

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74657 Zachary Doughty
Email: zacharyd@qps4u.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 30 Secs
City: MESA
State: Arizona
Country: UNITED STATES

Chat Transcript

Zachary Doughty	Hello, I am your Acebuddy
Acebuddy	Hello Zachary Doughty, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Zachary Doughty	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zachary Doughty	I'd like to report an Issue
Acebuddy	Please select an option!
Zachary Doughty	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Zachary Doughty	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Zachary Doughty	I can not email Invoices, sales orders etc out of QuickBooks
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Zachary Doughty	Good morning
Manish Singh	Good Morning
	I will surely help you with this issue.
Zachary Doughty	Great what is the first step to fix this issue?
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Zachary Doughty	the ticket number I was told to reference was 665487. My is Zachary Doughty with Quick Product Solutions
Manish Singh	May I take the remote access of your server?
Zachary Doughty	yes
Manish Singh	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 you on hold. Once the issue is resolved, kindly give your confirmation on this chat.
	Kindly contact Intuit support regarding Login Issue and contact us back regarding Email Issue.
	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)

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

Email: rzeigen@szcpa.tax ☎ 15613920620

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73598 Kassie Molinar

Email: kassie@ironwoodbc.com 📞 19362061325

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: 37 Secs

City: EL PASO

State: Texas

Country: UNITED STATES

Chat Transcript

Kassie Molinar	Hello, I am your Acebuddy
Acebuddy	Hello Kassie Molinar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kassie Molinar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kassie Molinar	I'd like to raise a Request
Acebuddy	Please select your request type.
Kassie Molinar	Password Reset
Acebuddy	Please select an option below
Kassie Molinar	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Kassie Molinar	Yes
Acebuddy	Please wait while we connect you to our Support Representative
Acebuddy (bot) forwarded the chat request	
Shashwat Verma accepted the chat transfer request.	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello kassie
Kassie Molinar	Hello.
Shashwat Verma	I will surely help you with this issue.
	Do you have the acceess of myportal?
Kassie Molinar	I don't need my password reset.
	Kevin is unable to access his account
	We've tried resetting the password and it still doesn't let him in.
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Kassie Molinar	We need his desktop password reset
	it's not my computer
	it is for Kevin.
Shashwat Verma	No problem, you can share the link with them

Kassie Molinar	the username is myrealdata/KevinR
	no that is not what I am asking
	I am needing you to help get Kevin logged in. Kevin is not available to chat.
Shashwat Verma	kassie, as you have mentioned above that kevin is not able to login, hence you want password reset for them or want ass
Kassie Molinar	Yes, Kevin isn't available to chat. I need to handle it for him.
Shashwat Verma	Yes, perfect
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1862364963
	Kindly share the link with kevin
Kassie Molinar	What is the link for?
Shashwat Verma	It is for remote session for their local pc access
Kassie Molinar	As I stated, Kevin isn't available to do this.
	I need to handle for him.
	can you please help me with that
Shashwat Verma	So you want to login as kevin from your pc?
Kassie Molinar	Well the issue is that no one can currently login as Kevin.
	I'm happy to try if that helps
Shashwat Verma	I'll assist you to do so, if you know their password
	Shall we proceed?
Kassie Molinar	I'm afraid you aren't listening.
	The password we have on file is not working.
Shashwat Verma	Kassie, no problem, you are the admin, you can reset it , if that's not work, but still we have try for the same
	<i>The visitor's phone number was changed to 19362061325.</i>
Kassie Molinar	I reset it earlier and it still isn't working.
Shashwat Verma	So you need new password for them?
Kassie Molinar	sure
	It is now saying his account is restricted
	Can you just help with that
Shashwat Verma	Yes, kassie, for that issue we require to check the RDP file saved on the kevin pc, hence we asked for remote access
	There are multiple reasons for which users getting prompts errors
	As per our records, kevin is active user on the account
	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)
Shashwat Verma has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74329 Rikita

Email: rikitavdabasia95@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: GLENMOORE

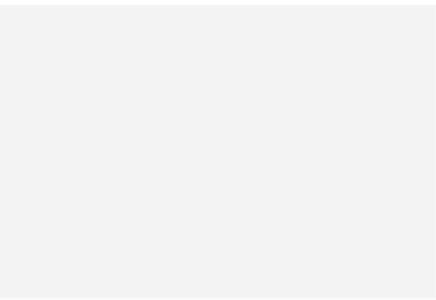
State: Pennsylvania

Country: UNITED STATES

Chat Transcript

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

Rlkita	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rlkita	I cannot get into the Lacerte Tax software
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.
Rlkita	Thank you.
Manish Singh	I will surely help you with this issue.
	May I know the Lacerte version in which you are facing this issue.
Rlkita	2024
	Lacerte 2024
Manish Singh	Let me update Lacerte and then you can try again.
Rlkita	Yes please
Manish Singh	Working on it
Rlkita	Thanks
Manish Singh	Need to restart the server once.
Rlkita	I only get the disconnect option not the restart option
Manish Singh	Restarted the server, Kindly login after 1 minute and try to access Lacerte
Rlkita	Sure
Manish Singh	Try to login once and check.
Rlkita	Okay I will
	Its Loading
Manish Singh	Yes, please take your time
Rlkita	Yes it works now. Thanks you.
Manish Singh	Is there anything else I may help you with ?
Rlkita	No that is it.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!



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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74902 heidi
Email: heidi@scottscpa.com ☎ 512-900-7974 ext 115
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: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript

heidi	Hello, I am your Acebuddy
Acebuddy	Hello Heidi, 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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74609 david.cook.mpa
Email: david.cook.mpa@outlook.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: 53 Secs
City: PROVIDENCE
State: Utah
Country: UNITED STATES

Chat Transcript

david.cook.mpa	Hello, I am your Acebuddy
Acebuddy	Hello David.cook.mpa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
david.cook.mpa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
david.cook.mpa	Restart
Acebuddy	Hello David.cook.mpa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
david.cook.mpa	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
Acebuddy (bot) forwarded the chat request	
Pradeep Kumar accepted the chat transfer request.	
Pradeep Kumar	Thank you for contacting Ace cloud hosting my name is Pradeep how may I help you for today?
david.cook.mpa	Hi Pradeep. I need to set up remote access on a new workstation. My client # is CID72915

Pradeep Kumar	Alright, Let me transfer the chat to the concerned the concerned team.
david.cook.mpa	Thank you.
<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
david.cook.mpa	Thank you very much. My user name is David Cook
	The account is CID72915
	I am not sure what the server name is.
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Please allow me to inform we can send the RDP application to you over the email.
david.cook.mpa	Great. My email is david.cook.mpa@outlook.com
Ashutosh Mishra	You may end the chat as once it's closed the ticket will be generated and I will send you the RDP under the same ticket.
	Is there anything else I may help you with ?
david.cook.mpa	Wait, I think there is a misunderstanding. I apologize. I need help setting up remote access to my ACE account on a new c computer and set up that access?
Ashutosh Mishra	Sure, i will send you the invite over david.cook.mpa@outlook.com for remote session.
david.cook.mpa	Thank you very much.
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	You can also click on following link to start the session https://assist.acecloudhosting.com/join/5562793748
david.cook.mpa	I believe we are connected now.
Ashutosh Mishra	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

#74253 Nathan Urry
Email: techs@cr-t.com 📞 13853251678
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: 28 Secs
City: DRAPER
State: Utah
Country: UNITED STATES

Chat Transcript -----

Nathan Urry	Hello, I am your Acebuddy
	What is case 660297? I do not believe that is from me (nathan.urry@wholdllc.com)
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Nathan Urry	thank you
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	This is chat transcript that was sent to you from Ace, you were in chat session just now with me. Once the chat is closed y
Nathan Urry	i got that transcript in an email
	I got a separate email with the new case number listed above...?
Ashutosh Mishra	Yes, each time you start a chat session a new ticket number is generated.
	Once the chat session is closed.
Nathan Urry	ok thank you
	i'm done
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74562 office
Email: office@rkirkdev.com 📞 4086861199
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 34 Secs
City: MORGAN HILL
State: California
Country: UNITED STATES

Chat Transcript

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

office	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 :
office	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
office	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
office	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@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
office	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Jody, How are you doing today ?
office	ticket 664160. waiting for call back. I would like to resolve the issue this morning. thank you
Rohan Prajapati	Thank you for sharing the ticket Number.
	Kindly allow me 4-5 minutes to check the same.
	As I can see from the previous tickets, we have tried all possible solutions, but they didn't work. Therefore, we believe tha create a new user for you and share the credentials shortly.
office	ok
Rohan Prajapati	Will that be okay with you? We will test it on our end first and migrate the data from the old profile to the new profile before sharing the new user cre
office	yes, but my concern is that I'm having the same issue with Randy's computer
Rohan Prajapati	As I can see from the previous ticket, we have made the changes for the user, Randy, only.
	We have made the changes for only RandyK.Pro1
office	the other user is myself yeah ok, we have only one user that we share.between the two computers
Rohan Prajapati	Yes that's the case

	Okay So, we will share the new user details with you once it's done and tested on our end.
	Is there anything else I may help you with ?
office	Do I stay on chat and wait for the changes?
Rohan Prajapati	Jody, you need to stay on the chat as it will take some time to test and create the user
	We will update you via email once its done
	It should be resolved by morning.
office	ok, I'll go home then and come in early tomorrow morning.
Rohan Prajapati	Sure Jody. We will try to update you as soon as possible
office	Please contact me 408-314-8033 if needed
Rohan Prajapati	Thank you so much for sharing the contact number
	Is there anything else I may help you with ?
office	no thank you
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session



Chat Transcript

We need to try to open up some space on our serve

Visitor Details

#74755 Brent Leonard
Email: bleonard@ohioams.com ☎ 12165253117
Department: Support(QB & App Hosting)

Operator:

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=

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 41 Secs

City: BRUNSWICK

State: Ohio

Country: UNITED STATES

Chat Transcript -----

Brent Leonard	We need to try to open up some space on our server
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.
Brent Leonard	Thank you'
Amit Raina is transferring the chat to Support(QB & App Hosting).	
Sharath Kumar accepted the chat transfer request.	
	When we log in, we gt a warning that we are at 3 % remaining
Sharath Kumar is transferring the chat to Manish Singh.	
	Can you find out if there are files that can be delted to open up space?
Manish Singh has not responded for the transfer request.	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Sure, this process will take some time as the whole server will need to be scanned
Brent Leonard	That would be much appreciated. Is that possible?
Sharath Kumar	Once the scan is completed, I can let you know what is taking the space on the server and I'll try deleting the irrelevant fi
	Please allow me a couple of hours for the same and I will keep you posted on the findings via email
	anything else that I may assist you with in the meantime?
	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.
Sharath Kumar has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73761 **megan**
Email: megan@martinenterprisesheatingandac.com ☎ 8474381203
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 22 Secs
City: LAKE ZURICH
State: Illinois
Country: UNITED STATES

Chat Transcript

megan	Hello, I am your Acebuddy
Acebuddy	Hello Megan Martin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
megan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
megan	I'd like to report an Issue
Acebuddy	Please select an option!
megan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
megan	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
megan	No

	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you.
		<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.
		Hello Megan
	megan	Hello, Brian Daly is unable to login to Quickbook's this morning.
	Shashwat Verma	I will surely help you with this issue.
	megan	Brian.Da
	Shashwat Verma	Is he able to join the server?
		OR just having issue with Quickbooks only?
	megan	It is a message saying QB's thinks someone else is working on the file and we have ltr license.
	Shashwat Verma	Got it!
	megan	Brian Daly should still be active, we requested one month.
	Shashwat Verma	Kindly allow me two minutes to check the same.
	megan	Thank you.
	Shashwat Verma	Can we take the server access of Brian and check the error at their end?
	megan	Sure.
	Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
		I have shared the invitation
		Kindly accept it at Brian end
	megan	I'm not with Brian.
		I have to email him.
	Shashwat Verma	Could you please inform him or ask them to initiate the chat.
	megan	He hasn't responded yet. Are you able to troubleshoot without him accepting?
	Shashwat Verma	Megan, we need their access for the issue
		We can schedule a call-back then for him.
		Is that work for him?
	megan	Yes please. What is your email?
		I will put you both on an email.
	Shashwat Verma	support@acecloudhosting.com, kindly share direct contact number and time for call-back.
	megan	Thank you.

Shashwat Verma	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 (1-888-415-5240) if any further assistance is required.
Shashwat Verma has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74803 ankit
Email: ankit@hkidata.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 41 Secs
City: DAHOD
State: Gujarat
Country: INDIA

Chat Transcript

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

		Please chose an option :
	ankit	I'd like to report an Issue
	Acebuddy	Please select an option!
	ankit	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	ankit	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	ankit	Slowness issue
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	ankit	Hi
		Hi
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assi
	ankit	Hi
		QB working very slow in all pc
	Sharath Kumar	Hello Ankit, sorry to hear about that
		Let me quickly check the server and see why that is happening
	ankit	Ok
	Sharath Kumar	what is the server name that you are currently connect to?
	ankit	JIGNESHP
		I think all logoff
		Anyone online?
	Sharath Kumar	checking, one moment please
	ankit	Ok
		Can u reboot?
	Sharath Kumar	Sure, I just did that
		it has been successfully rebooted, could you please try signing in now and let me kno
		as we are connected on the other chat, I am closing this chat
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73938 Susan Thompson
Email: susan@alteinc.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: 24 Secs
City: SANDERSVILLE
State: Georgia
Country: UNITED STATES

Chat Transcript

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

	Susan Thompson	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	Susan Thompson	in re: ticket ID 656818
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
		<i>Ashutosh Mishra is transferring the chat to Shashwat Verma.</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 as
		Hello Susan
	Susan Thompson	Hi Shashwat! How are you today
	Shashwat Verma	I am good, what about you?
	Susan Thompson	I'm doing well! Thanks ~
		reaching out about our ticket ID# 656818...
	Shashwat Verma	Kindly allow me two minutes to check the same.
	Susan Thompson	ok
		on standby
	Shashwat Verma	You have requested for Quickbooks update right?
		I will surely help you with this issue.
	Susan Thompson	yes I have...our email auto-ticket response said an engineer would reach out within tv that was at 2:33pm so I wanted to make sure everything was ok
		I didn't know if it had already been done? or still pending.
	Shashwat Verma	I apologize for any delay.
	Susan Thompson	so the basis for the request comes from our QuickBooks pro adviser who also handles She's been having issues with the (forgive me for being bad at explaining this) auto-p where she pre-slates our paychecks for every two weeks. The last two didn't automat she had to manually force the payroll
		no worries!
		She thinks its due to the latest update not being done.
	Shashwat Verma	I got your issue
	Susan Thompson	since we are fairly new to AceCloud, we assumed you automatically handle these sort we need to reach out and request each time they need tobe done?
	Shashwat Verma	Qb made theses update automatically, however for some cases we have to do it man
		We have noted your request and will update the Qb Enterprise 2024 as well as payrol and will let you know on email.

	Is that work for you?
Susan Thompson	oh ok thank you so much for letting me know. I appreciate it. FYI I work really unpredi although we are USA Stateside, I have international customers that require me to son night hours. This is one of those weeks. How long do you need me to be out of the sys dictate when is a good time to do it
Shashwat Verma	In that case we can schedule the update as per your requirement, kindly give us the p which server is not in use, most cases we require only 20-25 mins of downtime.
Susan Thompson	oh! thats not bad at all.....how about run them around 3:30 a.m. I usually don't work p case scenarios so that will be a safe time
Shashwat Verma	Sure, kindly confirm the time Zone to avoid any confusion.
Susan Thompson	Eastern Standard Time / USA
Shashwat Verma	Thanks for the confirmation !
	We'll align accordingly.
	Is there anything else I may help you with ?
Susan Thompson	wonderful thank you so much for your help today! have a great night.
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in adv.
Susan Thompson	sure thing - have a great night
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our ! (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl</p> <p><i>Shashwat Verma has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#74061 info
Email: info@dchhauling.com 📞 708-774-6393
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: GRIFFITH
State: Illinois
Country: UNITED STATES

Chat Transcript -----

info	Hello, I am your Acebuddy
Acebuddy	Hello Maria Belen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate op
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
info	I need help backing up QB
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 assist
		Hii Maria
	info	Thanks!
		Could you help me backing up QB?
	Manish Singh	I will surely help you with this issue.
		May I take the remote access of your server?
	info	yes
		What do you need?
	Manish Singh	https://assist.acecloudhosting.com/join/9602327243
		Kindly join this link
		Prior providing the access, I would suggest you to close any important documents at y
		We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	info	hi
	Manish Singh	Kindly let us know when you have the information regarding the backup till then we a ticket as follow up.
		Is there anything else I may help you with ?
	info	no
	Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl</p> <p><i>Manish Singh has ended this chat session</i></p>
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73843 Jennifer McKinney
Email: jennifer@austinboatshow.com ☎ 512-921-3461
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: MERRIFIELD
State: Virginia
Country: UNITED STATES

Chat Transcript

Jennifer McKinney	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer McKinney	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer McKinney	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennifer McKinney	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Jennifer McKinney	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, & we will provide you with an update via email.
	<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 dc

	do specify if you need the request processed at a specific time.
	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 ne Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73416 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: HILTON HEAD ISLAND
State: South Carolina
Country: UNITED STATES

Chat Transcript

accounting	Hello, I am your Acebuddy
Acebuddy	Hello Jennie Spiegel, 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 ne Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74362 Alex Williford
Email: alex.williford@southjerseycpas.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 51 Secs
City: LAS VEGAS
State: Maryland
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Please wait while we connect you to an available Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Pradeep Kumar accepted the chat transfer request.</i>
	Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you fc
	Alex Williford	I need help accessing quickbooks
	Pradeep Kumar	Alright, Let me transfer the chat to the concerned team.
	Alex Williford	This specific file is asking me for admin permissions
		<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assi
		Hello Alex
	Alex Williford	Great, I need admin permission to access a quickbooks file
	Sharath Kumar	understood, however an email request has to be sent by the authorized contact to the with the details
	Alex Williford	what's the email
	Sharath Kumar	support@acecloudhosting.com
	Alex Williford	and what if my boss gave me permission to contact
	Sharath Kumar	let me check that for you, what is your company's name or the server's name that yo
	Alex Williford	dolan bell lautner gilbert
		DolanBellMCPA.myrealdata.net
	Sharath Kumar	Unfortunately Alex, you are not added as an authorized contact for Dolan Bell & Mars
		You will have to request either of this person for the folder permission. Matthew, Shannon, Phil and Timothy
	Alex Williford	I asked phil already
	Sharath Kumar	They will then contact the support team to providing you with the appropriate folder a
		But we need something in written to agree to that
		If you could send an email to support, and loop in Phil (or anyone else mentioned earl be helpful
		Once the authorized contact approves your request, we will provide you with the acce
		Is there anything else I may help you with ?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74467 happyhomecleaners96
Email: happyhomecleaners96@yahoo.com ☎ 928-505-3403
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: 29 Secs
City: LAKE HAVASU CITY
State: Arizona
Country: UNITED STATES

Chat Transcript

happyhomecleaners96	Hello, I am your Acebuddy
Acebuddy	Hello Debbie Shreenan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
happyhomecleaners96	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
happyhomecleaners96	I'd like to report an Issue
Acebuddy	Please select an option!
happyhomecleaners96	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re

	happyhomecleaners96	I can not log in
	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 as
	happyhomecleaners96	Hello, my name is Debbie
	Ashutosh Mishra	I understand you are not able to login.
	happyhomecleaners96	correct
	Ashutosh Mishra	Are you getting any error while logging in?
	happyhomecleaners96	no, it does ask me to reset password .
		I am on a former accountant cloud
	Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user
	happyhomecleaners96	DebbieSh.npro
	Ashutosh Mishra	Please also share the server name.
	happyhomecleaners96	would it br Innovative Business Solutions
	Ashutosh Mishra	May I take the remote access of your server?
	happyhomecleaners96	yes
	Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at y
		I will sent invite over your email [happyhomecleaners96@yahoo.com] (mailto:happyhomecleaners96@yahoo.com)
		I have sent the invite, please check.
	happyhomecleaners96	Ththank you that was all I neededHave a great day
	Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
		<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl</p> <p><i>Ashutosh Mishra has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73382 Mariella Cashen
Email: mariella@integritybp.com
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 29 Secs
City: MONTROSE
State: Colorado
Country: UNITED STATES

Chat Transcript

Mariella Cashen	Hello, I am your Acebuddy
Acebuddy	Hello Mariella Cashen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mariella Cashen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mariella Cashen	I'd like to report an Issue
Acebuddy	Please select an option!
Mariella Cashen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Mariella Cashen	I cannot open my excel spreadsheet shortcut
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Yadav accepted the chat transfer request.

Shubham Yadav Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be ass

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

Mariella Cashen I think the server name is under INtegrity Bookkeeping

My user name is Mariella C I believer

Shubham Yadav Thank you for the information and allow 2 minutes to check the same.

Mariella since when are you facing the issue ?

Mariella Cashen Since yesterday

Shubham Yadav Mariella are you enrolled for excel ?

Mariella Cashen Yes

Shubham Yadav Kindly allow me two minutes to check the same.

Mariella as I have checked, I am pleased to inform you are not enrolled in Excel acces

Mariella Cashen Hmm. It was working for me before.

12:37:59 AMShubham Yadav is sharing a file with you
[image.png](#) - (Size:6.6 KB)

Shubham Yadav Mariella these users are having Excel access.

Mariella Cashen Yes. Tech support set it up for me to have access to a shortcut to my data (which is w
as a shortcut to "Clients"

Shubham Yadav Mariella I understand your concern.

only KristinV, Caroline Allen, Monument ,Jason Barth, Kimberly Venezio will have exce

As they are getting charged for the Excel.

If you want us to add Excel for you we can proceed.

We will need a mail to provide excel for the user Mariella

Please send us an email from the registered email address at support@acecloudhosti
we could proceed further with the request.

Please note charges for the Excel are \$5.99 per user per month.

Mariella Cashen Can you see if my boss Jason Barth asked to enroll me in excel previously?

Shubham Yadav Authorized contact : Jason jason
jason@integritybp.com
12144559672

Let me check

Thanks for the confirmation Mariella

I am adding you in Excel Group as per jason request

	Mariella Cashen	Thank you
	Shubham Yadav	Mariella I have added access for your Excel.
		You can use now after logging out and logging again into the server.
		Is there anything else I may help you with ?
	Mariella Cashen	Let me check to see if it worked
	Shubham Yadav	Sure
	Mariella Cashen	Amazing. It worked. Thank you so much!
		I don't need anything else. Have a great day!
	Shubham Yadav	Welcome Mariella
		I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
		Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73732 Charles Watson
Email: charles@smartaccountingsolutions.com ☎ 17062279191
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: ATHENS
State: Georgia
Country: UNITED STATES

Chat Transcript -----

Charles Watson	Hello, I am your Acebuddy
Acebuddy	Hello Charles, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Charles Watson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charles Watson	I'd like to report an Issue
Acebuddy	Please select an option!
Charles Watson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Charles Watson	On 3/3 we added 3GB of RAM, I am still getting the message that I am low on memory are closing while we are trying to work. I need this issue resolved. We can not operate
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam accepted the chat transfer request.</i>
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting yo
Charles Watson	4 days ago we added 3 GB of RAM to stop the memory issues we were having. We are same error messages.
Shivam	I will be surely assisting you with this. Kindly help me with your server name and user
Charles Watson	Charles Watson
	Smart Accounting Solutions
Shivam	Thanks for the information.
	Kindly allow me two minutes to check the same.
	It is taking a little longer, please allow me some more time.

Charles Watson	thank you
Shivam	We will check in the backend as to what we can do to make it more streamlined as the allow me more time.
Charles Watson	thank you so much. I apologize. I have to go into a tax appointment now. So I will close can just update me by email
Shivam	Rest assured we will look into it and update you about the same
	Surely, we will do it.
	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 (1-888-415-5240) if any further assistance is required.
Shivam has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73639 Ryan Windley
Email: ryan@ryanwindley.com ☎ 18014308181
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 11 Secs
City: SALT LAKE CITY
State: Utah
Country: UNITED STATES

Chat Transcript

	Ryan Windley	Hello, I am your Acebuddy
	Acebuddy	Hello Ryan, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Ryan Windley	Sales & Solutions
	Acebuddy	Please wait while we connect you to one of our Sales Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Amit Raina accepted the chat transfer request.</i>
	Ryan Windley	How do I upload documents to my server?
	Amit Raina	Let me transfer you to our technical team, Ryan.
		<i>Amit Raina is transferring the chat to Support(QB & App Hosting).</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you.
	Ryan Windley	I need to upload documents to my server. How do I do that?
	Sharath Kumar	Sure, let me help you with that
		<i>9:30:30 PMSharath Kumar is sharing a file with you</i> <i>File Transfer SOP (WeTransfer) 3.pdf</i> - (Size:849.73 KB)
		This is a detailed document regarding transferring the files from and to the server
		You may use file size upto 100 GB
	Ryan Windley	Is WETransfer already included or do I need to enroll into it?
	Sharath Kumar	no need to enroll or such, you simply open the link and upload files
		you will need to sign in with an email address that you have access to in order to receive the link to upload the files
		once the upload is completed you will see a link for the file in your email, you can then access the file on the server in order to download them
	Ryan Windley	Why does it say "Email to" above my email address?
	Sharath Kumar	that is the email address to whom you want to send it to. In this case, it will be your own email address you will be later accessing the link on the server or on your local computer
		any further assistance, Ryan?
	Ryan Windley	It emailed it to myself, but how does it get on the server?
	Sharath Kumar	could you confirm that you were able to upload the file using wetransfer
	Ryan Windley	I used Wetransfer, but it just emailed me the file. How does it get on the server?
	Sharath Kumar	is there a link in that wetransfer email that you have received
		you will need to copy that link, open a browser on the server and paste that link

Ryan Windley	Oh
	I'm downloading on the server now.
Sharath Kumar	great! let me know if you need any more help
Ryan Windley	I'm not seeing it on my server.
Sharath Kumar	check the downloads folder
Ryan Windley	Got it! Thanks
Sharath Kumar	My pleasure
	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74481 SKTAX
Email: sktbm10@gmail.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: 17 Secs
City: AHMEDABAD
State: Gujarat
Country: INDIA

Chat Transcript

	SKTAX	Hello, I am your Acebuddy
	Acebuddy	Hello Sktax, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	SKTAX	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	SKTAX	I'd like to raise a Request
	Acebuddy	Please select your request type.
	SKTAX	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
		If you are facing any issue/problem with your server, Please select the appropriate op
	SKTAX	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	SKTAX	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	SKTAX	My rdp is not working
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be as today.
		I will be surely assisting you with this. Kindly help me with your server name and user
	SKTAX	SKTA
		SKT.A
	Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.
	SKTAX	ok
	Shubham Kataria	Could you please confirm if you're receiving any error while accessing server
	SKTAX	ATX software is not working.
	Shubham Kataria	Please confirm if you're unable to login in RDP or just the ATX software is not working
	SKTAX	Sorry
		my RDP is not working

Shubham Kataria	I will surely help you with this issue.
	This message has been deleted
	May I take the remote access of your local computer?
SKTAX	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at y
SKTAX	ok
Shubham Kataria	https://assist.acecloudhosting.com/join/2912468298
	Please join this link.
	Thank you for your patience.
	As per our remote conversation, your issue has been resolved
	Is there anything else I may help you with ?
SKTAX	noo
Shubham Kataria	Okay
	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
SKTAX	sure
Shubham Kataria	<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our ! (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl</p>

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74798 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 31 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be as today.
krisika	Hi
Shubham Kataria	Hello Krisika
krisika	Pnetcrm not open

	Wrong credentials error
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user
krisika	Priorware.myrealdata.net
	Hkidata01
Shubham Kataria	Thank you for the information.
	kindly confirm if Pnetcrm application is installed on server
krisika	Yes
Shubham Kataria	Could you please login onto the server so that I can take your remote session to check
	As currently Hkidata01 is not logged in
krisika	Hkidata01 login
	<i>1:29:50 PMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:72.02 KB)</i> <i>Still cannot see in logged in users list</i>
Shubham Kataria	or could you please share a screenshot so that I can see which application you're using
	<i>1:31:48 PMkrisika is sharing a file with you</i> <i>17431488884997501061519305416808.jpg - (Size:3.85 MB)</i>
	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Thank you for your patience.
	As per our remote session, I've checked that P Network CRM is your company's internal Please connect with your local IT team or portal admin, who can assist with resetting
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
	<i>Shubham Kataria has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73530 Nasimul Hassan
Email: cs@columbiataxservice.com 📞 14109299778
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 26 Secs
City: ESSEX
State: Virginia
Country: UNITED STATES

Chat Transcript

Nasimul Hassan	Hello, I am your Acebuddy
Acebuddy	Hello Nasimul Hassan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nasimul Hassan	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aayush Verma declined the transfer request.</i>
	<i>Gantavya accepted the chat transfer request.</i>
Nasimul Hassan	Hi Gantavya
	I have added one user andrew@columbiataxservice to the server . I have the RDP set
	I need a office license
	for him
Gantavya	Ok , please give me second
Nasimul Hassan	can he use his existing email to get the license, or we should get a new onmicrosoft.c
Gantavya	let me check
	ok, let me transfer you to our support team to help you with this concern
Nasimul Hassan	i also sent a request. ticket 652870
	ok
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>

	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be ass
		Hello Nasumul, How are doing today ?
	Nasimul Hassan	Hi Rohan. Nice to see you again
		can you see the previous chat?
	Rohan Prajapati	Yes I can see that
		Kindly allow me 4-5 minutes to check the same.
	Nasimul Hassan	ticket 652870
	Rohan Prajapati	Thank you for Providing the ticket Number
		The user has already been created by you, and you want us to assign an Office 365 Li user, right?
	Nasimul Hassan	yes
	Rohan Prajapati	Kindly allow me 3-4 minutes to check the same.
		Yes, Nasimul. We are managing your Office 365 account, and we can assign a new lica However, we would need authorization from this email address: 'Nhassan@COLUMBIATAXSERVICE.COM'.
		Kindly reply to the same ticket from the registered email
	Nasimul Hassan	ok, are you sending the request? or do I need to send a new email?
		I see. got it
	Rohan Prajapati	Yes Nasimul, we will proceed with the same once we receive the email and will share with you via email. (Edited)
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
	Nasimul Hassan	hi
		sorry, got distracted
		i sent you the email
	Rohan Prajapati	Yes We have received the email
	Nasimul Hassan	thanks. let me know when it is done
	Rohan Prajapati	We will share the credentials shortly.
		This message has been deleted
		Is there anything else I may help you with ?
	Nasimul Hassan	no, thanks
	Rohan Prajapati	Thanks for the confirmation !

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

You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74032 Fenil Shah
Email: tax@sktaxaddison.com ☎ 8473508121
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 44 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

	Fenil Shah	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Fenil Shah	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Fenil Shah	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
		If you are facing any issue/problem with your server, Please select the appropriate op
	Fenil Shah	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	Fenil Shah	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	Fenil Shah	my atx server is not working
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be as today.
		I will be surely assisting you with this. Kindly help me with your server name and user
	Fenil Shah	SKTAX1
	Shubham Kataria	Thank you for the information.
		Kindly confirm if you're unable to access the server or just the ATX application
	Fenil Shah	yes
		only atx server not working
	Shubham Kataria	Please confirm if you're receiving any error message while accessing
	Fenil Shah	??
	Shubham Kataria	Kindly confirm if you're receiving any error message while accessing ATX server
	Fenil Shah	My atx is not open
	Shubham Kataria	Please confirm your username, this information will help me to connect over remote s
	Fenil Shah	My user name is sktax1
	Shubham Kataria	Okay

		May I take the remote access of your local computer?
	Fenil Shah	yes
	Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at y
		https://assist.acecloudhosting.com/join/5282041212
	Fenil Shah	ok
	Shubham Kataria	Kindly join this link
		Thank you for your patience.
		As we are unable to take access the server
	Fenil Shah	sorry my network is slow
	Shubham Kataria	that's why we require to reset the server once
	Fenil Shah	ok
	Shubham Kataria	No, problem
		I'm working on your request, please allow few more minutes (Edited)
	Fenil Shah	ok
		??
	Shubham Kataria	I’m trying to access your server, but it’s not responding. Apologies for the delay.
		I'll provide the update here, please allow few minutes to get the access back
	Fenil Shah	ok
	Shubham Kataria	We are connected on the remote session again and will proceed with the troubleshoot remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once resolved, kindly give your confirmation on this chat.
		Thank you for your patience.
		As per our remote conversation, we have updated ATX 2024 and the issue got resolve
		Is there anything else I may help you with ?
	Fenil Shah	no
		thank you
	Shubham Kataria	You're welcome
		I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc

Thanks!

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

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

Shubham Kataria has ended this chat session

Chat Transcript

How do we use the service on a remote computer

Visitor Details

#74115 ryan
Email: ryan@aspenvalleypropane.com ☎ 15096848877
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/vdi/cloud-desktop/>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 46 Secs
City: COLVILLE
State: Washington
Country: UNITED STATES

Chat Transcript

ryan	How do we use the service on a remote computer
	We already have the service on two of our office computers, I want to be able to use c computer
Rishab	Hi My name is Rishabh, I'll be assisting you further
ryan	..
Rishab	Let me transfer this chat to my Support Team and they will assist you

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

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assi
	Hello Ryan, could you please let me know the service that you are referring to
ryan	Aspen Valley Propane, we have 2 user accounts for quickbooks through you
	I need to know how to set it up so I can access one of our existing user accounts on a computer
	CID74147
Sharath Kumar	checking the account, Ryan. One moment please
	Thank you for your patience. I see two user accounts that can access the server
ryan	correct
Sharath Kumar	If you could let me know the user account that you need to access remotely, I can prc the RDP file
	This RDP file will only work on a Windows computer though
ryan	it would be Makaylas account
	still there?
	Nap time?

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74417 sharath.kumar
Email: sharath.kumar@myrealddata.in
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: NEW DELHI

State: Delhi
Country: INDIA

Chat Transcript -----

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#74280 sharath.kumar
Email: sharath.kumar@myrealddata.in
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows

Browser: Microsoft Edge
Device: Desktop
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74459 Jordan LaPrise
Email: jordan@pcnetak.com
Department: Support(QB & App Hosting)

Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
City: ANCHORAGE
State: Alaska
Country: UNITED STATES

Chat Transcript -----

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#74558 Rgreenberg
Email: rgreenberg@szcpa.tax
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 35 Secs
City: LAKE WORTH
State: Florida
Country: UNITED STATES

Chat Transcript -----

Rgreenberg	Hello, I am your Acebuddy
Acebuddy	Hello Rgreenberg, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rgreenberg	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rgreenberg	I'd like to report an Issue
Acebuddy	Please select an option!
Rgreenberg	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Rgreenberg	The same issue I have every day and you say you fixed it. I can't get into Ultra tax
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be ass
Rgreenberg	ok
Rohan Prajapati	We apologize for any inconvenience caused to you.
Rgreenberg	i hear this every day from you guys
Rohan Prajapati	Kindly allow me 5-6 minutes to check the Previous tickets of this issue..
	I completely understand the severity of this matter. Please allow me 5-6 minutes to cl
	May i confirm if you are facing the slowness issue with the Ultra Tax application ?

	Rgreenberg	It is not letting me log-on
	Rohan Prajapati	May I take the remote access of your server?
	Rgreenberg	yes
	Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at y
		May I know the username through which you are logged in on the server ?
	Rgreenberg	schaffer Zeigen or Robert Zeigen
	Rohan Prajapati	Please accept the remote session request
	Rgreenberg	please send this
	Rohan Prajapati	Please check your server screen and accept the Prompt once you see it !
		This message has been deleted
		We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Rgreenberg	i never received an invite
	Rohan Prajapati	We are already connected to your server session.
	Rgreenberg	you are not connected to my computer Randy Greenberg
	Rohan Prajapati	I was connected to Robert Zeigen (Edited)
	Rgreenberg	wrong computer
	Rohan Prajapati	Randy, As I can see only two users are currently logged in on the server one is Rober Jared.G
	Rgreenberg	no kidding. i am not on it.
	Rohan Prajapati	Please login to the server, So that i can take the remote access of your server and ch issue.
	Rgreenberg	forget it I finally got in after 10 try's. I will deal with this tomorrow
	Rohan Prajapati	Oh that's Great. However I can check this at your Local PC whats causing this issue.
	Rgreenberg	i wasted alot of time today. I am ending this chat
	Rohan Prajapati	I understand the urgency of this matter, Randy. However, you can contact us tomorro that works for you, as you don't have much time today, and we will be happy to assis issue.
		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

(1-888-415-5240) if any further assistance is required.

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73987 Cindy Palmer
Email: cindy@rdesvcs.com ☎ 513-616-2661
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: FAIRFIELD
State: Ohio
Country: UNITED STATES

Chat Transcript

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

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74491 Ruben
Email: ruben@raskull.com
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 3 Secs
City: SEMINOLE
State: Texas
Country: UNITED STATES

Chat Transcript

Ruben	Hello, I am your Acebuddy
Acebuddy	Hello Ruben, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	<i>6:37:06 PM</i> Ruben is sharing a file with you Screenshot 2025-03-21 at 8.04.29 AM.png - (Size:246.24 KB)
	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
Ruben	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :
Ruben	I'd like to raise a Request
Acebuddy	Please select your request type.
Ruben	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate op
Ruben	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Ruben	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Ruben	ACCESS DENIED
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
	I will be surely assisting you with this. Kindly help me with your server name and user
Ruben	ruben.w@myrealdata.net
	RaskullSupply.myrealdata.net
Tushar Pharswan	Kindly allow me two minutes to check the same.
Ruben	
Tushar Pharswan	Thank you for waiting.
	May I know if this is the first time this has happened and are other users facing the sa
	Also can you share any error message.
Ruben	fist time and no i think im the only one
	<i>6:45:28 PMRuben is sharing a file with you</i> Screenshot 2025-03-21 at 8.04.29 AM.png - (Size:246.24 KB)
Tushar Pharswan	Kindly allow me two minutes to check the same from server end.
Ruben	okay
Tushar Pharswan	May I take the remote access of your local computer?
	Thank you for waitng.
	Prior providing the access, I would suggest you to close any important documents at y

Ruben	yes
Tushar Pharswan	https://assist.acecloudhosting.com/join/6192073672
	Kindly Click on the link and open the downloaded file.
	We are connected now.
	It is working.
Ruben	i might have accedetally clicked that yesterday
Tushar Pharswan	okay if the issue arises again do let us know.
Ruben	i was trying too resolve another issue oops but it workwed yesterday but idk
Tushar Pharswan	Is there anything else I may help you with ?
Ruben	thank you
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It mea
	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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our ! (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl
	<i>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74162 Tony Lee
Email: support@claccounting.tax ☎ 19097189780
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: 30 Secs

City: EL MONTE

State: California

Country: UNITED STATES

Chat Transcript -----

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Tony Lee	I need to update my 2023 lacerte. I am not the admin to reboot the server
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 as
	Hello
Tony Lee	hello
Shashwat Verma	I will surely help you with this issue.
Tony Lee	server: CLAccounting.myrealddata.net
	user tonylee
	the last person said he going to do it, but somehow it doesnt work
Shashwat Verma	Kindly allow me two minutes to check the same.
Tony Lee	ok
Shashwat Verma	We have check the ticket and found that you have requested for server reboot for do

update from your side, although we have just initiated the update.

Tony Lee

so reboot the server?

cause right now i cannot open lacerte

Shashwat Verma

Yes that time server was rebooted

Let me check

We have re-initiated the update .

It might take 10-15 mins to complete

Tony Lee

ok thanks

Shashwat Verma

Will update you on email once we are done with it.

Is that work for you?

Are we still connected here?

This message has been deleted

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 (1-888-415-5240) if any further assistance is required.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73591 Frank

Email: frank@standardus.com ☎ 630-289-9500

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: DES PLAINES

State: Illinois
Country: UNITED STATES

Chat Transcript -----

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#73383 Ralph Crivello
Email: eragourmetllc@gmail.com ☎ 17722227463
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: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript -----

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

#73565 Shaugn Lindley
Email: shaugn@rrlift.com ☎ 12068178453
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: 47 Secs
City: KYLE
State: Texas
Country: UNITED STATES

Chat Transcript

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

	Shaugn Lindley	You guys sent me instructions to setup Ace Cloud on my iphone and I am still unable t server
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	Shaugn Lindley	Ticket ID: 648790
		that the ticket number from 5 days ago
		<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 as
		Hello Shaugn
	Shaugn Lindley	hello
	Shashwat Verma	Kindly allow me two minutes to check the same.
	Shaugn Lindley	ok sounds good
	Shashwat Verma	Have you followed the steps to setup the RDP setup for iPhone, shared on the earlier
	Shaugn Lindley	yes
		when I put my password in, it wont take it
		but when I put the same password in on my laptop it works
		im wondering if I have the username wrong or something
		on my computer, everything works
		but not on my iphone
	Shashwat Verma	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
		Shaugn, for that we have to take the remote of your Phone
		Kindly install below application on your iPhone, to proceed further.
		<i>9:04:24 PMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:36.75 KB)</i>
	Shaugn Lindley	ok one sec
	Shashwat Verma	Sure
	Shaugn Lindley	downloaded and ready
	Shashwat Verma	935-234-4208
		Kindly enter the Id
		Prior providing the access, I would suggest you to close any important documents at y
	Shaugn Lindley	entered
	Shashwat Verma	

		We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
		However I am not able to control the screen ,kindly open Microsoft app now
	Shaugn Lindley	its here on the screen
		click on "ace cloud" ?
	Shashwat Verma	yes
	Shaugn Lindley	done
		do you see "the credentials did not work" pop up
	Shashwat Verma	Shaugn_Lindley, is the username
		kindly correct it
	Shaugn Lindley	it keeps popping up as myrealdata/Shaugn.Lindley
		how do I delete that?
	Shashwat Verma	Go in credentials settings and delete it
	Shaugn Lindley	still not working when I put in my password
	Shashwat Verma	Kindly show me the other settings too.
		In gateway
		add RDG.myrealdata.net
		And use that
	Shaugn Lindley	which PC credentials
	Shashwat Verma	Save that gateway, use Shaugn_Lindley for login
	Shaugn Lindley	ok
	Shashwat Verma	Close it and try again
	Shaugn Lindley	ok
		did you see that error message that quickly popped up
	Shashwat Verma	Yes
	Shaugn Lindley	I took a screenshot can you see it?
	Shashwat Verma	Shaugn it's look like we have to check all the settings of this rdp, best be assisted on phone and we are unable to control it, therefore best be assisted by prompt voice res
	Shaugn Lindley	ok what number should I call
	Shashwat Verma	We'll arrange a callback for you or you can call now at 1-888-415-5240
	Shaugn Lindley	ok ill call now
	Shashwat Verma	

	sure
	Is there anything else I may help you with ?
Shaugn Lindley	not right now
	calling now
Shashwat Verma	Sure, disconnecting this chat for now.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our ! (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73851 Yitzac Goldstein
Email: yitzac@earthprotex.com ☎ 16049681671
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: VANCOUVER
State: British Columbia
Country: CANADA

Chat Transcript

Yitzac Goldstein	Hello, I am your Acebuddy
Acebuddy	Hello Yitzac, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Yitzac Goldstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yitzac Goldstein	I'd like to raise a Request
Acebuddy	Please select your request type.
Yitzac Goldstein	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate op
Yitzac Goldstein	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
	<i>Acebuddy has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74285 clementina pagliuso
Email: clementina.pagliuso@funaro.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 9 Secs

City: ROME
State: Roma
Country: ITALY

Chat Transcript

clementina pagliuso	Hello, I am your Acebuddy
Acebuddy	Hello Clementina Pagliuso, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
clementina pagliuso	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
clementina pagliuso	I'd like to raise a Request
Acebuddy	Please select your request type.
clementina pagliuso	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
clementina pagliuso	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud on your Windows PC
	Do you need any further assistance on the topic?
clementina pagliuso	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you.
	Hi Clementina, I was looking into your concern regarding your sign in issue and have informed the onboarding team who are currently looking into it
	One moment while I check with them on the status of that ticket
	If you could let me know the ticket number that would be really helpful
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling (1-888-415-5240) if any further assistance is required.

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74069 jedington
Email: jedington@springstreet.org 📞 3608216865
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 53 Secs
City: GIG HARBOR
State: Washington
Country: UNITED STATES

Chat Transcript

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

	jedington	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
		Was that helpful?
	jedington	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist y
		<i>Acebuddy (bot) forwarded the chat request</i>
	jedington	Please reference Ticket ID: 653501
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
		Kindly allow me two minutes to check the same.
	jedington	thank you
	Tushar Pharswan	Thank you for waiting.
		I see there are two ongoing tickets, one for server accessibility and other for QuickBo
	jedington	exactly
	Tushar Pharswan	Also, I can see you mentioned your cell phone plan charges for international calls, but number is toll free and we are available 24/7 helpline on 888-415-5240.
		So do you want to proceed further with resolving the issue over the chat session or ca
	jedington	Good to know. That is my co-worker who is traveling abroad right now. I will mention t
		Chat would be great if possible
	Tushar Pharswan	Okay.
		Sure, I will be assisting you kindly confirm regarding which issue we should proceed fi
	jedington	Maybe let's work on accessing the server first
	Tushar Pharswan	Okay.
		May I know the username for which the server is not accessible.
	jedington	Mine is JenE
	Tushar Pharswan	Kindly allow me a minute to check.
		Do you remember your password as we have got password reset request for user She
	jedington	Mine is 5037sSis\$
	Tushar Pharswan	okay.
		May I take the remote access of your local computer?
		Prior providing the access, I would suggest you to close any important documents at y
	jedington	

		yes
	Tushar Pharswan	https://assist.acecloudhosting.com/join/8052443380
		Kindly Click on the link and open the downloaded file.
		We are connected now.
		Kindly allow me two minutes to check the error from back end.
	jedington	thank you
	Tushar Pharswan	Thank you for waiting the reason for you not able to login is that you are being migrated to a better server which is in progress your data and all the files are moved this is done because we have purchased new QuickBooks version which we install on a separate server which is dedicated for you.
		I deeply apologize for the inconvenience caused to you regarding this delay.
	jedington	Do you have an idea of how long this will take?
	Tushar Pharswan	currently QuickBooks license is causing the issue.
		and we are actively working on resolving it.
		Kindly allow me a moment as I would have to discuss this with the support engineer regarding the ticket.
	jedington	ok
	Tushar Pharswan	Thank you for waiting, we will require around 2-3 hours to perfectly deliver the new server with the new password to you.
		If we encounter any problems or issue, we will update you regarding that as well. Rest assured your work is being handled on priority and currently I have taken over your case to resolve it.
	jedington	thank you
	Tushar Pharswan	I will soon email you with the new login icons and credential if we face any issue, we will update you.
		once again
		I deeply apologize for the inconvenience caused to you.
	jedington	ok
	Tushar Pharswan	Should we go ahead and disconnect this chat session or is there anything else you need with?
	jedington	we can disconnect
		thanks
	Tushar Pharswan	Okay.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	jedington	you too
	Tushar Pharswan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74492 Andy Ludwig
Email: andybbqfire@gmail.com ☎ 12484357649
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 38 Secs
City: TROY
State: Michigan
Country: UNITED STATES

Chat Transcript

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

		Please chose an option :
	Andy Ludwig	I'd like to report an Issue
	Acebuddy	Please select an option!
	Andy Ludwig	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	Andy Ludwig	I want to use all my monitors when I log into the remote desktop. So I click on the disj check the box that states "use all my monitors for the remote session"
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	Andy Ludwig	but only one screen comes up.
		<i>Ayush has not responded for the transfer request.</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
		<i>Tushar Pharswan is transferring the chat to Manish Singh.</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist
		I will surely help you with this issue.
	Andy Ludwig	it has worked in the past, just not today.
	Manish Singh	May I take the remote access of your local computer?
	Andy Ludwig	yes
	Manish Singh	https://assist.acecloudhosting.com/join/4812771046
		Prior providing the access, I would suggest you to close any important documents at y
	Andy Ludwig	I did install a windows 10 update to this computer two days ago.
	Manish Singh	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Andy Ludwig	okay
	Manish Singh	Is there anything else I may help you with ?
	Andy Ludwig	No I am all set today, Thank you very much Manish. Have a great day
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us 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 ca

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 website (https://selfcare.acecloudhosting.com).

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

Manish Singh has ended this chat session

Chat Transcript

good morning pls could you reactivate this user Felisha.F on NeoTechNL.myrealdata.net server it maybe be blocked for so many attempts

Visitor Details

#73631 paul
Email: paul@neotechnetworks.com ☎ 8887268138
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 1 Sec
City: MARACAIBO
State: Zulia
Country: VENEZUELA

Chat Transcript

paul	good morning pls could you reactivate this user Felisha.F on NeoTechNL.myrealdata.net server it maybe be blocked for so many attempts
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.
	Hi Paul, how are you doing?
paul	fine

could you reactivate this user Felisha.F on NeoTechNL.myrealdata.net server it maybe so many attempts

Mohit

I am transferring your chat to our support team for further assistance

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

Sharath Kumar accepted the chat transfer request.

Sharath Kumar

Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assi

paul

could you reactivate this user Felisha.F on NeoTechNL.myrealdata.net server it maybe so many attempts

Sharath Kumar

Sure, Paul. Allow me a minute to check the account

Thank you for your patience.

I checked and found that Felisha's account is currently in a restrictive status

Working on it

paul

ok

Sharath Kumar

I have activated her Felisha's account, could you please try signing in now

with the same password

paul

sure give me a minute

Sharath Kumar

take your time

paul

thks everything good

Sharath Kumar

glad to hear that

Is there anything else I may help you with ?

You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74273 Desiriah Mabray
Email: caoffice@elevators.com ☎ 9169333550
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 9 Secs
City: OAKLAND
State: California
Country: UNITED STATES

Chat Transcript

Desiriah Mabray	Hello, I am your Acebuddy
Acebuddy	Hello Desiriah Mabray, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Desiriah Mabray	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Desiriah Mabray	I'd like to report an Issue
Acebuddy	Please select an option!
Desiriah Mabray	Password Reset
Acebuddy	Please select an option below
Desiriah Mabray	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username fo password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Desiriah Mabray	Yes
Acebuddy	Please wait while we connect you to our Support Representative

		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Rohan Prajapati accepted the chat transfer request.</i>
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be ass
		Hello Desiriah, How are you doing today?
		<i>3:44:27 AMDesiriah Mabray is sharing a file with you</i> <i>Screenshot 2025-03-17 151247.png - (Size:236.56 KB)</i> <i>need to reset this password</i>
		I will surely help you with this issue.
		Kindly allow me 4-5 minutes to check the same.
	Desiriah Mabray	thank you
	Rohan Prajapati	Upon backend verification, it appears you're not currently enrolled in the self-care Por This means you cannot reset your password independently. Kindly send an authorizat your registered address for the password reset.
	Desiriah Mabray	where do i send this email
		<i>3:51:01 AMRohan Prajapati is sharing a file with you</i> <i>image.png - (Size:13.01 KB)</i> <i>These are the registered email address. Please ask them to send us an ei</i>
		this has been sent
	Rohan Prajapati	Thanks for the confirmation !
	Desiriah Mabray	Hi this is urgent, i unfortunately do not have time to wait for a myportal account to be reset this asap?
	Rohan Prajapati	I have shared the new Password with Misty for the user Project
		Is there anything else I may help you with ?
	Desiriah Mabray	no, thank you!
	Rohan Prajapati	This message has been deleted
		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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks! Note: You may change/reset your server password on your own by registering on our ! (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73935 srinivas
Email: srinivas@taxgeeks.com 📞 2252847776
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 20 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Please select an option!
	srinivas	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	srinivas	server down
	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>
		<i>Shashwat Verma is transferring the chat to Ashutosh Mishra.</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 as
		I understand you are facing issue with Server down, is that correct?
	srinivas	yes
		proseries is not working for all
	Ashutosh Mishra	Please help me with the server name.
	srinivas	TAXG1
	Ashutosh Mishra	Kindly allow me two minutes to check the same.
		I am able to open ProSeries on my end.
		If you are getting any error message, please share the screenshot to identify issue.
	srinivas	OK
		<i>3:16:09 AMsrinivas is sharing a file with you</i> <i>image.png - (Size:264.58 KB)</i>
		check the cpu usage
		why it is going to 58%
		one hour back it was 78%
		once it exceeds 60-70, it is now working
		when we move from one form to other it is closing and give hte above message
	Ashutosh Mishra	Is there any ticket open for this issue?
		Are we still connected here?
		Are we still connected here?
	srinivas	yes
		no ticket
		how can we fix it

		task manager is also takien 12%
		taking
		proseries is not working now
	Ashutosh Mishra	We can forward this concern to our backend team to check for the CPU utilization and spikes in usage.
		As for the ProSeries, we can do a clean reinstall during night hours and then you can v persists.
	srinivas	this is a know issue from last few years
		whenever there is a max cpu usage, proseries will stop working
		can you add more CPU power
		and see if this will solve
	Ashutosh Mishra	I will surely do the same, I will escalate this to backend team to verify CPU usage and accordingly request them to add more CPU power
	srinivas	great
		how do we fix this
		now
	Ashutosh Mishra	I will send you an email once we have got the response from backend team and inforr been done accordingly.
	srinivas	ok
		please keep this as top priority
		the whole day we are unable to work
		this has happened inthe past few years
	Ashutosh Mishra	Thank you for your patience. I will keep this on higher priority and inform as soon as p required resolution.
	srinivas	thanks
		will wait for the response
	Ashutosh Mishra	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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
		Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74405 Mickey Lavender
Email: mickey@fmglr.com 📞 15012584684
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: LITTLE ROCK
State: Arkansas
Country: UNITED STATES

Chat Transcript

Mickey Lavender	Hello, I am your Acebuddy
Acebuddy	Hello Mickey Lavender, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mickey Lavender	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mickey Lavender	I'd like to report an Issue
Acebuddy	Please select an option!
Mickey Lavender	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
	As we haven't got any response from your end, We are closing this chat. If you still ne Kindly re-initiate the chat.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74584 Jeremy.primus
Email: jeremy.primus@novaflexled.com 📞 320-407-0925
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 14 Secs
City: WINDSOR
State: Minnesota
Country: UNITED STATES

Chat Transcript

Jeremy.primus	Hello, I am your Acebuddy
Acebuddy	Hello Jeremy.primus, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jeremy.primus	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeremy.primus	I'd like to raise a Request
Acebuddy	Please select your request type.
Jeremy.primus	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Jeremy.primus	I already have O365 license

	Acebuddy	As you want to install Office 365, Please be informed that only the following Subscript compatible on Windows Server Operating Systems :
		<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise
		If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.
		If you do not have any of the above mentioned subscription plans, Consider upgrading plan to the one mentioned above or you may purchase a compatible license from Ace
		Do you need any further assistance on the topic?
	Jeremy.primus	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Rohan Prajapati accepted the chat transfer request.</i>
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be ass
		Hello Jeremey, How are you doing today ?
	Jeremy.primus	I'm doing well Rohan
		I need your help with something.
	Rohan Prajapati	That's Great
		Sure Please let me know how may i help you today ?
	Jeremy.primus	<i>8:22:37 PMJeremy.primus is sharing a file with you</i> <i>1_image.png - (Size:141.03 KB)</i>
	Jeremy.primus	Our users randomly started getting this error: We were able use Office Products just fine last week
	Rohan Prajapati	I will surely help 5-6 with this issue.
		Thank you for sharing the Error Code
	Jeremy.primus	.. Sorry about that Hello Rohan
	Rohan Prajapati	Yes Jeremy, I'm still checking how you were able to use it last week
		Jeremy, may I know which Office 365 subscription you have?
	Jeremy.primus	We use Business standard
	Rohan Prajapati	Jeremy, oh, that's the reason you're not able to use it. Only the following subscription compatible with Windows Server Operating Systems:

O365 E3
O365 E5
O365 Apps for Enterprise
O365 Business Premium

Jeremy.primus

Yes but how were we able to use it last week?

and the week before that

and the week before that?

What was changed on our enviornment?

Rohan Prajapati

You might be using the web version of Office 365, but this license cannot be used for application installed on the server. This is not something we can change; it is a requirement of Windows Server OS itself.

Jeremy.primus

I understand the cause, and the solution. I just don't understand why it just randomly

Rohan Prajapati

Jeremy, I understand that this is crucial for you. However, this is how it works, and you can find more about it on the official Microsoft website.

Jeremy.primus

I'm sorry if I am coming off as rude. I understand why it happening, and the fix. I am just hoping it is popping up now.

Rohan Prajapati

If you want to use it on the server, you can upgrade to one of the mentioned plans, and you will be able to use it.

As I mentioned earlier, it is possible that you might be using the web version of Office

Jeremy.primus

Sounds good thanks Rohan

Have a great day!

Rohan Prajapati

Thank you so much for understanding and cooperating.

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 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 improve their 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>).

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73825 Kevin Fecu
Email: kevin@johnmarshallmedia.com ☎ 19175938409
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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

#74935 Nathan Urry
Email: techs@cr-t.com 📞 13853251678
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 53 Secs
City: DRAPER
State: Utah
Country: UNITED STATES

Chat Transcript

Nathan Urry	Hello, I am your Acebuddy
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be ass
	Hello Nathan, How are you doing today ?
Nathan Urry	good u?
Rohan Prajapati	I'm good too, thanks for asking
	How may i assist you today ?
Nathan Urry	please provide a list of users that do not hav =e self-care setup
Rohan Prajapati	Nathan, Will that be okay if we update you regarding this via email ?
Nathan Urry	yes
Rohan Prajapati	Is there anything else I may help you with ?
	Are we still connected here?
Nathan Urry	just the list thank you
Rohan Prajapati	Thanks for the confirmation !

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

You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74912 Rubens S Jacob
Email: seflglass@gmail.com 📞 13058233097
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 21 Secs
City: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript

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

	Rubens S Jacob	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Rubens S Jacob	I'd like to report an Issue
	Acebuddy	Please select an option!
	Rubens S Jacob	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	Rubens S Jacob	I created a ticket last week regarding an issue we had in our QuickBooks system. We i concerned because your team accessed the system and made some updates — which about — and afterward we noticed that there were things in Qui
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Rohan Prajapati accepted the chat transfer request.</i>
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be ass
		Hello Selfglass, How are you doing today ?
	Rubens S Jacob	Good and you??
	Rohan Prajapati	That's Great. I'm good too, thanks for asking
		I will surely help try to you with this issue.
		Kindly allow me 5-6 minutes to check the same.
	Rubens S Jacob	Thank you <i>8:34:49 PMRubens S Jacob is sharing a file with you</i> <i>image.png - (Size:121.65 KB)</i> <i>You sent us this info in that Tiket. Our problem is that appers like the</i>
	Rohan Prajapati	Selfglass, Let me check if there is still pending updates on the QuickBooks
		May i know the QB Version and Year that you are using ?
	Rubens S Jacob	Ok thank you We have Enteroreise 2024
	Rohan Prajapati	Selfglass, as I can see, your QB Ent 2024 is already updated to the latest release, R13 means it doesn't require any further updates.
		Is there anything else I may help you with ?
		Are we still connected here?
	Rubens S Jacob	Yes We have the same issue and we need to resolve the problem

8:52:48 PMRubens S Jacob is sharing a file with you
[WhatsApp Image 2025-03-31 at 11.15.14 AM.jpeg](#) - (Size:548.03 KB)

Rohan PrajapatiYou are getting this on QB Ent 2024 right ?

Rubens S JacobYes

Rohan PrajapatiYes, as I checked and informed you, your QB is already up to date. We recommend that you reach out to the Intuit team for this, as they have the required expertise to handle such issues, and they will be able to assist you.

We hope you understand that, due to the application’s limitations, we are unable to fix this issue.

Rubens S JacobThank you Rohan but sometimes they need to make changes in the system and the problems we always have with is similar. We need to talk to them but at the same time with you by their permission etc. So please request if you could try contact them and make all changes in the order to resolve the problem. Thank you

Rohan PrajapatiSelfglass, Will that be okay if we arrange a callback with you and Intuit Team ? If So, what is the best time to schedule it ? (Edited)

Rubens S JacobLet me check

Rohan PrajapatiSure take your time

Rubens S JacobOk yes please go ahead with that

Rohan PrajapatiWhat would be the best time to schedule the call with you and Intuit team ?

Rubens S JacobEASTER TIME (MIAMI) FROM 9-AM- 4PM ANY TIME

Rohan PrajapatiOkay. We will arrange the callback at the requested time

Is there anything else I may help you with ?

Rubens S JacobYes

In the combo account, they are not able to print from cloud.

Also what number are you going to call?Thanks

Rohan Prajapati3058233097

Do you have a preferred callback number?

You can ask the user to initiate a new chat so that we can assist the user with this issue

Are we still connected here?

Are we still connected here?

Rubens S Jacobyes

Perfect!

Are you going to tell us the time or you just will call you

?

The combo account, how we can fix the printer?

	Rohan Prajapati	We'll call you within the time frame you mentioned.
	Rubens S Jacob	Ok perfect
	Rohan Prajapati	You can ask the user (Combo user) to initiate a new chat so that we can assist the use
	Rubens S Jacob	A new chat with who?
	Rohan Prajapati	Please ask the user initiate a new chat with us
	Rubens S Jacob	Ok
	Rohan Prajapati	Is there anything else I may help you with ?
	Rubens S Jacob	No thank you please. Do you think the call is going to be today??
	Rohan Prajapati	We will try to arrange it today or as soon as possible, or you can directly contact Intui in a three-way call. (Edited)
	Rubens S Jacob	No, please you call them and arrange the call please
		Thank you!!
	Rohan Prajapati	Thanks for the confirmation !
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
		Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl
		<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74721 Doree Keeler

Email: doree@progressivedesignsinc.com ☎ 18189970796

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: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript -----

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74243 Chad Harlow
Email: chad@mobile-maintenance.com 📞 113252126924
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: 41 Secs
City: GEORGE TOWN
State: Cayman Islands
Country: CAYMAN ISLANDS

Chat Transcript

Chad Harlow	Hello, I am your Acebuddy
Acebuddy	Hello Chad Harlow, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chad Harlow	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chad Harlow	I'd like to raise a Request
Acebuddy	Please select your request type.
Chad Harlow	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
Chad Harlow	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud on your Windows PC
	Do you need any further assistance on the topic?
Chad Harlow	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Chad Harlow	Where can i find my server name?
	<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 assist

		Hii Chad
	Chad Harlow	i need to setup QB on my computer
	Manish Singh	May I know your username on your account as I can check there are 3 active users Be Jessica.
	Chad Harlow	i need to change Jessica to me
		Chad Harloow
	Manish Singh	You want to remove Jessica and add chad user?
	Chad Harlow	Chad Harlow
		How many users are we allowed?
	Manish Singh	As many as you want as you have opted for dedicated server.
		Are we still connected here? (Edited)
	Chad Harlow	ok, i need to add me as a user.
	Manish Singh	Please send us an email from the registered email address at support@acecloudhosti we could proceed further with the request.
		Also, the registered email for your account with us is : chad@mobile-maintenance.cor
		You can also use My Portal to add a user.
		10:47:30 PMManish Singh is sharing a file with you How to Manage ACE Server Users 4 (1).pdf - (Size:1.33 MB)
		Are we still connected here?
		As there was no response and chat get disconnected, we are disconnecting the chat f re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
		Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

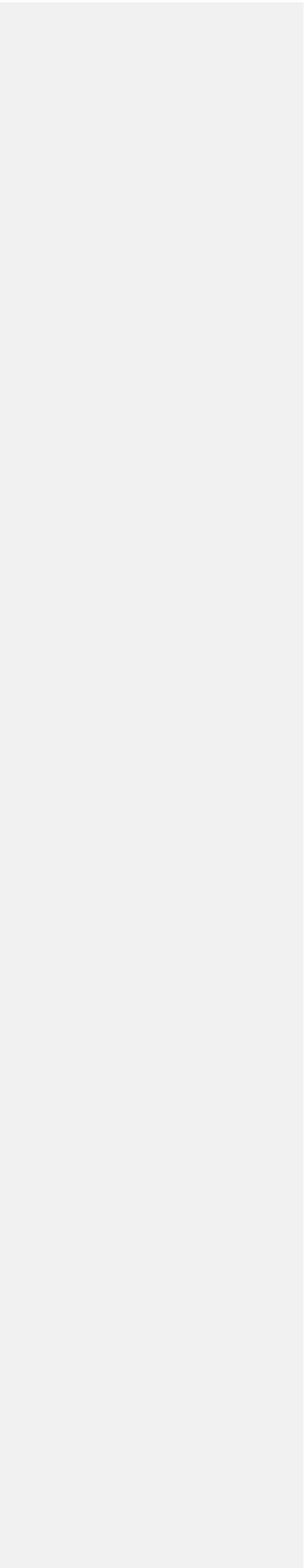
Visitor Details

#74133 srinivas
Email: srinivas@taxgeeks.com ☎ 2252847776
Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 19 Secs
City: IRVING
State: Texas
Country: UNITED STATES

Chat Transcript -----

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	server down
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Ashutosh Mishra accepted the chat transfer request.	
srinivas	hi
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be with you today.
srinivas	TAXG1 server down...
	unable to connect
Ashutosh Mishra	I will surely help you with this issue.
	Are other users also facing the same issue.
srinivas	everyone
Ashutosh Mishra	Kindly allow me two minutes to check the same.



srinivas	ok
	any issue
Ashutosh Mishra	Thank you for your patience.
	I am still checking few things from my end.
srinivas	ok
	no one is able to connect to the server
Ashutosh Mishra	Please allow me few more minutes and i will inform you.
srinivas	ok
Ashutosh Mishra	We are in the process of getting the server running.
srinivas	ok
Ashutosh Mishra	Thank you for your patience.
srinivas	what is the issue
Ashutosh Mishra	The server was getting updated.
	It is accessible now.
	Please let me know if you are able to connect.
	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 call us at (1-888-415-5240) if any further assistance is required.

Ashutosh Mishra has ended this chat session

