

Chat Transcript

My apologies!! I did not have the volume up on my computer, so I did not hear the alerts. I will try to login again in an hour. Thank you!!

Visitor Details

#71415 Katie Kispert

Email: kkispert@dixon-associates.com  7819340648

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/>

utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&utm_content=Branded

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 25 Secs

City: NATICK

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Katie Kispert My apologies!! I did not have the volume up on my computer, so I did not hear the alerts. I will try to login again in an hour.

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

Hello Katie, How are you doing today?

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

Katie Kispert Fine thank you! How are you?

Manish Singh accepted the chat transfer request.

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

Hii Katie, how may i assist you?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71491 Kemarie Manligoy

Email: klmanligoy@gmail.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 27 Secs

City: TORIL

State: Davao Del Norte

Country: PHILIPPINES

Chat Transcript

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

	Setback
Acebuddy	Please select your request type.
Kemarie Manligoy	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
Kemarie Manligoy	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
	Do you need any further assistance on the topic?
Kemarie Manligoy	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Kemarie Manligoy	Hi!
	i'd like to ask your help. I'm with American Grill and Hearth
Shubham Kataria	Hello Kemarie
Kemarie Manligoy	I was asked to set up my cloud desktop in my device. My device however is a macbook
	I was given an RDP file by my superior but I cannot view the same
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your user name? (Edited)
Kemarie Manligoy	I was also already able to download the Microsoft desktop in my device
	where do I find the user name?
	I was given an RDP file but I cannot view it in my mac
	<i>4:15:54 PMKemarie Manligoy is sharing a file with you</i>
	<i>Screenshot 2025-01-28 at 6.45.38 PM.png - (Size:20.1 KB)</i>
Shubham Kataria	Okay, no problem. Let me check the username in your account
Kemarie Manligoy	Thank you
Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.
	May I take the remote access of your local computer?
Kemarie Manligoy	like my device now?
	sure
Shubham Kataria	yes

	Prior providing the access, I would suggest you to close any important documents at :
Kemarie Manligoy	ok hold on
Shubham Kataria	Sure
Kemarie Manligoy	ok.. everythin's closed now
Shubham Kataria	Thank you
	https://assist.acecloudhosting.com/join/8152150334
	Kindly join this link
Kemarie Manligoy	I clicked already
	what's next
Shubham Kataria	Kindly paste this link in the browser of local computer and join the session.
Kemarie Manligoy	yes. It had me download the joinmac.dmg
	but it won't open
Shubham Kataria	Download it and allow the permissions for the remote session
Kemarie Manligoy	installing now
Shubham Kataria	Sure, please take your time
	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.
	Kindly enter your login password in Remote Desktop
	Are we still connected here?
	Thank you for your patience.
	As per our remote conversation, I have set up Remote desktop for your Mac
	Is there anything else I may help you with ?
Kemarie Manligoy	None for now. Thank you so much for your help
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 can 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 Self Care Portal (<https://selfcare.acecloudhosting.com>).

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70136 Buffy Soper

Email: buffy@vmdcpa.com ☎ 9897238171

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: 13 Secs

City: OWOSSO

State: Michigan

Country: UNITED STATES

Chat Transcript

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

	Please select your request type.
Buffy Soper	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 option.
Buffy Soper	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Buffy Soper	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Buffy Soper	RE: TICKET 607125. We are trying to access one of our servers that houses QB Enterprise only one company file. The user name is: Shipnette.ent. When I enter the password for this user it informed that the user is not active.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
	<i>Anurag Sharma is transferring the chat to Tushar Pharswan.</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you with your issue.
Buffy Soper	Hello!
Tushar Pharswan	Kindly allow me two minutes to check the ticket.
Buffy Soper	Absolutely. Thank you.
Tushar Pharswan	I just checked all users are disabled due to inactivity this happens when users are not logging in for 30 days.
Buffy Soper	That's understandable. Our client who was using this server has sadly migrated over to another server. They have already closed down the server, but I wanted to grab a backup of the company file before closing it down. If that's not possible, that's ok.
Tushar Pharswan	We can share you the Backup file for that you can mention the details of your requirement and we will then proceed accordingly. Kindly email us at support@acecloudhosting.com Also if you could provide us with your phone number and the preferred time to reach you out our dedicated team will guide you through the process.
Buffy Soper	I will do that. Thank you!
Tushar Pharswan	Is there anything else I may help you with ?
Buffy Soper	No, thank you. I am all set. Have a wonderful day!
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback and 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 can work. 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>)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70427 asajwani

Email: asajwani@gmail.com **Phone:** 416-319-6811

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Secs

City: THORNHILL

State: Ontario

Country: CANADA

Chat Transcript

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

	asajwani	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	asajwani	I'd like to report an Issue
	Acebuddy	Please select an option!
	asajwani	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
	asajwani	unable to log in to ras1
	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 assisting you today.
	asajwani	Hi Shubham
	Shubham Kataria	Hello Ahmed
	asajwani	I am unable to rdp to ras1
	Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user details.
	asajwani	ras1 and user ahmed
		I got this issue 6 times in last 5 days. everytime they change gateway and next day it happens again
	Shubham Kataria	I deeply apologize for the inconvenience caused to you.
		But I will surely assist you with this
	asajwani	thx
	Shubham Kataria	Could you please confirm if you are the only user who is unable to access RDP from this machine?
	asajwani	yes
		this machine used by me only
	Shubham Kataria	Okay
		May I know if you are receiving any error while accessing remote desktop?
	asajwani	unable to login
	Shubham Kataria	okay
	asajwani	say login failed
	Shubham Kataria	May I take the remote access of your local computer?
	asajwani	yes

Shubham Kataria	okay
	Prior providing the access, I would suggest you to close any important documents at your end.
asajwani	yes
Shubham Kataria	https://assist.acecloudhosting.com/join/9182982104
	Kindly join this link
asajwani	yes
Shubham Kataria	As per our remote session, you were able to log in to the server however, it appears there was a Zoho session.
asajwani	yes, thx
	you want session again?
Shubham Kataria	Yes, if you allow me, I can download a new RDP for you.
	This will reduce the chances of encountering the issue again.
asajwani	ok
	can u send link again or run same one?
Shubham Kataria	https://assist.acecloudhosting.com/join/1912758304
	Kindly join this link
	Thank you for your patience.
	As per our remote conversation, your issue has been resolved. I will keep the ticket updated and follow up. If you encounter the issue again, please feel free to respond on the same ticket.
asajwani	ok, thx
Shubham Kataria	you're welcome
	Is there anything else I may help you with ?
asajwani	no, thx
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback about the chat.
asajwani	have a nice day
	sure
Shubham Kataria	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 summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. 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/knowl>

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71282 fawn

Email: fawn@unksconstruction.com ☎ 7026368671

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

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

	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
fawn	Unable to log into the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you with your issue.
	Hello Fawn
	Are we still connected here?
fawn	Yes
	I have a black screen when logging into my server
	Our company has a dedicated server.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
fawn	Unks
	FawnS
	I was working in Quickbooks and it froze. I tried using your infreeze tool and it blacked out my screen. I am not sure if it is the unfreeze tool that is causing the issue.
Anurag Sharma	No worries. I will help you with that
	Please stay connected.
fawn	I am here
Anurag Sharma	I have logged you out from the server.
fawn	I am trying again
	Still the black screen
	No change
Anurag Sharma	I have rebooted the server from the backend.
	Kindly try in 1 minute.
fawn	Let me know
Anurag Sharma	You can login and check now
fawn	okay
	I am unable to open it now
Anurag Sharma	Have you entered into the server?

	fawn	No - it will not let me open
		Maybe my system needs to reboot too.
Anurag Sharma		Yes, you can do that.
		And you can re-initiate another chat if the issue persists.
fawn		I will try that then
		ok
Anurag Sharma		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.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71099 DAVID HOFFMAN

Email: dave@groundforcecrew.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: 48 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

DAVID HOFFMAN	Hello, I am your Acebuddy
Acebuddy	Hello David Hoffman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
DAVID HOFFMAN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
DAVID HOFFMAN	I'd like to report an Issue
Acebuddy	Please select an option!
DAVID HOFFMAN	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
DAVID HOFFMAN	i am having a problem with the audit trail service in my b2w software. ACE has previously had this issue and i need a temporary fix for today to finish a very important proposal. Please help me with this.
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 with your issue.
DAVID HOFFMAN	Hi Manish
Manish Singh	Hii David
DAVID HOFFMAN	I need the service started by you on my b2w software called audit trail
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Kindly check now.
DAVID HOFFMAN	Thank you it is working. What specific information does ACE need from B2W Software for the off hours reinstallation of this software for me? I was previously told by ACE that the software was corrupted needing a reinstallation.
	Please let me know what is needed by ACE so i can get that information from B2W thank you.
Manish Singh	Kindly provide us with the setup file over the email we will do that for you.
DAVID HOFFMAN	Where do we find the set up file? I do not know much about software
Manish Singh	Kindly download the software or contact the application support for the help so that they can provide you with the necessary details.
	Moreover, kindly download the setup file on your end so that we can install it on server.

DAVID HOFFMAN	there is a folder i found that appears to contain the set up. It is in a folder on my desk server. Are you able to look at those files and tell me if they are what you need?
Manish Singh	Can you please share the location of the file.
DAVID HOFFMAN	Can you see my server screen?
	It is a folder that say ACE see this folder B2W Software
Manish Singh	Found it
	please share the location of the setup file.
DAVID HOFFMAN	There are also B2W files in the downloads folder on my server desktop. I see one called image.png . Perhaps those downloads are what you need?
	Can you see that downloads folder on my desktop?
	<i>11:06:45 PM Manish Singh is sharing a file with you image.png - (Size:2.94 KB)</i>
Manish Singh	Is this the one?
DAVID HOFFMAN	yes i believe so. I need to use the software today and tomorrow (Jan 21-22) to finish a task. After that i should not need it again until the morning of January 23rd.
	If better i can also coordinate a call between ACE and B2W to facilitate the reinstall.
Manish Singh	As users are logged in and its business hours we will schedule this reinstallation in nice time.
	Is there anything else I may help you with ?
DAVID HOFFMAN	That is all for now thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback and 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 summarizing our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. 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).
<i>Manish Singh has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71024 Catalina

Email: accounting@fgs-a.com ☎ 7865015913

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71696 Shannon Dias

Email: shannon.dias@asgsolutions.us  14079474171

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: 59 Secs

City: KISSIMMEE

State: Florida

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option below
Shannon Dias	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pas
	Do you need any further assistance on the topic?
Shannon Dias	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 assis
Shannon Dias	There was a report of a password reset received via email that may be fraud
Sharath Kumar	Hi Shannon, Could you let me know the email address from which the email was sent
Shannon Dias	Message received:
	Greetings! This email is to confirm that password has been successfully reset for Asg (ASG@myrealdata.net) on ASG Solutions LLC. If you have not requested this, please c Support immediately. Regards, Team ACE
	I'm working on confirming but I do not believe we requested it
	I would like to block that sign in and verify what email you have on file
	Hello?
Sharath Kumar	Shannon, am looking into see if we have any current request for password reset from
Shannon Dias	Thank you
Sharath Kumar	Jessica I do see an open ticket for Jessica
	we reset her password and shared the password link almost an hour ago
	and this was for the user account ASG
	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

#70061 Kevin T Taylor

Email: ktaylor@cthumanities.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MIDDLETOWN

State: Connecticut

Country: UNITED STATES

Chat Transcript

Kevin T Taylor	Hello, I am your Acebuddy
Acebuddy	Hello Kevin T Taylor, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Kevin T Taylor	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kevin T Taylor	I'd like to report an Issue
Acebuddy	Please select an option!
Kevin T Taylor	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Kevin T Taylor	install quickbook on desktop and qb synch
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Ahi has not responded for the transfer request.</i>	
Kevin T Taylor	Hello?
<i>Chat request was not picked up by the operators</i>	

Chat Transcript

I just received an email saying my password was reset but
find where to choose my new password

Visitor Details

#70228 Benjamin Sullivan

Email: bsullivan@centrumrd.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: 7 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Benjamin Sullivan	I just received an email saying my password was reset but I cannot find where to cho password
	never mind i just got the follow up email, thank you
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist
	Is there anything else I may help you with ?
Benjamin Sullivan	No thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an 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>)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70184 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: 4 Secs

City: ANAND

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 representative.
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 assisting you today.
krisika	Quickbook very slow in all pc
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
krisika	Yes
	U can proceed the server reboot
Shubham Kataria	Sure, I will
	Kindly confirm your business name
krisika	Priorware
Shubham Kataria	Thank you for the information.
	Could you please confirm from when you're facing latency in QuickBooks
krisika	U can proceed the server reboot
Shubham Kataria	Sure
	I will inform you once the reboot task completed
	Kindly allow two minutes
krisika	Ok
Shubham Kataria	Server is up now
	Kindly check
krisika	Ok
	Quickbook working now In all pc
	Thank you
Shubham Kataria	you're welcome
	Is there anything else I may help you with ?
krisika	No
	Thank you

Shubham Kataria

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 can 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 self-care portal (<https://selfcare.acecloudhosting.com>).

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70265 Christopher Gore

Email: chris@c3energypartnieres.com  14063660622

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

City: NAMPA

State: Idaho

Country: UNITED STATES

Chat Transcript

Christopher Gore

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
Christopher Gore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christopher Gore	I'd like to raise a Request
Acebuddy	Please select your request type.
Christopher Gore	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
Christopher Gore	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Christopher Gore	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Christopher Gore	i want full screen
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist
	Hii Chris
	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.
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70200 Mendy Braun

Email: mendy@healthdirectny.com  718-388-9300

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

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Mendy Braun	Hello, I am your Acebuddy
Acebuddy	Hello Mendy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	<i>9:22:24 PM</i> Mendy Braun is sharing a file with you 1_image.png - (Size:10.29 KB)
	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
Mendy Braun	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mendy Braun	I'd like to report an Issue
Acebuddy	Please select an option!
Mendy Braun	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Mendy Braun	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Mendy Braun	Cant send email
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>

Shubham Yadav accepted the chat transfer request.

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you with your issue. Kindly share your server details and the issue you are facing.
Mendy Braun	<p>9:23:53 PM Mendy Braun is sharing a file with you</p> <p>1_image.png - (Size:10.29 KB)</p>
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user details.
Mendy Braun	Health Direct
Shubham Yadav	Mendy
Mendy Braun	Thank you for the information and allow 2 minutes to check the same.
Shubham Yadav	Mendy may I take the remote access of your server?
Mendy Braun	Yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at this time.
	We are connected on the remote session and will proceed with the troubleshooting or resolution. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly provide your confirmation on this chat.
	Mendy are you there?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling us at (1-888-415-5240) if any further assistance is required.

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70641 Stephen Harper

Email: tax@preservationwc.com  18594967350

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: FLORENCE

State: Kentucky

Country: UNITED STATES

Chat Transcript

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

#71122 Stacy Wells**Email:** stacy@alivelychef.com ☎ 208-389-9600**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:** BOISE**State:** Idaho**Country:** UNITED STATES**Chat Transcript**

Stacy Wells	Hello, I am your Acebuddy
Acebuddy	Hello Stacy E Wells, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Stacy Wells	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stacy Wells	I'd like to report an Issue
Acebuddy	Please select an option!
Stacy Wells	Password Reset
Acebuddy	Please select an option below
Stacy Wells	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pas
	Do you need any further assistance on the topic?
Stacy Wells	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71640 anewtonmanda

Email: anewton@riverviewtaxcpa.com ☎ +18136728297

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: 13 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

anewtonmanda	Hello, I am your Acebuddy
Acebuddy	Hello Amanda Newton, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
anewtonmanda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
anewtonmanda	I'd like to report an Issue
Acebuddy	Please select an option!
anewtonmanda	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
anewtonmanda	Drake2024 cannot e-file
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 Amanda
aNewtonManda	Hi Shashwat
Shashwat Verma	Could you please elaborate your issue
aNewtonManda	I'm getting an error message on individuals that we can only e-file test returns. in Drake 2024
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
aNewtonManda	of course
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at this time.
aNewtonManda	ok
Shashwat Verma	https://assist.acecloudhosting.com/join/7952601412
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting or troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly provide me with your confirmation on this chat.
	We suggest you connect with us on three-way call with Drake
	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 confirming the resolution of your issue, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. 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/knowledgebase).
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71200 Stephanie Kellames

Email: steph@jkservicesinc.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 43 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Stephanie Kellames	Hello, I am your Acebuddy
Acebuddy	Hello Stephanie Kellames, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephanie Kellames	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie Kellames	I'd like to report an Issue
Acebuddy	Please select an option!
Stephanie Kellames	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Stephanie Kellames	My QB froze and I exited out of the server. Now when I log in it is a black screen
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	This message has been deleted
	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist
Stephanie Kellames	thank you
Manish Singh	I will surely help you with this issue.
	May i know your Server name?
Stephanie Kellames	

	Bluelse Drake
Manish Singh	Kindly try to access now.
Stephanie Kellames	still dark
Manish Singh	May I take the remote access of your server?
Stephanie Kellames	sure
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Stephanie Kellames	done
Manish Singh	Kindly accept the session.
Stephanie Kellames	my screen is completely dark, I cannot see anything
Manish Singh	Kindly try to access now.
Stephanie Kellames	it's fixed, thank you!
Manish Singh	Is there anything else I may help you with ?
Stephanie Kellames	That's it for the day, thank you for your help
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us summarizing our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. 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/knowledgebase).
Stephanie Kellames	you too!

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70843 Rachel Agnew

Email: rachel@securiylogisticsnm.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: ALBUQUERQUE

State: Colorado

Country: UNITED STATES

Chat Transcript

Rachel Agnew	Hello, I am your Acebuddy
Acebuddy	Hello Rachel Agnew, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rachel Agnew	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rachel Agnew	I'd like to raise a Request
Acebuddy	Please select your request type.
Rachel Agnew	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70043 DIMPLE SARAIYA

Email: dsaraiya@gmail.com ☎ 8626862754

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

DIMPLE SARAIYA	Hello, I am your Acebuddy
Acebuddy	Hello Dimple Saraiya, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
DIMPLE SARAIYA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
DIMPLE SARAIYA	I'd like to raise a Request
Acebuddy	Please select your request type.
DIMPLE SARAIYA	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
DIMPLE SARAIYA	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

need a new password

Visitor Details

#70332 allison corado

Email: ac@pkave.com ☎ 6462950712

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: GREENSBORO

State: North Carolina

Country: UNITED STATES

Chat Transcript

allison corado	need a new password
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
allison corado	thank you
	i need a new password I assume, since it's been 6 months and my current one is not \
Vatsal	Hey! Let me transfer this chat to the support team, they will be assisting you
	<i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist
allison corado	thnaks
	thanks
	Allisonc.q14
Manish Singh	I will surely help you with this issue.

	Kindly allow me two minutes to check the same.
allison corado	hows it going?
Manish Singh	It will take some time as we are checking it from the backend if your account is locked.
	Kindly try to login now with the old password.
allison corado	not working
Manish Singh	May I take the remote access of your local computer?
allison corado	sure
Manish Singh	https://assist.acecloudhosting.com/join/3852173289
	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 or diagnosis. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.
	Is there anything else I may help you with ?
	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 containing a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. 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/knowledgebase).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70532 Jill Austin

Email: jaustin@raland.com

Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: ROCKFORD
State: Wisconsin
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70372 Eduardo

Email: corporateit@sdf-itc.com **Phone:** 15125169214

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: 8 Secs

City: VILLAHERMOSA

State: Tabasco

Country: MEXICO

Chat Transcript

Eduardo	Hello, I am your Acebuddy
Acebuddy	Hello Eduardo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eduardo	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Moin Latief accepted the chat transfer request.</i>
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you?
Eduardo	Hello Moin, I selected the wrong option. I need tech support
Moin Latief	May i please have your company name?
Eduardo	SDF ITC
Moin Latief	Thank you.
	kindly allow me to transfer your chat to the concerned department.
	<i>Moin Latief is transferring the chat to Support(QB & App Hosting).</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Eduardo	Thank you
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
Eduardo	Hello Tushar, my company is SDF ITC. I just added an user and it doesn't have access apps, can you please grant access? User is CDM11_.V
Tushar Pharswan	Kindly allow me two minutes to check the details.
Eduardo	Thanks
Tushar Pharswan	Thank you for waiting.
	Kindly email us at support@acecloudhosting.com from your authorised person from the address to give user CDM11_.V access to Microsoft apps.

There are three authorised person for your account which are as below.

Mr. David Enrique Hernandez dh@sdf-itc.com

accounting SDF-ITC accounting@sdf-itc.com

Ysela Reyes ysela@sdf-itc.com

Eduardo Noted, I'll do that then. Thanks

Tushar Pharswan Is there anything else I may help you with ?

Eduardo That'll be for now, thanks

Tushar Pharswan 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 can work. 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 portal (<https://selfcare.acecloudhosting.com>).

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70743 Sinu Paul

Email: paulsinu@gmail.com **Phone:** 13173958365

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: PALAKKAD

State: Kerala

Country: INDIA

Chat Transcript

Sinu Paul	Hello, I am your Acebuddy
Acebuddy	Hello Paulsinu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sinu Paul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sinu Paul	I'd like to report an Issue
Acebuddy	Please select an option!
Sinu Paul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Sinu Paul	logon attempt failed in RDP file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting y
	Hi Paul. How are you doing today?
Sinu Paul	fine
	logon attempt failed in RDP file
Yash Ahi	I will surely help you with this issue Paul.
	Could you please help me with your server name or business name once?
Sinu Paul	BridgetCPAFirm.myrealdatal.net
Yash Ahi	Thankyou for the information, Paul.
	Kindly allow me two minutes to check the same.
	Paul, may I take the remote access of your local computer, in order to check RDP sett
Sinu Paul	okey
Yash Ahi	

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

<https://assist.acecloudhosting.com/join/2462156158>

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

Sinu Paul

wait , i will confirm later

is there another way

Yash Ahi

Well, as you mentioned the error that you are getting logon attempt failed, we can try password reset.

I just need to make sure, that all the RDP settings are fine, before proceeding with password reset.

If you wish sir, we can proceed with password reset first.

Sinu Paul

okey do it

Yash Ahi

Alright.

Well as I can see that you are not enrolled on selfcare portal, so we request you to please send us an email from your registered email id paulsinu@gmail.com to support@acecloudhosting.com

Once we get the email, we will reset the password right away and will provide you with the new password.

Sinu Paul

okey, I will catch you later

Yash Ahi

Okay Paul.

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

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71649 Ravi

Email: ravi.minhas@cogneesol.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 31 Secs

City: MUMBAI

State: Delhi

Country: INDIA

Chat Transcript

Ravi	Hello, I am your Acebuddy
Acebuddy	Hello Ravi Minhas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ravi	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Suneetha Barre accepted the chat transfer request.</i>
Ravi	hi
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you. may i help you?
Ravi	Account Name :- Larry demers
	we want to reset the password of email id
	?
Suneetha Barre	Hi Ravi
	Kindly confirm the user name that needs to be restted
Ravi	Tax3CogStaff@DeMersandAssociates.com
Suneetha Barre	Thank you for sharing details with us
	Kindly allow me two minutes to check the same.
Ravi	ok
Suneetha Barre	Thank you for the patience
	Kindly allow me to transfer this chat to concerned team
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Ravi	Kindly confirm if you require a password reset for this user
Shubham Kataria	yes please
Ravi	Please allow me a minute to check whether this user is enrolled in selfcare or not
Shubham Kataria	Thank you for waiting.
Ravi	Could you please provide us the username for the user
Shubham Kataria	Nisha Singh
Ravi	Okay
Shubham Kataria	We have made some changes from backend, Kindly ask the user try to login now with the provided password (Edited)
Ravi	Are we still connected here?
Shubham Kataria	Are we still connected here?
Ravi	can you share the password
Shubham Kataria	Please allow me two minutes, I'm sending over the email
Ravi	ok
Shubham Kataria	Please stay connected, we are working on your request
Ravi	ok
Shubham Kataria	Thank you for your patience.
Ravi	I've send the password over email, please check
Shubham Kataria	which email
Ravi	larry@demersandassociates.com
Shubham Kataria	parminder.k@cogneesol.com tax3cogstaff@demersandassociates.com tax1cogmgr@demersandassociates.com and these emails are in CC
Ravi	ok
Shubham Kataria	Yes, please confirm if you received the password (Edited)
Ravi	yes we received
Shubham Kataria	thanks
Ravi	please wait we are checking
Shubham Kataria	Sure, please take your time
Ravi	Is everything working fine, or need any assistance with logging in.
Shubham Kataria	Are we still connected here?
Ravi	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.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71332 Arron Forbes

Email: irzad.zamcorp@gmail.com ☎ 15926741503

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: QUEENSTOWN

State: Demeraramahaica

Country: GUYANA

Chat Transcript

Arron Forbes Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Arron Forbes Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Arron Forbes I'd like to report an Issue

Acebuddy Please select an option!

Arron Forbes	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Arron Forbes	Unable to create a new user on server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Arron Forbes	ok
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
Arron Forbes	Hi server name is OmniHelicopters
	CID72166
Tushar Pharswan	Are you able to log in to MyPortal?
Arron Forbes	Yea I can
	<i>11:24:36 PM Arron Forbes is sharing a file with you</i> <u>New user error code.PNG</u> - (Size:114.74 KB)
	This is what I got
	<i>11:25:01 PM Tushar Pharswan is sharing a file with you</i> <u>How to Manage ACE Server Users 4.pdf</u> - (Size:1.33 MB)
	<i>Kindly follow this guide to create users if you still face issue then let me know.</i>
Tushar Pharswan	May I take the remote access of your local computer?
Arron Forbes	sure
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at this time.
Arron Forbes	will do
Tushar Pharswan	After that.
	<u>https://assist.acecloudhosting.com/join/3362399501</u>
	Kindly Click on the link and open the downloaded file.
Arron Forbes	Are you there?
Tushar Pharswan	Yes, we are connected now.
Arron Forbes	ok
Tushar Pharswan	Kindly open the MyPortal.
	Kindly email us at support@acecloudhosting.com with the details of the new user that you mentioned. Our team will then make a new user for you.
	Is there anything else I may help you with ?

Arron Forbes

Ok will this be done asap ?

can I use the same ticket ID?

support ticket 627936

Tushar Pharswan

Yes you can

Arron Forbes

ok will do

there's another issue maybe you can assist with

I'm trying to reset password for another user

on same server ID

but no luck

Tushar Pharswan

Let's try the Myprotal for that too.

Arron Forbes

User is FernandaGomes

I've already gotten a successful password reset notification

but unable to sign on with the rdp

Tushar Pharswan

Kindly allow me two minutes to check the same.

It's in inactive state let me change the state to active.

Arron Forbes

I see

sure

Tushar Pharswan

Let's try to fix it from your side as it will be fast.

Kindly try to login now.

for FernandaGomes

Its working now.

Kindly email us at the previous ticket you mentioned for user addition.

Is there anything else I may help you with ?

Arron Forbes

support ticket 627936 for new user

Tushar Pharswan

Thank you for the email a new user will be created and sent to you soon.

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>

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70771 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, 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 report an Issue
Acebuddy	Please select an option!

	info	QuickBooks Issue
Acebuddy		What type of QuickBooks Issue are you facing?
	info	QuickBooks Update
Acebuddy		Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when iss might get delayed due to unforeseen circumstances.
		If you're also getting an update popup, please grab a screenshot of the error message support@acecloudhosting.com. Our engineers will manually check and implement the be and share a confirmation via email.
		Do you need any further assistance on the topic?
	info	Yes
Acebuddy		Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja		Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assist
	info	Hello, Could you update QB midnight?
Aarush Aneja		Yes, definitely
		We will complete the QuickBooks update in the night hours and will email you once it
		Is there anything else I may help you with ?
		Are we still connected here?
	info	no that was all
		sorry
Aarush Aneja		Welcome
		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>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71657 Loni Moen

Email: loni@ledgersinc.net

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: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

Loni Moen	Hello, I am your Acebuddy
Acebuddy	Hello Loni Moen, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Loni Moen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Loni Moen	I'd like to raise a Request
Acebuddy	Please select your request type.
Loni Moen	Change in Applications
Acebuddy	Please select your desired option!
Loni Moen	Application Removal
Acebuddy	Kindly email us the application name that needs to be removed at support@acecloud.com your registered email address and we'll revert you in 1-2 hour(s).
	Do you need any further assistance on the topic?

Loni Moen	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71268 German Caro

Email: german@dcs-online.net  713-894-4380

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: BAYTOWN

State: Texas

Country: UNITED STATES

Chat Transcript

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

#70266 kayla

Email: kayla@klarsontax.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NASHOTAH

State: Wisconsin

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select your request type.
kayla	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

#71142 Barbara Davis

Email: bdavis@pragermetis.com ☎ 828-771-5015

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 44 Secs

City: ASHEVILLE

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Barbara Davis	I'd like to report an Issue
Acebuddy	Please select an option!
Barbara Davis	Password Reset
Acebuddy	Please select an option below
Barbara Davis	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pas
	Do you need any further assistance on the topic?
Barbara Davis	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assist
Barbara Davis	Ticket 625839 - apparently my access has been closed and should not have been. I ca password or get in
Aarush Aneja	We are sorry to hear about the issue. We will surely assist you
	We have updated settings from the backend.
	Kindly use the existing password and try connecting back to the user once now
	You will also able to access the self-care portal now.
Barbara Davis	let me try
	I am in - thank you so much
Aarush Aneja	Welcome
	This message has been deleted
	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>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71690 areeba

Email: areeba@thejbeemethod.com ☎ 7709540475

Department: Support(QB & App Hosting)

Operator: Vignesh Arul

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: STOCKBRIDGE

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Vignesh Arul accepted the chat transfer request.

areeba	hello
	We have an update on DMS. Can we schedule a after hours updates on all our software?
	Hello
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
areeba	JBee_Areeba
Vignesh Arul	Kindly allow me two minutes to check the same.
areeba	ok
Vignesh Arul	Kindly show me the file to update on the server.
	May I take the remote access of your server?
areeba	sure
Vignesh Arul	Prior providing the access, I would suggest you to close any important documents at your end.
	Yes we are connected. (Edited)
	Please show me the update request.
areeba	OK
Vignesh Arul	Okay let me check the same from our end.
	Noted,
	I have scheduled the updates for the night hours.
	Is there anything else I may help you with ?
areeba	that is it
	thank you
Vignesh Arul	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I will also share the ticket id with you over the mail once this chat is disconnected.
areeba	you too

Vignesh Arul has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70358 Lindsay Groves

Email: lindsay@wendyjweissman.com ☎ 406-205-4462

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: GREAT FALLS

State: Montana

Country: UNITED STATES

Chat Transcript

Lindsay Groves	Hello, I am your Acebuddy
Acebuddy	Hello Lindsay, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lindsay Groves	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lindsay Groves	I'd like to report an Issue
Acebuddy	Please select an option!
Lindsay Groves	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Lindsay Groves	Update program Drake Accounting 2023
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be ass

Lindsay Groves	hello
Anurag Sharma	Hello Lindsay
Lindsay Groves	I am trying to open my drake Accounting program but I am getting messages that update is installed.
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user details.
Lindsay Groves	WendyJWCPA Lindsay
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Lindsay Groves	ok
Anurag Sharma	Could you please confirm me the Drake application version?
Lindsay Groves	Drake Accounting 2023
Anurag Sharma	Okay
	Lindsay, I am scheduling the Drake accounting 2023 application update during the night when users are less active on the server.
	We will inform you once it is completed.
	Is there anything else I may help you with ?
Lindsay Groves	that is all I needed today
	thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback about 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 summarizing our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. 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/knowledgebase)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70748 info

Email: info@brkimcpa.com  9729724930

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

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, 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 report an Issue
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	QB update request
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
info	Hellom
	Hello,

Could you update the QB today midnight?

Chat request was not picked up by the operators

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70103 Kayti Kloimwieder

Email: kkloimwieder@dayton.bbb.org **19376812800**

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: DAYTON

State: Ohio

Country: UNITED STATES

Chat Transcript

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

Kayti Kloimwieder

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?

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

#70123 Kevin T Taylor

Email: ktaylor@cthumanities.org

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: GLASTONBURY

State: Connecticut

Country: UNITED STATES

Chat Transcript

Kevin T Taylor

Hello, I am your Acebuddy

Acebuddy

Hello Kevin T Taylor, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Kevin T Taylor

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Kevin T Taylor	I'd like to report an Issue
Acebuddy	Please select an option!
Kevin T Taylor	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kevin T Taylor	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Kevin T Taylor	Ticket #613648
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be ass
	Hello Kevin
Kevin T Taylor	Great. Thank you.
	I need QB installed on my desktop and I need to have QB sync
Anurag Sharma	Okay
	Kindly allow me two minutes to check the same.
Kevin T Taylor	Tushar Pharswan was working on this with me yesterday
Anurag Sharma	Okay
	Please allow me 2-3 minutes to check.
Kevin T Taylor	Great. Thank you.
Anurag Sharma	Kevin, could you please confirm if you want to add the QuickBooks Premier 2024 appl
	to your desktop? So that you can use that application?
Kevin T Taylor	Yes
Anurag Sharma	Thanks for the confirmation !
	Please allow me 2 minutes so that I can do that for you.
	Please check on your desktop. I have added the application shortcut for you.
	Please also check if the desired company file is working or not.
	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.

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71756 Robert Bergman

Email: bergmanrobert23@gmail.com  2162351743

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: CLEVELAND

State: Ohio

Country: UNITED STATES

Chat Transcript

Robert Bergman	Hello, I am your Acebuddy
Acebuddy	Hello Bergmanrobert23, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Robert Bergman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Bergman	I'd like to raise a Request
Acebuddy	Please select your request type.
Robert Bergman	Change in Applications
Acebuddy	Please select your desired option!
Robert Bergman	

Application Removal

Acebuddy

Kindly email us the application name that needs to be removed at support@acecloud.com
your registered email address and we'll revert you in 1-2 hour(s).

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71158 Stephanie

Email: stephanie@akiptan.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Stephanie

Hello, I am your Acebuddy

Acebuddy

Hello Stephanie Janis, 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 help
Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71733 Jamie

Email: operations@ghtransusa.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 19 Secs

City: BROOKLYN

State: New York

Country: UNITED STATES

Chat Transcript

Jamie	Hello, I am your Acebuddy
Acebuddy	Hello Operations, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jamie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jamie	I'd like to report an Issue
Acebuddy	Please select an option!
Jamie	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jamie	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?
Jamie	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>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Jamie	ticket number TLLU2289028
	sorry
	632161
	this is the case number
Shubham Kataria	Kindly allow me two minutes to check the same.
	Please confirm if you are unable to access the server or just the QB application
Jamie	just QB
Shubham Kataria	Could you please confirm if you're receiving any error while opening QB
Jamie	yes
	error code: H505
Shubham Kataria	Thank you for the information.
	And could you please confirm your username for the server login
Jamie	JAMIEW.Q6
Shubham Kataria	May I take the remote access of your server?
Jamie	YES
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly accept the request after closing important documents at your end
Jamie	ok
	all close
Shubham Kataria	Thank you
	Kindly accept the request
	Thank you for your patience.
Jamie	it's good now
	thank you
Shubham Kataria	As per our remote conversation, issue has been resolved

	you're welcome
	Is there anything else I may help you with ?
Jamie	no, thank you very much for your help
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

Hello, I am your Acebuddy

Visitor Details

#70550 docs

Email: docs@qsteels.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

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

#70046 Joe Stewart

Email: office@leonardsbooks.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

City: LOWELL

State: Illinois

Country: UNITED STATES

Chat Transcript

Joe Stewart	Hello, I am your Acebuddy
Acebuddy	Hello Joe Stewart, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joe Stewart	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joe Stewart	I'd like to report an Issue
Acebuddy	Please select an option!
Joe Stewart	Password Reset
Acebuddy	Please select an option below
Joe Stewart	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pas
	Do you need any further assistance on the topic?
Joe Stewart	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
Joe Stewart	Hello!
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user
Joe Stewart	One moment
Tushar Pharswan	Sure, please take your time
Joe Stewart	The server is rdg.myrealdata.net
	The remote computer is Leonardbooks.myrealdata.net
	We need passwords reset for two accounts, Brother and Friend.
Tushar Pharswan	Kindly allow me two minutes to check whether the self-care is registered for you or nc
Joe Stewart	I believe it is, but that requires access to the account. We cannot change the passwor

	usable password.
Tushar Pharswan	I checked; both the users are registered in self-care portal you can reset your password. You can do that without the old passwords?
	the link is this : http://selfcare.acecloudhosting.com/
Joe Stewart	We can do that without the old passwords?
Tushar Pharswan	Yes, just open the link and click on the Forgot your password and enter the user name you Friend and Brother.
	Kindly proceed one by one.
	Is there anything else I may help you with ?
Joe Stewart	Nope, that's it. Thank you for your time; I apologize for bothering you!
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
Joe Stewart	You have been very helpful.
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Joe Stewart	Will do. Thanks.
Tushar Pharswan	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. 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/knowledgebase)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70107 help

Email: help@triadcybersolutions.com **Phone:** 3362999989
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 6 Secs
City: SPRING VALLEY
State: New York
Country: UNITED STATES

Chat Transcript

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
help	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
help	I'd like to report an Issue
Acebuddy	Please select an option!
help	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
help	cant change font size
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you with your issue.
help	please I want to change font size in my session
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user details.
	Are we still connected here?
help	tcssecuredsvr.myrealdatal.net
Tushar Pharswan	Thank you for the details.
help	hmm
	next

Tushar Pharswan	As I can see currently no user is logged in.
	Could you log in and then I will have to take your remote session to resolve your issue.
help	Anne.G@
	I want to do changes inside this
Tushar Pharswan	Okay we will change your font size but for that kindly log in to server.
	Once you log in to server kindly let me know.
help	ok wait
Tushar Pharswan	Sure, please take your time
help	done
	im in
Tushar Pharswan	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
help	need to increase font size
	like in QB is should be big
	please take
Tushar Pharswan	Accept the prompt so that I can resolve your issue.
	We are connected now, I will now proceed with the font increase setting, if possible, irrespective of the version.
	Kindly open the QuickBooks where you want to change font size.
help	I want to increase size overall
Tushar Pharswan	Okay.
help	which should also take effect in QB
Tushar Pharswan	Kindly increase the Slider as per your choice.
	Great now let's check in QuickBooks once you are done.
help	please also confirm inside QB
Tushar Pharswan	Sure, kindly open the QuickBooks version where you want to check.
	Is it good ?
help	wait
Tushar Pharswan	Okay
help	why they are overlapping
Tushar Pharswan	Which QuickBooks version you want to change the settings?
	We changed the font which is causing this.

	Its default.
	Should we proceed with the QuickBooks font size?
help	make fontsize to 125%
Tushar Pharswan	Check the sample size and adjust it accordingly.
	Great now you know how to change it you can do that again in future too.
help	thanks you can disconnect from the remote session
Tushar Pharswan	Okay.
	Is there anything else I may help you with ?
help	i'LLL CONTACT IF i FACE ANY OTHER ISSUE
Tushar Pharswan	Sure.
	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@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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70293 megan

Email: megan@martinenterprisesheatingandac.com ☎ 8474381203

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: 4 Secs

City: BARRINGTON

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	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
megan	There is a gray square in the corner of Quickbook's, blocking and can't get rid of it.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Vignesh Arul accepted the chat transfer request.

Vignesh Arul is transferring the chat to Manish Singh.

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist
megan	Hi Manish. Weird gray rectangle in the right upper corner of Quickbook's and I can't go
	Can you please login and take a look?
	Martin Enterprises Heating and AC, Martin_2 is the user.
Manish Singh	I will surely help you with this issue.

	May I take the remote access of your server?
megan	Yes please
Manish Singh	https://assist.acecloudhosting.com/join/1572134940
	Prior providing the access, I would suggest you to close any important documents at your end.
	Is there anything else I may help you with ?
megan	Thanks for your help.
Manish Singh	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. 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/knowledgebase).
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71265 lu bai

Email: lubai@rainbowloom.com **Phone:** 12489243151

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 38 Secs

City: SOUTHFIELD

State: Michigan

Country: UNITED STATES

Chat Transcript

lu bai	Hello, I am your Acebuddy
Acebuddy	Hello Lu Bai, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
lu bai	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lu bai	I'd like to report an Issue
Acebuddy	Please select an option!
lu bai	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
lu bai	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
lu bai	I export the excle from QB but excle is not working, it seems my microsoftware is exprely renew it
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>
	<i>Tushar Pharswan is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma has not responded for the transfer request.</i>
	<i>Tushar Pharswan is transferring the chat to Anurag Sharma.</i>
lu bai	hello
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you with your issue.
	Hello Lu
lu bai	the prior Microsoft is the employee who leave the company, I would like to change to another account
	I export the excle from QB but excle is not working, it seems my microsoftware is experiencing a problem and need to renew it
Anurag Sharma	I deeply apologize for the inconvenience caused to you.

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

lu bai Choon's Investment LLC (CID69750)

is this you need?

Anurag Sharma Thanks for the confirmation !

Kindly allow me 2-3 minutes to check the same.

lu bai hello

Anurag Sharma Please stay connected. I am working on your issue.

As I can check on the server. You have office 365 apps for enterprise.

So do you want to have the access for the same?

lu bai can you check the office365 apps for enterprise login info ?

if this account is under sherry, she is no longer with us

we need to a new account

Anurag Sharma I deeply apologize but I would suggest you to contact the Microsoft support directly. A
the license details with us.

They can assist you better with this issue.

However, if you wish to remove sherry@rainbowloom.com as the primary contact for
can help you with that.

The account here I am referring to is Choon's Investment LLC. Not the Microsoft.

lu bai yes please remove her email and put finance@rainbowloom.com as primary contact

Anurag Sharma Okay, after this chat I will send you an email. You can revert back to that email and th
this ticket to the concerned department who will assist you with this.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

lu bai yes

Anurag Sharma 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.

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70087 mitesh

Email: mitesh@qsteels.com ☎ 8177890033

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 2 Secs

City: COPPELL

State: Texas

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be ass
	Hello Mitesh
mitesh	hello we are really facing soo many issues really not. happy
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
mitesh	reaching a situation where we want to stop using and start thinking something else
Anurag Sharma	Please feel free to discuss the issue with me. I will make sure to help you out with all t
mitesh	akanksha is trying to use since 1 hour and she is not able to log in every week we are facing 2-3 times such kind of issue
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
mitesh	is this normal
Anurag Sharma	Could you please confirm when was the last time she was able to enter the server?
mitesh	can you call me I can take her on the same call
Anurag Sharma	Okay
mitesh	+18177890033
Anurag Sharma	Mitesh I would request you to please call us on 1-888-415-5240 For immediate assistance. Alternatively If you wish to arrange a callback for you I can do that for you as well. Please share your availability time when we can arrange a callback for you. If you are comfortable on chat, I can assist you on chat as well.
mitesh	I am calliong no one picking
Anurag Sharma	Thanks for the confirmation !
	Don't worry I will not end the chat before someone picks up your call.
mitesh	really not happy every time we are doing some important work it stops working and we need to start calling you guys

Anurag Sharma	Mitesh, I totally understand your concern.
mitesh	and it takes atleast 2-3 hours to start today we lost 2 hours see no one picks up
Anurag Sharma	I will make sure to add the note and I will also inform the senior to assist you with this I will do my best to help you out.
mitesh	its already 3 mins on the hold
Anurag Sharma	I deeply apologize for the delay caused. Please confirm if you are connected on call?
mitesh	ya I am already connected but it is 7 mins on this already a guy called Ayush is helping me
Anurag Sharma	I totally understand your situation. He is our senior engineer. I will inform him about the severity of your issue. He will resolve the issue permanently. As you are already connected on call with one of our senior engineer. I am ending this Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70375 greyes

Email: greyes@thrivcpa.com **Phone:** 787-957-3275

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: SAN JUAN

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

greyes	Hello, I am your Acebuddy
Acebuddy	Hello Greyes, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
greyes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
greyes	I'd like to report an Issue
Acebuddy	Please select an option!
greyes	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
greyes	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
greyes	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>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you
greyes	hi, im trying to use QB but it doesnt let me do anything
Aarush Aneja	We will surely assist you
	Kindly confirm only you are facing this issue or all users
greyes	yes
Aarush Aneja	Kindly confirm the QuickBooks version you are using?
greyes	quickbooks Pro 2024
	plus*

Aarush Aneja	Thank you for the details
	Kindly check now once
greyes	now its working
	thank you
Aarush Aneja	Welcome
	We checked the settings and will observe the server performance
	Greyes, Is there anything else I may help you with ?
greyes	no
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an 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 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 Self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71141 George Fowler

Email: gpmfowler@gmail.com **Phone:** 8478991763

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

George Fowler	Hello, I am your Acebuddy
Acebuddy	Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
George Fowler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
George Fowler	I'd like to raise a Request
Acebuddy	Please select your request type.
George Fowler	Change in Users
Acebuddy	Please select your desired option!
George Fowler	User Addition
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecl.com from your registered email address and we'll update you once the request has been processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need any further assistance kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70312 ann lopez

Email: annlopez@cox.net ☎ 480-239-3173

Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 2 Secs
City: CHANDLER
State: Arizona
Country: UNITED STATES

Chat Transcript

ann lopez	Hello, I am your Acebuddy
Acebuddy	Hello Annlopez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ann lopez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ann lopez	I'd like to report an Issue
Acebuddy	Please select an option!
ann lopez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ann lopez	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?
ann lopez	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>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you
	Hi Ann. How are you doing today?
ann lopez	hello
	I am fine,thankyou
	I am unable to logon to my server. I receive the following message: user account is not

	remote login
Yash Ahi	I will surely help you with this issue Ann.
	Could you please help me with your server name or business name?
ann lopez	business support services
Yash Ahi	Thankyou for the information Ann.
	Kindly allow me two minutes to check the same.
ann lopez	server is qbnxtpre
Yash Ahi	Alright, please allow me 2 minutes to check the same.
	Thank you for your patience Ann.
	It seems like there is some issue at the backend.
	Let me make the required changes to fix this issue for you.
ann lopez	thank you
Yash Ahi	Could you please allow me 6-7 minutes, so I can work ok it.
ann lopez	yes.
Yash Ahi	Alright, thank you so much.
ann lopez	should i stay on the chat?
Yash Ahi	Well, you can stay if you want Ann.
	Thank you for your patience Ann.
	Could you please try to login now Ann?
ann lopez	ok
Yash Ahi	Let me know if you face any issues.
ann lopez	same error message
Yash Ahi	May I take the remote access of your local computer?
ann lopez	why?
Yash Ahi	To check the issue Ann.
	You can try to login again Ann.
ann lopez	ok
	I am to login now
Yash Ahi	Thats great Ann.
	I am glad that your issue is fixed.
	Is there anything else I may help you with ?
ann lopez	no thank you

Yash Ahi

You're welcome Ann.

I would greatly appreciate if you could share the feedback after this chat.

After this chat you will get the reference ticket ID

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 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 self-care portal (<https://selfcare.acecloudhosting.com>).

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

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71116 tyler.peldo

Email: tyler.peldo@wescominc.com **Phone:** 12183432638

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: DULUTH

State: Minnesota

Country: UNITED STATES

Chat Transcript

tyler.peldo	Hello, I am your Acebuddy
Acebuddy	Hello Tyler.peldo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tyler.peldo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tyler.peldo	I'd like to report an Issue
Acebuddy	Please select an option!
tyler.peldo	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
tyler.peldo	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
tyler.peldo	Still having the same issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assis
	Hello Tyler, could you please let me know the previous ticket number where the issue
tyler.peldo	625309
Sharath Kumar	thank you, allow me a quick moment to look into this
tyler.peldo	ok
Sharath Kumar	Tyler since when is this happening?
tyler.peldo	Started maybe 20 minutes ago. We use this feature Id say 300 times a day between a important this is fixed ASAP.
Sharath Kumar	I am on the server looking into this
tyler.peldo	Ok thank you
Sharath Kumar	am having some trouble signing into the server, Tyler. apologies for the delay
	please bear with me for a moment
tyler.peldo	Ok will do.
Sharath Kumar	thank you
	I am on the server now
tyler.peldo	ok

Sharath Kumar	may I take a remote session of your account to see what's exactly the issue is
tyler.peldo	Sure
Sharath Kumar	Please do close any confidential information
	sending the request now
tyler.peldo	ok
Sharath Kumar	could you show me how the error message comes up
tyler.peldo	It will randomly start working again and then stop working again. Right now it is work Typically I go into an invoice, click print, print to pdf, name it and hit save and then it error.
Sharath Kumar	Is this something that other users are also experiencing?
tyler.peldo	Yes all users are experiencing it at the same time. Assuming its a link between our file are saved and QB but Im not sure.
Sharath Kumar	I do the see the screenshot that you sent on the previous chat
	The Print and PDF repair tool might be able to help with your concern
	but the error has to come up again
tyler.peldo	When we click on that it just says page not found....
Sharath Kumar	I see
	let me check on that
	I have downloaded the tool but it requires all the active QB sessions to be closed (Edit
tyler.peldo	Do you want us to all close down?
Sharath Kumar	yes, if that is not possible right now. I can have someone install the tool and run the r after hours
	and you may let us know tomorrow if this resolved your concern
tyler.peldo	Please lets do it now.
Sharath Kumar	sure, just waiting for Jean
tyler.peldo	Ok shes getting out now.
Sharath Kumar	ok, she's out
	I am starting the repair tool now
	Alright, Tyler. That's done
tyler.peldo	Ok so we can all log back in?
Sharath Kumar	Could you please open QuickBooks and let me know if the error comes up
	Yes, Please go ahead
tyler.peldo	Its working for now!

Sharath Kumar	I will be keeping your ticket open for today. Do let me know if the issue still persists
tyler.peldo	Ok will do. Thank you!
Sharath Kumar	anything else that I may assist you with?
tyler.peldo	Nope that is it.
<i>tyler.peldo has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70841 Christopher Gmina

Email: info@sunshineaccounting.org **13212645959**

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Christopher Gumina	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Christopher Gumina	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Christopher Gumina	QUICKBOOKS DOES NOT LOAD ON DESKTOP
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you with your issue.
Christopher Gumina	I am trying to open QB and it will not open
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user details.
Christopher Gumina	roberta@sunshineaccounting.org
	It is under Sunshine Accounting
Tushar Pharswan	Kindly allow me two minutes to check the same.
Christopher Gumina	k
Tushar Pharswan	May I take the remote access of your local computer?
Christopher Gumina	yes
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at this time.
Christopher Gumina	done
Tushar Pharswan	https://assist.acecloudhosting.com/join/9912906931
	Kindly Click on the link and open the downloaded file.
Christopher Gumina	do you have access
Tushar Pharswan	Yes, we are connected now.
	Kindly guide me to the QuickBooks Icon.
Christopher Gumina	it is the 2024
Tushar Pharswan	There was multiple session of QuickBooks application running in the background which caused the issue. Kindly close all the sessions from task manager/ Task View.
Christopher Gumina	should I restart QB
Tushar Pharswan	Ok Kindly allow me 1 minute to check one more thing if the services are working or not.
	Is the issue faced by you or others as well ?
Christopher Gumina	I will ask

Tushar Pharswan	Yes please ask.
Christopher Gmina	yes
Tushar Pharswan	Okay I will have to reboot the server Kindly let everyone know and ask to log off after work.
Christopher Gmina	done
Tushar Pharswan	Venessa seems to be still logged in.
	May I proceed with the server reboot ?
Christopher Gmina	working on it
Tushar Pharswan	I have rebooted the server QuickBooks should be now working. As you have initiated this chat session from your server end this chat session is discontinued. Please reply to us on email if the issue still persists.
	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 summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. 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/knowledgebase)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71573 cvilla

Email: cvilla@dixxon.com **Phone:** 4805180568

Department: Support(QB & App Hosting)

Operator: Manish Singh
Website: <https://www.aceclouddhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 22 Secs
City: CHANDLER
State: Arizona
Country: UNITED STATES

Chat Transcript

cvilla	Hello, I am your Acebuddy
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be a today.
	May I take the remote access of your local computer?
cvilla	Yes
Manish Singh	https://assist.aceclouddhosting.com/join/7702779021
	Prior providing the access, I would suggest you to close any important document end.
cvilla	can you see the window it is on
Manish Singh	We are connected on the remote session and will proceed with the troubleshootir remote. Till the time, I am putting the chat on hold, please do not disconnect it. C issue is resolved, kindly give your confirmation on this chat.
cvilla	YAY
Manish Singh	Is there anything else I may help you with ?
cvilla	No - thank you so much!!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feed clicking on 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 fror regarding this conversation, along with a ticket number and survey feedback for
	I request you to kindly spare a moment to fill that out for me so that my manager how I am working. I will appreciate that. or you may send your feedback at quality@aceclouddhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on Portal (https://selfcare.aceclouddhosting.com).
	For self-help, check out our Knowledge Base

Manish Singh has ended this chat session