locate your account?

syed.rehman

a2278904-2280-4e54-9da2-85995db7e301

kvb-vboardVM

r u there

Ankit

I sincerely apologize for the inconvenience. Could you please confirm if this is your fi contact ACE?

syed.rehman

yes this is my first time

Ankit

Thank you for the details.

Syed, do you currently have an account with us?

syed.rehman

i need to allow few ip for ssh and other access

Ankit

Thank you for all the details.

Please allow me 2-3 minutes to transfer this chat to our Sales and Solutions team, as if you have an active account with us.

syed.rehman

inbound rules i am facing challenges

i need support from technical team Ankit

Ankit

Syed, I can assist you further; however, I would need your account details to proceec assistance.

syed.rehman

pls let me know

#11413 Inbound Rule

this is my ticket number

Ankit

Please allow me 2-3 minutes to transfer this chat to our Sales and Solutions team.

syed.rehman

r u from technical team

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

Rajan accepted the chat transfer request.

Rajan is transferring the chat to Ankit.

Ankit accepted the chat transfer request.

Ankit is transferring the chat to Sales & Solutions.

Amit accepted the chat transfer request.

Amit

Hello Syed.

How may I assist you today.

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

Ankit accepted the chat transfer request.

Ankit

Kindly allow me 4-5 minutes to check the same.

I sincerely apologize for the delay in my response.

Syed, I am unable to retrieve any details using the business name.
Please confirm if you are willing to opt for services from ACE. (Edited)

so that we can connect and review your requirements to assist you further.

Are we still connected here?

syed.rehman yes

Ankit Please confirm if you are willing to opt for services from ACE.

As I am unable to locate any account with the details provided.

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

Ankit has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77390 Ted Mauch

Email: dfs@46410.org **Phone:** 12197691755

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: MERRILLVILLE

State: Indiana

Country: UNITED STATES

Chat Transcript

Ted Mauch	Hello, I am your Acebuddy
Acebuddy	Hello Fr. Ted Mauch, 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 you still n Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76705 Claire Speake

Email: claire@sgwfresno.com ☎ 15593479965

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Claire Speake	Hello, I am your Acebuddy
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Claire Speake	Technical Support (QB & App Hosting)
Acebuddy	

Welcome to Ace Support.

Please chose an option :

Claire Speake

I'd like to report an Issue

Acebuddy

Please select an option!

Claire Speake

QuickBooks Issue

Acebuddy

What type of QuickBooks Issue are you facing?

Claire Speake

QuickBooks Login Issue

Acebuddy

I understand that you are unable to login to your QuickBooks company file. The following steps will help you with resolving the issue

Was that helpful?

Claire Speake

No

Acebuddy

No issues, please wait while I connect you to one of our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

Anjainay Singh

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

Claire Speake

I have two users that logged in using the same Credentials and now there QB are linked. Please help me to fix this.

Accounting_SG and CustomerService_SG

I give you permission to remote access my computer. I am currently remoted in using CustomerService_SG

Anjainay Singh

Please allow me two to three minutes so that I can look into the issue.

I am observing the issue please be patient with me.

Claire Speake

OK

Anjainay Singh

May I take the remote access of your server?

Prior providing the access, I would suggest you to close any important documents at this time.

Claire Speake

Yes

Anjainay Singh

Could you please confirm the server name.

Claire Speake

CustomerService_SG

Anjainay Singh

Its user name please provide the server name.

Claire Speake

SGW.myrealdatal.net

Anjainay Singh

Could you please guide me through issue.

Claire Speake

This computer logged in using the same credentials as another user. So when we log in to this computer, it kicks the other user off. I need to update the credentials on this computer.

Anjainay Singh	Please confirm whether both user have same credentials for server or QB .
Claire Speake	They should not have the same credentials, but for some reason, this user used the same credentials this morning.
Anjainay Singh	May I take the remote access of your local computer?
Claire Speake	yES
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at https://assist.acecloudhosting.com/join/1872800147
	Please copy this URL at your local machine browser.
Claire Speake	It said the session is invalid. can you send me another link ?
Anjainay Singh	Okay in order to better assist you I will send two separate RDP file for users Accountant and CustomerService_SG and you may access the server respectively depending upon your requirement (Edited)
Claire Speake	Ok
	I would rather you take care of this for me. Can you remote into my computers and check for any issues.
Anjainay Singh	https://assist.acecloudhosting.com/join/5222971656
	Please copy this new URL at your local machine browser.
	Could you please try to access again the server.
	As we haven't got any response from your end, We are closing this chat. If you still need any help Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77680 Angela Jamieson

Email: angela@kenstruct.ca **14167714386**

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: TORONTO

State: Ontario

Country: CANADA

Chat Transcript

Angela Jamieson	Hello, I am your Acebuddy
Acebuddy	Hello Angela Jamieson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Angela Jamieson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angela Jamieson	I'd like to raise a Request
Acebuddy	Please select your request type.
Angela Jamieson	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email account. Please mention the reason for server reboot and the support team will be happy to update you on the same.
	Do you need any further assistance on the topic?
Angela Jamieson	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

#77567 Rachel Yu

Email: ryu@fuf.net 14152680784
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: BERKELEY
State: California
Country: UNITED STATES

Chat Transcript

Rachel Yu	Hello, I am your Acebuddy
Acebuddy	Hello Rachel Yu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rachel Yu	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 you still n Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77621 Andrew Lee
Email: andrewlee@cpa4us.com 13105673819
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: GARDENA
State: California
Country: UNITED STATES

Chat Transcript

Andrew Lee	Hello, I am your Acebuddy
Acebuddy	Hello Andrewlee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andrew Lee	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 you still n Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77452 samona
Email: samona@aabs.tax 7198200159
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Android
Browser: Microsoft Edge
Device: Mobile
Average Response Time: 2 Mins 30 Secs
City: WEST UNITY
State: Ohio
Country: UNITED STATES

Chat Transcript

samona	Hello, I am your Acebuddy
Acebuddy	Hello Samona, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
samona	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
samona	I'd like to report an Issue
Acebuddy	Please select an option!
samona	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
samona	Need office tools reinstalled
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you.
	I will be surely assisting you with this. Kindly help me with your server name and usage details.
samona	Ticket 697030
Yash Kalra	Kindly allow me two minutes to check the same.
samona	Office tools is still giving me the same error message
	<i>12:42:20 AM samona is sharing a file with you 20250526_150739.jpg - (Size:6.04 MB)</i>
Yash Kalra	Please stay connected
samona	I am
	Im on my phone not the computer
Yash Kalra	May I take the remote access of your server?
	<i>12:47:40 AM samona is sharing a file with you 17482870242227801692509947665005.jpg - (Size:6.27 MB)</i>
	May I take the remote access of your server?
samona	Yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at this time.

samona

Okay

I get the message when you open it

It will not let me import or bill anyone

Its say some directory service not exist

Did you guys uninstall are reinstall it... it doesn't look like it

Yash Kalra

Samona,

I've checked with my team and learned that our representative was recently on a call with the OfficeTools support team. To proceed, they require authorization from the account owner to resolve the issue.

To expedite this, we kindly request a **three-way call** with:

Yourself (as the account owner)

Our support representative

The OfficeTools support team

This will allow us to:

- ✓ Obtain proper authorization
- ✓ Address the issue in real-time
- ✓ Ensure a swift resolution

Please let us know a convenient time for this call. We appreciate your cooperation in resolving this efficiently.

We have tried to uninstall and re-install the application, but it did not provide any resolution. (Edited)

samona

So what number am I calling

Yash Kalra

Samona,

To resolve this efficiently, we recommend one of these options:

Option 1: Real-Time Resolution

You connect with the OfficeTools support team

Merge our support team into the call using our toll-free number: **888-415-5240**

We'll address the issue immediately in a three-way call

Option 2: Scheduled Meeting

If real-time isn't feasible, please coordinate a meeting time with OfficeTools support, and we'll work together to resolve the issue collaboratively. (Edited)

Are we still connected here?

Are we still connected here?

Are we still connected here?

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76904 LESLIE STEPHENS

Email: stephenshardwood@highland.net ☎ 14236632564

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: PINE KNOT

State: Kentucky

Country: UNITED STATES

Chat Transcript

LESLIE STEPHENS	Hello, I am your Acebuddy
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be ass
LESLIE STEPHENS	I believe it was you that just helped me.
	The wrong version of the company file was downloaded. The one that you download beginning of January and not our most receent.
Anjainay Singh	Okay please allow me a moment .
	I will restore the latest version of company file onto the server and will share the loca raise a task to concerned department in order to restore it . (Edited)
LESLIE STEPHENS	Okay
Anjainay Singh	Is there anything else I may help you with ?
LESLIE STEPHENS	When should it be ready?
Anjainay Singh	It may take 1-2 hours or within it depending on company file size and as it is getting share the update over an email asap.
LESLIE STEPHENS	Okay. Please let me know ASAP.
Anjainay Singh	Sure , you may end this chat session we will contact you over an email soon.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77547 Ryan Godbey

Email: rgodbey@cgfinancialaccounting.com ☎ 6064257574

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: 2 Mins 34 Secs

City: LEXINGTON

State: Kentucky

Country: UNITED STATES

Chat Transcript

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

	QuickBooks
Acebuddy	<p>Request you to kindly share the following information with us via email on support@acecloudhosting.com so we can proceed with the installation.</p> <ul style="list-style-type: none"> • QuickBooks Version (Pro/Premier/Enterprise) with year • License Number and Product Code
	An email update will be shared once the request is completed.
	Do you need any further assistance on the topic?
Ryan Godbey	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting yo
Ryan Godbey	Hi I need help with ticket 701463
	Hello?
Tushar	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
	As I can see you want to upgrade to QuickBooks 24 correct?
Ryan Godbey	Yes
Tushar	Have you purchased it if yes kindly share the license number and product code.
	after which we will proceed with the installation of the QuickBooks 24 on server.
Ryan Godbey	License # 733731929516049
	Product # 911782
	That is PAP Premier Software Bundle License # and Product #
	The 2025 would be better than 2024 if possible
Tushar	Thank you for the details we will proceed with the installation it will take around 30 n arise.
Ryan Godbey	I don't think 2025 is out.
	License # 733731929516049
Tushar	It's the online version not the 2025.
Ryan Godbey	Product # 626040
	I think this is the 2024 Product Code and License # for the QB Desktop
Tushar	Thank you for letting us know we will proceed with the installation if we face any iss

you for the same.

Ryan Godbey

Thanks

Tushar

Kindly log off from the server after this chat ends as server would need reboot after it.

Is there anything else I may help you with ?

Ryan Godbey

No thanks

Tushar

I would greatly appreciate if you could spare a minute to give your valuable feedback on 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 with a summary of our conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my managers can review it. If you are not comfortable doing it here, you can do it later when you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77171 fabell

Email: fabell@abellturf.com ☎ 16782960822

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: ALPHARETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

fabell	Hello, I am your Acebuddy
Acebuddy	Hello Fabell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fabell	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dev Dubey accepted the chat transfer request.</i>
fabell	I need to remove one user from my account, and setup a new employee
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
	Abell Turf and tractors (CID60001)
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be a
	Hello fabell
	I will surely help you with this issue.
	Please send us an email from the registered email address at support@acecloudhost we could proceed further with the request.
	Rest will be assured by us
fabell	Okay, sending the email now. Thank you!
Shashwat Verma	Sure, kindly share the Name, phn no and email address of the new person to be add
	In email only
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77043 Joanie Vollmers

Email: jvollmers@stjohns-savage.org

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: SAVAGE

State: Minnesota

Country: UNITED STATES

Chat Transcript

Joanie Vollmers	Hello, I am your Acebuddy
Acebuddy	Hello Joanie Vollmers, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joanie Vollmers	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joanie Vollmers	I'd like to raise a Request
Acebuddy	Please select your request type.
Joanie Vollmers	Change in Users
Acebuddy	Please select your desired option!
Joanie Vollmers	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you owner, Please refer to the following link for a detailed guide on how to manage users
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still n Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76458 joe pavone

Email: joe@rvirtualcfo.com ☎ 17043971586

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: CLOVER

State: South Carolina

Country: UNITED STATES

Chat Transcript

joe pavone Hello, I am your Acebuddy

Acebuddy Hello Joe, 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 you s assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

