

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 3:39:33 AM

#75925 bussagservices

Email: bussagservices@gmail.com ☎ 2176170624

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: MENDON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 54 Secs

bussagservices	Hello, I am your Acebuddy	23 Apr, 3:39:34 AM
Acebuddy	Hello Bussagservices, I'm your Ace Buddy. I'll be happy to assist you!	3:39:35 AM
	Whom Would You Like to Connect With?	3:39:35 AM
bussagservices	Technical Support (QB & App Hosting)	3:39:40 AM
Acebuddy	Welcome to Ace Support.	3:39:40 AM
	Please chose an option :	3:39:40 AM
bussagservices	I'd like to report an Issue	3:39:45 AM
Acebuddy	Please select an option!	3:39:45 AM
bussagservices	QuickBooks Issue	3:39:51 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:39:51 AM
bussagservices	Other QB related issue	3:39:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:39:58 AM
bussagservices	when i login and click on QB. QB never appears	3:40:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:40:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:40:27 AM

Tushar accepted the chat transfer request.

3:41:56 AM

Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	3:42:00 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:42:10 AM
bussagservices	hi	3:42:11 AM
	AdamB.NPRO	3:42:57 AM
	bussagservices@gmail.com	3:43:23 AM
	is that what you need	3:43:32 AM
Tushar	Thank you for the details.	3:45:42 AM
	Kindly allow me two minutes to check the same.	3:45:45 AM
bussagservices	ok	3:45:51 AM
	thx	3:45:53 AM
Tushar	Thank you for waiting, your session is in disconnected state may I sign out it from back end.	3:48:54 AM
bussagservices	yep	3:49:04 AM
	go right ahead	3:49:08 AM
Tushar	Also did this issue arise first time and are other users facing the same?	3:49:22 AM
bussagservices	we have all been facing this issue off and on but usually if we wait long enough it will come back on but not anymore	3:50:04 AM
	it's a problem for all of us	3:50:22 AM
Tushar	Okay, we have noted down your feedback.	3:50:33 AM
bussagservices	thx	3:50:41 AM
Tushar	Kindly try to login and check if the issue is resolved or not.	3:50:46 AM
	Are we still connected here?	3:54:49 AM
	Are we still connected here?	3:55:50 AM
	Are we still connected here?	3:56:41 AM
	Are we still connected here?	3:57:22 AM
	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) if any further assistance is required.	3:58:09 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:58:16 AM
	<i>Tushar has ended this chat session</i>	3:58:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 10:53:43 PM

#75747 Melanie Tassone

Email: mtassone@kidsforkidsnyc.org  15165227266

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 55 Secs

Melanie Tassone	Hello, I am your Acebuddy	17 Apr, 10:53:44 PM
Acebuddy	Hello Melanie Tassone, I'm your Ace Buddy. I'll be happy to assist you!	10:53:45 PM
	Whom Would You Like to Connect With?	10:53:45 PM
Melanie Tassone	Technical Support (QB & App Hosting)	10:53:52 PM
Acebuddy	Welcome to Ace Support.	10:53:54 PM
	Please chose an option :	10:53:54 PM
Melanie Tassone	I'd like to report an Issue	10:53:59 PM
Acebuddy	Please select an option!	10:53:59 PM
Melanie Tassone	QuickBooks Issue	10:54:02 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:54:02 PM
Melanie Tassone	Other QB related issue	10:54:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:54:08 PM
Melanie Tassone	Cannot switch file to multi user mode	10:54:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:54:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:54:22 PM

Ashutosh Mishra accepted the chat transfer request.

10:54:28 PM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:54:38 PM
Melanie Tassone	Great	10:54:44 PM
Ashutosh Mishra	I understand you cannot switch to multi user mode.	10:54:59 PM
Melanie Tassone	Correct	10:55:04 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:55:15 PM
Melanie Tassone	KidsforKids.myrealdata.net	10:55:32 PM
Ashutosh Mishra	As you have just Onboarded to Ace servers, I am transferring you to the concerned team for further assistance.	10:57:31 PM
Melanie Tassone	Thanks	10:57:49 PM
<i>Ashutosh Mishra is transferring the chat to Onboarding.</i>		10:58:03 PM
Ashutosh Mishra	May I take the remote access of your local computer?	11:01:54 PM
Melanie Tassone	yes	11:02:08 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	11:02:20 PM
Melanie Tassone	Thank you	11:02:31 PM
Ashutosh Mishra	Please open the given link to connect	11:02:49 PM
	https://assist.acecloudhosting.com/join/1242675381	11:02:50 PM
Melanie Tassone	Thank you for your help, all is working now	11:25:21 PM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved from changes in backend.	11:25:29 PM
	Is there anything else I may help you with ?	11:25:32 PM
	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) if any further assistance is required.	11:26:37 PM
<i>Ashutosh Mishra has ended this chat session</i>		11:26:40 PM



Chat Transcript

Hello, I am your Acebuddy

#76030 chris.pearce**Email:** chris.pearce@irie-at.com**Department:** Support(QB & App Hosting)**Operator:****Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 38 Secs**City:** CORVALLIS**State:** Oregon**Country:** UNITED STATES

Chat Duration : 27 Mins 44 Secs

Chat Transcript

chris.pearce	Hello, I am your Acebuddy	24 Apr, 9:40:02 PM
Acebuddy	Hello Chris.pearce, I'm your Ace Buddy. I'll be happy to assist you!	9:40:02 PM
	Whom Would You Like to Connect With?	9:40:02 PM
chris.pearce	Technical Support (QB & App Hosting)	9:40:09 PM
Acebuddy	Welcome to Ace Support.	9:40:09 PM
	Please chose an option :	9:40:09 PM
chris.pearce	I'd like to report an Issue	9:40:24 PM
Acebuddy	Please select an option!	9:40:25 PM
chris.pearce	Other Issue	9:40:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:40:32 PM
chris.pearce	[Window Title] Remote Desktop Connection [Content] The connection was denied because the user account is not authorized for remote login. [^] Hide details [OK] [Expanded Information] Error code: 0x3 Extended error code: 0x9 Timestamp (UTC): 04/24/25 0	9:40:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:40:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:40:56 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	9:42:39 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:42:48 PM
chris.pearce	Thank you	9:43:09 PM
Sharath Kumar	could you let me know when was the last time you were able to connect to the remote server?	9:44:17 PM
chris.pearce	Yesterday	9:44:36 PM
Sharath Kumar	got it, and what is the username that you sign in with?	9:45:17 PM
chris.pearce		

	Shipping logistic	9:45:36 PM
Sharath Kumar	checking a few settings on the server and then on your user account	9:47:05 PM
	Thank you for your patience.	9:51:41 PM
	Both the server and the user account - ShippingLogistic_CBS appears to be active	9:52:02 PM
	I see that users are already signed into the server, so the connection issue has to be from your computer.	9:52:40 PM
	May I take a remote session to check some settings on your computer	9:53:04 PM
chris.pearce	yes	9:53:26 PM
Sharath Kumar	thank you! sending you the link	9:53:38 PM
chris.pearce	It is happening on several different computers and different user.	9:53:50 PM
Sharath Kumar	https://assist.acecloudhosting.com/join/3292501508	9:54:25 PM
	I see, are you all on a same network	9:55:14 PM
chris.pearce	we have tried different networks	9:56:43 PM
Sharath Kumar	understood, let me check the RDP file then	9:57:00 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:57:11 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:57:22 PM
	Chris, we were able to get you connected to the server after correcting theservername (Edited)	10:05:16 PM
	Is there anything else that I may assist you with?	10:05:38 PM
	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) if any further assistance is required.	10:07:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:07:43 PM
	<i>Sharath Kumar has ended this chat session</i>	10:07:46 PM



Chat Transcript

Hello, I am your Acebuddy

#76045 Luke Demery**Email:** luke.demery@attorneyguss.com**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**City:** CYPRESS**State:** Texas**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 39 Mins 41 Secs

Luke Demery	Hello, I am your Acebuddy	25 Apr, 12:29:39 AM
Acebuddy	Hello Luke Demery, I'm your Ace Buddy. I'll be happy to assist you!	12:29:40 AM
	Whom Would You Like to Connect With?	12:29:40 AM
Luke Demery	Technical Support (QB & App Hosting)	12:29:48 AM
Acebuddy	Welcome to Ace Support.	12:29:48 AM
	Please chose an option :	12:29:48 AM
Luke Demery	I'd like to raise a Request	12:29:59 AM
Acebuddy	Please select your request type.	12:29:59 AM
Luke Demery	Other Request	12:30:06 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:30:06 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:30:06 AM
Luke Demery	Setback	12:30:40 AM
Acebuddy	Please select your request type.	12:30:40 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:09:21 AM
	<i>Ended due to chat idle timeout</i>	1:09:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Apr, 3:21:26 AM

#75333 mike

Email: mike@backstoptax.com ☎ 6026867247

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: 2 Mins 58 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 49 Secs

mike Hello, I am your Acebuddy 9 Apr, 3:21:27 AM

Acebuddy Hello Mike, I'm your Ace Buddy. I'll be happy to assist you! 3:21:34 AM

Whom Would You Like to Connect With? 3:21:34 AM

mike Technical Support (QB & App Hosting) 3:21:47 AM

Acebuddy Welcome to Ace Support. 3:21:47 AM

Please chose an option : 3:21:47 AM

mike I'd like to report an Issue 3:21:53 AM

Acebuddy Please select an option! 3:21:53 AM

mike Other Issue 3:21:57 AM

Acebuddy Please specify the issue you are facing before I connect you to an available support representative! 3:21:57 AM

mike Need help with associating a file with a program so it opens 3:22:25 AM

Acebuddy Please wait while we connect you to a Support Representative 3:22:26 AM

Acebuddy (bot) forwarded the chat request 3:22:26 AM

Anurag Sharma accepted the chat transfer request. 3:23:04 AM

Anurag Sharma Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. 3:23:07 AM

	Hello Mike	3:23:10 AM
mike	Hello Anurag	3:23:25 AM
	Not sure if you can help with this or not	3:23:52 AM
Anurag Sharma	I will surely try to assist you with the issue.	3:25:04 AM
	Please share the issue with me.	3:25:21 AM
mike	I have a file that won't open up with the program that it is associated with.	3:26:03 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:27:00 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:27:03 AM
mike	Backstop Tax LLC	3:27:20 AM
	mike@backstoptax.com	3:27:37 AM
Anurag Sharma	Thanks for the confirmation !	3:29:27 AM
	May I take the remote access of your local computer?	3:29:31 AM
mike	Yes	3:29:40 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:29:46 AM
mike	I'm ready	3:29:54 AM
Anurag Sharma	https://assist.acecloudhosting.com/join/3572146443	3:30:18 AM
	Kindly paste this link in the browser of local computer and join the session.	3:30:23 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:31:40 AM
mike	ok	3:32:25 AM
	I'm here	3:50:37 AM
Anurag Sharma	I would recommend you to use this file from the other location. Or you can recreate another file to access it from the desired location.	3:50:48 AM
	Is there anything else I may help you with ?	3:50:50 AM
mike	No thank you.	3:51:03 AM
Anurag Sharma	Thanks for the confirmation !	3:51:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:51:16 AM
	<i>Anurag Sharma has ended this chat session</i>	3:51:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Apr, 6:17:32 PM

#75149 Irzad Zamal

Email: irzad@zamcorpgy.com 17073356636

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: 16 Secs

City: BOURDA

State: Demeraramahaica

Country: GUYANA

Chat Transcript

Chat Duration : 7 Mins 34 Secs

Irzad Zamal	Hello, I am your Acebuddy	4 Apr, 6:17:33 PM
Acebuddy	Hello Irzad, I'm your Ace Buddy. I'll be happy to assist you!	6:17:34 PM
	Whom Would You Like to Connect With?	6:17:34 PM
Irzad Zamal	Technical Support (QB & App Hosting)	6:17:37 PM
Acebuddy	Welcome to Ace Support.	6:17:37 PM
	Please chose an option :	6:17:37 PM
Irzad Zamal	I'd like to raise a Request	6:17:43 PM
Acebuddy	Please select your request type.	6:17:43 PM
Irzad Zamal	Application Version Upgrade	6:17:53 PM
Acebuddy	Please select the application you would like to upgrade :	6:17:53 PM
Irzad Zamal	QuickBooks	6:17:57 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	6:17:57 PM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	6:17:57 PM

	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	6:17:57 PM
	Do you need any further assistance on the topic?	6:17:57 PM
Irzad Zamal	Yes	6:18:06 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:18:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:18:06 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:18:18 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:18:23 PM
	Hello Irzad	6:18:31 PM
Irzad Zamal	Hello Shaswat	6:18:40 PM
	Kindly assist with tkt 672816	6:18:46 PM
Shashwat Verma	I will surely help you with this issue.	6:18:52 PM
	Kindly allow me two minutes to check the same.	6:18:54 PM
Irzad Zamal	sure	6:20:23 PM
Shashwat Verma	I have checked the ticket and you would like to uninstall the QB 22 right? (Edited)	6:20:47 PM
Irzad Zamal	Yes please. We've upgraded to 24.0	6:21:02 PM
	and I've noticed the 22.0 database is conflicting the QB services for 24.0 in the task manager	6:21:26 PM
	I tried start DB34 but I don't have access	6:21:37 PM
Shashwat Verma	Okay, we have noted your request, you would like to proceed now, or shall I schedule it for night hour as it requires system reboot?	6:22:02 PM
	Okay	6:22:13 PM
Irzad Zamal	How long would it take to uninstall now	6:22:29 PM
	and then to ensure all QB services running	6:22:39 PM
Shashwat Verma	We require 20 mins for same.	6:22:47 PM
	Sure	6:22:53 PM
	We'll do the needful and will inform you on email.	6:23:11 PM
	Is that work for you?	6:23:17 PM
Irzad Zamal	yes thanks	6:23:35 PM
Shashwat Verma	Is there anything else I may help you with ?	6:23:40 PM
	Are we still connected here?	6:24:30 PM
Irzad Zamal	not for now thanks	6:24:31 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	6:24:37 PM
Irzad Zamal	how long do you think you need?	6:24:38 PM

Shashwat Verma	Atleast 20 mins	6:24:50 PM
Irzad Zamal	ok thanks	6:24:59 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:25:03 PM
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.		
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am 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 Selfcare Portal (https://selfcare.acecloudhosting.com).		
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)		

Shashwat Verma has ended this chat session

6:25:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 7:12:02 PM

#75421 djimeno

Email: djimeno@agtaxes.com 13058261711

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: LEXINGTON

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 43 Secs

djimeno

10 Apr, 7:12:03

	Hello, I am your Acebuddy	PM
Acebuddy	Hello Djimeno, I'm your Ace Buddy. I'll be happy to assist you!	7:12:05 PM
	Whom Would You Like to Connect With?	7:12:05 PM
djimeno	Technical Support (QB & App Hosting)	7:12:07 PM
Acebuddy	Welcome to Ace Support.	7:12:07 PM
	Please chose an option :	7:12:07 PM
djimeno	I'd like to report an Issue	7:12:13 PM
Acebuddy	Please select an option!	7:12:13 PM
djimeno	Other Issue	7:12:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:12:17 PM
djimeno	I can't sign into network, I get this message: "Remote Desktop can't find the computer "AGT.myrealdata.net" This might mean that "AGT.myrealdata.net" does not belong to specified network"	7:14:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:14:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:14:30 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:14:35 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:14:49 PM
	Hello Dijimeno, could you please let me know the last time that you signed into the server	7:15:25 PM
djimeno	14 hours ago	7:15:45 PM
Sharath Kumar	got it, I am able to access the server and I also see the user account CarBe2 currently signed into it	7:16:37 PM
	allow me to take remote of your computer and I will check a few settings there	7:17:14 PM
djimeno	ok	7:17:22 PM
Sharath Kumar	here's the link	7:17:47 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:17:51 PM
djimeno	where is the link	7:18:25 PM
Sharath Kumar	my apologies - here you go https://assist.acecloudhosting.com/join/1282672991	7:19:02 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:21:15 PM
	as discussed over the remote session ,the issue appears to be due to the internet latency	7:32:41 PM
	you are connected to the remote session now and mentioned no further assistance is required	7:33:11 PM
	therefore, I am ending the chat now.	7:33:22 PM
djimeno	thank you	7:33:32 PM

Sharath Kumar

Wishing you a good day ahead

7:33:38 PM

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

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

Thanks!

7:33:43 PM

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

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

djimeno has ended this chat session

7:33:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 12:34:37 AM

#76047 djimeno

Email: djimeno@agtaxes.com 13058261711

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: CAVE CITY

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 50 Secs

djimeno

Hello, I am your Acebuddy

25 Apr, 12:34:38 AM

Acebuddy

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

12:34:38 AM

	Whom Would You Like to Connect With?	12:34:39 AM
djimeno	Technical Support (QB & App Hosting)	12:34:41 AM
Acebuddy	Welcome to Ace Support.	12:34:41 AM
	Please chose an option :	12:34:41 AM
djimeno	I'd like to report an Issue	12:34:48 AM
Acebuddy	Please select an option!	12:34:48 AM
djimeno	QuickBooks Issue	12:34:53 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:34:53 AM
djimeno	Other QB related issue	12:35:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:35:01 AM
djimeno	I purchased a QB license for QuickBooks Desktop Accountant 2024. How do I install the new QB version in my server?	12:36:05 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:36:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:36:05 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	12:36:13 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	12:36:20 AM
	Hello, how are you doing today ?	12:36:35 AM
djimeno	Hell, I am well thank you, and you?	12:36:50 AM
Rohan Prajapati	That's Great. I'm good too, thanks for asking.	12:37:09 AM
	That's Great. Kindly share the license details from the registered email address and will proceed with the installation once we receive the details during the night hours.	12:38:26 AM
	Is there anything else I may help you with ?	12:38:32 AM
djimeno	no that is all, thank you	12:39:14 AM
Rohan Prajapati	Thanks for the confirmation !	12:39:22 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:39:25 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:39:27 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan Prajapati has ended this chat session</i>	12:39:29 AM



Chat Transcript

How often are backups taken?

Visitor Details

10 Apr, 12:26:00 AM

#75383 Daniel Robinson

Email: daniel@southernstarstorage.com 17138544991

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: <https://www.acecloudhosting.com/sage-50-hosting/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 20 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 59 Secs

Daniel Robinson	How often are backups taken?	10 Apr, 12:26:00 AM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	12:26:03 AM
	Hello Daniel, how are you doing today?	12:26:18 AM
	For the Private Dedicated Hosting Service that we provide, we take daily data backups that are replicated at three Data Centers in the US at any point in time.	12:26:56 AM
Daniel Robinson	I am well. I am meeting with an auditor shortly and was presented with these questions regarding Sage.	12:27:05 AM
	1. Please provide a screenshot of the backup schedule configuration 2. Please provide evidence of a successful backup 3. Please provide evidence of a failed backup, the failure notification , and the successful resolution 4. Please provide the failure notification configuration displaying a recipient 5. Please provide the users who can modify the backup configuration	12:27:06 AM
Dev Dubey	Plus, a 45-day Rolling Backup Policy is also provided.	12:27:18 AM
	Transferring your chat to the support team	12:28:20 AM

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

12:28:30 AM

Shashwat Verma accepted the chat transfer request.

12:29:07 AM

Shashwat Verma

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

12:29:11 AM

Hello Daniel

12:29:15 AM

Do you have any question related to backup?

12:29:41 AM

Daniel Robinson

I am well. I am meeting with an auditor shortly and was presented with these questions regarding Sage.

12:30:16 AM

1. Please provide a screenshot of the backup schedule configuration
2. Please provide evidence of a successful backup
3. Please provide evidence of a failed backup, the failure notification , and the successful resolution
4. Please provide the failure notification configuration displaying a recipient
5. Please provide the users who can modify the backup configuration

12:30:21 AM

Shashwat Verma

I will surely help you with this issue.

12:30:49 AM

We have noted your request and will share the following details on email at daniel@southernstarstorage.com

12:31:41 AM

Is that work for you?

12:31:49 AM

Are we still connected here?

12:33:54 AM

Are we still connected here?

12:35:24 AM

Are we still connected here?

12:37:15 AM

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) if any further assistance is required.

12:38:50 AM

Shashwat Verma has ended this chat session

12:39:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Apr, 6:44:11 PM

#76006 Tayler Lopez

Email: taylor@soleilfloors.com ☎ 5122180400

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 37 Secs

Tayler Lopez	Hello, I am your Acebuddy	24 Apr, 6:44:12 PM
Acebuddy	Hello Tayler, I'm your Ace Buddy. I'll be happy to assist you!	6:44:13 PM
	Whom Would You Like to Connect With?	6:44:13 PM
Tayler Lopez	Technical Support (QB & App Hosting)	6:44:19 PM
Acebuddy	Welcome to Ace Support.	6:44:19 PM
	Please chose an option :	6:44:19 PM
Tayler Lopez	I'd like to report an Issue	6:44:24 PM
Acebuddy	Please select an option!	6:44:24 PM
Tayler Lopez	Other Issue	6:44:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:44:28 PM
	<i>6:45:19 PM Tayler Lopez is sharing a file with you Capture.PNG - (Size:23.89 KB)</i>	6:45:19 PM
	Please wait while we connect you to a Support Representative	6:45:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:45:20 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	6:45:29 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	6:45:35 PM
	Hello Tayler, How are you doing today ?	6:45:53 PM
Tayler Lopez	good, how are you?	6:46:20 PM
Rohan Prajapati	That's Great. I'm good too, thanks for asking.	6:46:55 PM
	I will surely help you with this issue.	6:47:01 PM
	Kindly allow me 4-5 minutes to check the same.	6:47:07 PM
Tayler Lopez	thank you!	6:47:46 PM
Rohan Prajapati	Tayler, I kindly request that you open the same Gmail account in Gmail, as we need to create the App Password. Meanwhile, I'll be accessing your server.	6:50:26 PM
	Are we still connected here?	6:52:01 PM
Tayler Lopez	yes, i have gmail opened	6:52:13 PM

Rohan Prajapati	Thanks for the confirmation !	6:52:21 PM
	May I take the remote access of your server?	6:52:24 PM
Tayler Lopez	yes	6:52:38 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	6:52:40 PM
Tayler Lopez	ok	6:52:52 PM
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:53:06 PM
	Are we still connected here?	7:11:20 PM
	We have assisted you with the same issue by creating a new App password	7:23:46 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:24:45 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:24:47 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan Prajapati has ended this chat session</i>	7:24:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Apr, 7:51:54 PM

#75557 Christi Berryhill

Email: berryhillsewer@gmail.com ☎ 8067621066

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: LUBBOCK

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 18 Secs

Christi Berryhill	Hello, I am your Acebuddy	14 Apr, 7:51:56 PM
Acebuddy	Hello Christi Berryhill, I'm your Ace Buddy. I'll be happy to assist you!	7:51:56 PM
	Whom Would You Like to Connect With?	7:51:56 PM
Christi Berryhill	Technical Support (QB & App Hosting)	7:52:00 PM
Acebuddy	Welcome to Ace Support.	7:52:00 PM
	Please chose an option :	7:52:00 PM
Christi Berryhill	I'd like to report an Issue	7:52:17 PM
Acebuddy	Please select an option!	7:52:17 PM
Christi Berryhill	QuickBooks Issue	7:52:24 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:52:24 PM
Christi Berryhill	QuickBooks Login Issue	7:52:42 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	7:52:42 PM
	Was that helpful?	7:52:42 PM
Christi Berryhill	No	7:52:50 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:52:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:52:50 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	7:52:55 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:53:00 PM
Christi Berryhill	We were disconnected	7:53:23 PM
Rohan Prajapati	Hello Christi, did you switch to your Mobile hotspot ?	7:53:47 PM
Christi Berryhill	We don't have mobile hotspots. We have router WiFi	7:54:28 PM
Rohan Prajapati	Okay Christi, we have reviewed this and tried all possible solutions to fix the issue; however, it hasn't worked. Therefore, I'm escalating this case to the escalation team for resolution.	
	Could you please share your direct contact number and the best time to reach you so that we can arrange a callback with the escalation team?	7:57:32 PM

	We appreciate your understanding and cooperation in this matter.	
Christi Berryhill	anytime this am at 806762106	7:58:09 PM
Rohan Prajapati	Thanks for the confirmation !	7:58:17 PM
	May I also know your time zone ?	7:58:27 PM
Christi Berryhill	central in texas	7:58:45 PM
Rohan Prajapati	Thanks for the confirmation !	7:59:03 PM
	We will inform the escalation team to contact you as soon as possible.	
	Is there anything else I may help you with ?	7:59:05 PM
Christi Berryhill	Talk soon. Thank you	7:59:28 PM
Rohan Prajapati	Thanks for the confirmation !	8:00:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:00:10 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:00:12 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan Prajapati has ended this chat session</i>	8:00:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Apr, 12:25:11 PM

#75619 srinivas

Email: srinivas@taxgeeks.com ☎ 2252847776

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: IRVING

State: Texas

Country: UNITED STATES

Chat Duration : 6 Mins 48 Secs

Chat Transcript

srinivas	Hello, I am your Acebuddy	15 Apr, 12:25:13 PM
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!	12:25:14 PM
	Whom Would You Like to Connect With?	12:25:14 PM
srinivas	Technical Support (QB & App Hosting)	12:25:16 PM
Acebuddy	Welcome to Ace Support.	12:25:17 PM
	Please chose an option :	12:25:17 PM
srinivas	I'd like to report an Issue	12:25:21 PM
Acebuddy	Please select an option!	12:25:21 PM
srinivas	Other Issue	12:25:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:25:26 PM
srinivas	taxge - new server	12:25:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:25:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:25:38 PM
	<i>Manish Singh accepted the chat transfer request.</i>	12:25:59 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:26:03 PM
srinivas	hi	12:26:06 PM
Manish Singh	Hii	12:26:14 PM
srinivas	on the server I am getting an alert	12:26:17 PM
	that your IT support has to fix an issue	12:26:26 PM
Manish Singh	May I know which Error message you are getting?	12:26:46 PM
srinivas	not an error message	12:26:58 PM
	but an alert	12:27:00 PM
	there is some program from acecloud	12:27:07 PM
	which was showing this alert	12:27:13 PM

Manish Singh	Can you please share the screenshot of the error.	12:27:20 PM
srinivas	i don't have it	12:27:33 PM
	it is one of the programs which clearly said ace cloud...said restart now or schedule etc	12:27:52 PM
	can you see if there are things to be done on the server	12:28:05 PM
	if they are not required we can ignore it	12:28:13 PM
Manish Singh	Let me check please	12:28:23 PM
srinivas	ok	12:30:02 PM
Manish Singh	I am not able see any alert on the server if this alert pops-up again kindly share it with us on support@acecloudhosting.com so that we can provide the resolution accordingly.	12:31:37 PM
srinivas	ok	12:31:44 PM
	thanks	12:31:45 PM
	bye	12:31:46 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:31:52 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:31:59 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	12:32:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr, 12:16:41 AM

#75058 okaganova

Email: okaganova@fpdsolutions.com ☎ 15032721036

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: 1 Min 35 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Duration : 19 Mins 9 Secs

Chat Transcript

okaganova	Hello, I am your Acebuddy	3 Apr, 12:16:43 AM
Acebuddy	Hello Okaganova, I'm your Ace Buddy. I'll be happy to assist you!	12:16:44 AM
	Whom Would You Like to Connect With?	12:16:44 AM
okaganova	Technical Support (QB & App Hosting)	12:16:55 AM
Acebuddy	Welcome to Ace Support.	12:16:56 AM
	Please chose an option :	12:16:56 AM
okaganova	I'd like to raise a Request	12:17:58 AM
Acebuddy	Please select your request type.	12:17:58 AM
okaganova	Setback	12:17:59 AM
Acebuddy	Welcome to Ace Support.	12:17:59 AM
	Please chose an option :	12:17:59 AM
okaganova	I'd like to raise a Request	12:18:05 AM
Acebuddy	Please select your request type.	12:18:05 AM
okaganova	Application Update	12:18:11 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:18:11 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:18:11 AM
okaganova	Yes	12:21:41 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:21:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:21:42 AM
	<i>Gurwinder Singh declined the transfer request.</i>	12:22:21 AM

	<i>Anurag Sharma accepted the chat transfer request.</i>	12:22:38 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:22:42 AM
	Hello Okaganova	12:22:50 AM
okaganova	Hi, I urgently need this update.	12:22:50 AM
	Please share the following article with your IT team to upgrade the dashboard : https://help.bill.com/direct/s/article/360022307432 The article contains the information they need to refer to. One crucial thing to note is that when executing the Dashboard installer and the QBD program itself, during this disconnect/reconnect procedure, both files/icons must be right-clicked and "Run as administrator." The reason is that logging into Windows with an admin account and into QBD with Admin credentials in single-user mode doesn't automatically provide all the necessary administrative access required for successful syncing. If the program isn't run by right-clicking as administrator, the process might get stuck in a loop, producing unrelated error messages due to unavailable required access. Please let me know once the upgrade is done, by replying to this email. Thanks for your cooperation. Jinsmon	12:22:51 AM
	Can you perform right now?	12:23:09 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	12:24:37 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:24:41 AM
okaganova	FPD.myreldata.net	12:24:57 AM
	okaganova	12:24:59 AM
Anurag Sharma	May I take the remote access of your local computer?	12:25:33 AM
okaganova	yes	12:25:37 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	12:25:42 AM
okaganova	ok	12:25:50 AM
Anurag Sharma	https://assist.acecloudhosting.com/join/9602135773	12:25:58 AM
	Kindly paste this link in the browser of local computer and join the session.	12:26:02 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:26:55 AM
okaganova	ok	12:27:06 AM
Anurag Sharma	The issue seems to be resolved.	12:35:16 AM
	Is there anything else I may help you with ?	12:35:19 AM
okaganova	No, thank you.	12:35:25 AM
	Appreciate your help.	12:35:27 AM
	Have a good day.	12:35:30 AM
Anurag Sharma	Thanks for the confirmation !	12:35:44 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this	12:35:46 AM

chat.

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

12:35:48 AM

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

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

Thanks!

12:35:50 AM

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

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

Anurag Sharma has ended this chat session

12:35:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 5:58:06 PM

#75869 Dale Trahan

Email: tbroussard@la.glacoxmail.com **13373343779**

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 51 Secs

Dale Trahan

Hello, I am your Acebuddy

22 Apr, 5:58:07 PM

Acebuddy

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

5:58:08 PM

	Whom Would You Like to Connect With?	5:58:08 PM
Dale Trahan	Technical Support (QB & App Hosting)	5:58:11 PM
Acebuddy	Welcome to Ace Support.	5:58:11 PM
	Please chose an option :	5:58:11 PM
Dale Trahan	I'd like to report an Issue	5:58:20 PM
Acebuddy	Please select an option!	5:58:20 PM
Dale Trahan	QuickBooks Issue	5:58:24 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:58:24 PM
Dale Trahan	Other QB related issue	5:58:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:58:35 PM
Dale Trahan	Need help with installing the new QB 24	5:58:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:58:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:58:50 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	5:59:10 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	5:59:21 PM
Dale Trahan	Hi Sharath. Our server is LAS Server and I purchased the QB24 through Ace and need to start using it on our server. We currently have 23.0.	5:59:58 PM
Sharath Kumar	Understood, is there a ticket number that I refer for the license details	6:00:36 PM
Dale Trahan	I have an email that I did forward, let me see.	6:00:58 PM
	Try 679650	6:01:23 PM
Sharath Kumar	Thank you, one moment while I check this for you	6:01:44 PM
Dale Trahan	or 677755	6:01:57 PM
Sharath Kumar	AS per these tickets, the Enterprise 24.0 is already installed on the server	6:05:10 PM
	let me connect to the server and check the same for you	6:05:19 PM
Dale Trahan	It is installed but I cannot get it to open with our companies files.	6:05:38 PM
Sharath Kumar	understood! may I take remote of your server session to check why is that happening	6:06:41 PM
	sending request to TammyB	6:07:23 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:07:30 PM
Dale Trahan	Ok it looks like I wasn't signed in as admin	6:10:05 PM
Sharath Kumar	that is correct	6:10:13 PM
Dale Trahan	It's giving me an error	6:10:24 PM
Sharath Kumar	since the app is new, the files will be upgraded and that requires to be done by admin account	6:10:45 PM

Dale Trahan	it gave me an error	6:11:07 PM
Sharath Kumar	one moment please	6:12:09 PM
Dale Trahan	Also, how can I get into each person's desktop and make sure the only QB icon they have is the 24.0 once this is all finished?	6:15:27 PM
Sharath Kumar	I can remove all the other versions of QB from users' desktop	6:16:05 PM
Dale Trahan	Thank you.	6:16:54 PM
Sharath Kumar	you can send in an email request for the same whenever you like	6:16:55 PM
Dale Trahan	Ok I sure will.	6:17:03 PM
Sharath Kumar	company file is almost updated. It should open up in QB 24 now.	6:17:29 PM
	Anything else that I may assist you with?	6:17:35 PM
Dale Trahan	I think that's it. Thank you.	6:18:35 PM
Sharath Kumar	glad to hear that we got it sorted!	6:19:03 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:19:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:19:24 PM
	<i>Sharath Kumar has ended this chat session</i>	6:19:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Apr, 10:50:02 PM

#74985 Nathan Urry

Email: techs@cr-t.com ☎ 13853251678

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: DRAPER

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 11 Secs

Nathan Urry	Hello, I am your Acebuddy	1 Apr, 10:50:03 PM
Acebuddy	Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you!	10:50:04 PM
	Whom Would You Like to Connect With?	10:50:04 PM
Nathan Urry	Managed IT	10:50:10 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:50:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:50:10 PM
	<i>Shubham accepted the chat transfer request.</i>	10:50:45 PM
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	10:51:22 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	10:51:44 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	10:52:05 PM
	Hello Nathan, How are you doing today ?	10:52:18 PM
Nathan Urry	Good u?	10:52:31 PM
	Will you please grant Ric Marcellones access to only the following folder structure: D:\Client data\D\Data\Financials\Inventory\083123 to Current Inventory Review	10:52:58 PM
	Happy to confirm over email to nathan.urry@wholdllc.com	10:53:06 PM
Rohan Prajapati	That's Great. I'm good too, thanks for asking	10:53:28 PM
	I will surely help you with this.	10:53:38 PM
	Yes Please email us for this from your registered email address.	10:54:04 PM
Nathan Urry	done	10:54:56 PM
Rohan Prajapati	Thanks for the confirmation !	10:55:55 PM
	We have received the email and will update you via email once its done	10:56:13 PM
	Will that be okay for you ?	10:56:20 PM
Nathan Urry	thank you	10:56:26 PM

have a good day!

10:56:30 PM

Rohan Prajapati

Thanks for the confirmation !

10:57:01 PM

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

10:57:08 PM

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

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

Thanks!

10:57:10 PM

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

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

Rohan Prajapati has ended this chat session

10:57:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 6:09:59 PM

#75029 jimmy

Email: jimmy@epcsinc.com ☎ 16019062982

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: GULFPORT

State: Mississippi

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 43 Secs

jimmy

Hello, I am your Acebuddy

2 Apr, 6:10:01 PM

Acebuddy

	Hello Jimmy, I'm your Ace Buddy. I'll be happy to assist you!	6:10:02 PM
	Whom Would You Like to Connect With?	6:10:02 PM
jimmy	Technical Support (QB & App Hosting)	6:12:38 PM
Acebuddy	Welcome to Ace Support.	6:12:38 PM
	Please chose an option :	6:12:38 PM
jimmy	I'd like to raise a Request	6:12:44 PM
Acebuddy	Please select your request type.	6:12:44 PM
jimmy	Change in Applications	6:22:35 PM
Acebuddy	Please select your desired option!	6:22:35 PM
jimmy	Application Replacement	6:26:09 PM
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version.	6:26:09 PM
	Additionally, please provide us with the name and version of the new application along with any license details that may be necessary for the installation (for example, in case of QuickBooks).	6:26:09 PM
	We request you to download the setup file for the new application from its respective website or portal and save it on your server desktop.	6:26:09 PM
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation of the new application at our end.	6:26:09 PM
	Do you need any further assistance on the topic?	6:26:09 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:56:44 PM
	<i>Ended due to chat idle timeout</i>	6:56:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 12:27:49 AM

#76339 erica.terminello

Email: erica.terminello@gmail.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 42 Secs

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Duration : 42 Mins 38 Secs

Chat Transcript

erica.terminello	Hello, I am your Acebuddy	30 Apr, 12:27:49 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	12:28:55 AM
	Hello Erica, How are you doing today ? (Edited)	12:29:06 AM
erica.terminello	Not great still having issues login into my QB I tried following the instructions to do a PW reset on my account but all the questions for verification and email are wrong. I tried the original profile that worked when my access was working but now it says restricted. This is the original profile that was set up for me. erica.t@myrealdata.net	12:31:18 AM
Rohan Prajapati	I will surely help you with this issue.	12:32:27 AM
	May I take the remote access of your local computer?	12:32:30 AM
erica.terminello	Does that mean remote in	12:33:45 AM
Rohan Prajapati	Yes, Erica, I need to reconfigure a new RDP file on your laptop. Also, may I know if your password has been reset?	12:34:43 AM
	<i>12:37:18 AMerica.terminello is sharing a file with you 1_image.png - (Size:345.37 KB)</i>	12:37:18 AM
erica.terminello	I have not been able to do a reset. When I tired it says restricted. This is my husbands computer so no on remoting in.	12:37:20 AM
Rohan Prajapati	Erica, that's the reason we advised you to ask an account owner to send us an email requesting a password reset, as you are currently unable to do it yourself.	12:39:27 AM
	We will provide you the new Password immediately once you provide the approval for the Password reset.	12:41:05 AM
erica.terminello	Ok	12:42:13 AM
Rohan Prajapati	Yes Erica.	12:44:42 AM
	Is there anything else I may help you with ?	12:44:44 AM
erica.terminello	No I will get a hold of my accountant, but I have already gone through this with her already. Have there been any requests through her in regards to doing a PW rest on myrealdata\Erica.T_RAG	12:46:03 AM
	or	12:46:11 AM

	erica.T@myrealdata.net	12:47:02 AM
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same. (Edited)	12:48:09 AM
	This is correct Username	12:53:12 AM
erica.terminello	So have you received any emails from my accountant to do a reset on this account?	12:54:44 AM
Rohan Prajapati	No Erica, We have not received any email for your Password reset!	12:56:02 AM
	Did you inform any POC to email us ?	12:56:13 AM
erica.terminello	Did this the first time with my accountant, but she told me it was the other account that doesn't seem to be working. Are you able to lift the restriction that exists on the correct account so we can execute a password reset	12:57:33 AM
Rohan Prajapati	Erica, please be informed that you are currently cannot to reset the password for your user account (Erica.T) through the SelfCare Portal because we have just unlocked your account on the server. It was locked due to multiple incorrect password attempts, which is why the password reset option is not available at the moment.	1:02:03 AM
	The only available solution now is to have an account owner send us an email requesting a password reset on your behalf.	
erica.terminello	Ok and please confirm that the right account is erica.T@myrealdata.net	1:03:28 AM
	<i>1:05:28 AM Rohan Prajapati is sharing a file with you image.png - (Size:49.41 KB)</i>	1:05:28 AM
	<i>Yes, there is only one user with the name Erica, and the username is Erica.T@myrealdata.net.</i>	
Rohan Prajapati	I hope all doubts regarding this matter have been clarified.	1:07:21 AM
erica.terminello	Ok Thx	1:08:11 AM
Rohan Prajapati	Thanks for the confirmation !	1:09:03 AM
	Is there anything else I may help you with ?	1:09:05 AM
erica.terminello	No	1:09:13 AM
	Thanks.	1:09:28 AM
	I appreciate the clarification. It has just been frustrating.	1:10:04 AM
Rohan Prajapati	I can understand the frustration — I would have felt the same if I were in your place.	1:10:30 AM
	Erica, we are always here to assist you.	1:11:10 AM
	Thanks for the confirmation !	1:11:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:11:22 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:11:24 AM

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

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

Rohan Prajapati has ended this chat session

1:11:28 AM



Chat Transcript

PLEASE HELP UPDATE QUICKBOOK

Visitor Details

5 Apr, 8:28:45 PM

#75209 nguyen

Email: chinh_cn@yahoo.com ☎ 4082096515

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 56 Secs

nguyen PLEASE HELP UPDATE QUICKBOOK 5 Apr, 8:28:46 PM

Dikshant Yadav Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further. 8:28:56 PM

nguyen SAIGONSERVICES.MYREALDATA.NET 8:29:03 PM

THX 8:29:09 PM

WE CAN NOT FILE PAYROLL REPORT - SOFTWARE SAID UPDATED IS NEEDED 8:29:40 PM

Dikshant Yadav is transferring the chat to Support(QB & App Hosting). 8:29:52 PM

Shashwat Verma accepted the chat transfer request. 8:29:56 PM

Shashwat Verma Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. 8:30:01 PM

	Hello Chinh	8:30:07 PM
nguyen	THX	8:30:09 PM
Shashwat Verma	I will surely help you with this issue.	8:30:53 PM
	We have noted your request and will do the needful.	8:32:06 PM
nguyen	THX	8:32:12 PM
Shashwat Verma	Once we are done will inform you on email.	8:32:20 PM
nguyen	THANK YOU	8:32:27 PM
	HAVE A GOOD DAY	8:32:31 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:32:43 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:32:45 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:32:49 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	8:32:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Apr, 10:15:01 AM

#75617 jeff

Email: jeff@aerosgroup.com ☎ 616-997-8324

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: GRAND HAVEN

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 28 Secs

jeff	Hello, I am your Acebuddy	15 Apr, 10:15:02 AM
Acebuddy	Hello Jeff, I'm your Ace Buddy. I'll be happy to assist you!	10:15:03 AM
	Whom Would You Like to Connect With?	10:15:03 AM
jeff	Technical Support (QB & App Hosting)	10:15:13 AM
Acebuddy	Welcome to Ace Support.	10:15:13 AM
	Please chose an option :	10:15:13 AM
jeff	I'd like to report an Issue	10:15:20 AM
Acebuddy	Please select an option!	10:15:20 AM
jeff	QuickBooks Issue	10:15:23 AM
Acebuddy	What type of QuickBooks Issue are you facing?	10:15:23 AM
jeff	Other QB related issue	10:15:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:15:33 AM
jeff	Checking status of 2024 upgrade as instructed in ticket 673865	10:15:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:15:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:15:55 AM
	<i>Manish Singh accepted the chat transfer request.</i>	10:16:05 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:16:14 AM
jeff	Thank you	10:16:20 AM
Manish Singh	I will surely help you with this issue.	10:16:41 AM
	Kindly allow me two minutes to check the same.	10:16:47 AM
jeff	of course	10:16:57 AM
	it does not appear this upgrade has been done.	10:17:11 AM
Manish Singh	Yes, the upgrade is underway. We will carry it out during the night hours and notify you via email once it's completed.	10:19:45 AM
jeff	what is the ETA so i know when i can check it well before start of business? roughly. :)	10:20:33 AM
Manish Singh	3-4 hours, Jeff	10:20:44 AM

jeff	from when it started at 11 pm or from now?	10:22:30 AM
	need to know when to set my alarm lol	10:22:42 AM
Manish Singh	What Time Zone are you in?	10:22:58 AM
jeff	eastern. it is 12:53 am right now	10:23:15 AM
Manish Singh	4 Am	10:24:24 AM
	Jeff	10:24:31 AM
	Is there anything else I may help you with ?	10:25:10 AM
jeff	no sire. thanks	10:25:44 AM
Manish Singh	Thanks for your Patience.	10:26:07 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:26:11 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:26:22 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	10:26:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Apr, 7:23:13 PM

#75555 Ian Adlon

Email: ian@ppihx.com 1

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 50 Secs

City: PARSIPPANY

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 4 Secs

Ian Adlon	Hello, I am your Acebuddy	14 Apr, 7:23:15 PM
Acebuddy	Hello Ian Adlon, I'm your Ace Buddy. I'll be happy to assist you!	7:23:15 PM
	Whom Would You Like to Connect With?	7:23:15 PM
Ian Adlon	Technical Support (QB & App Hosting)	7:23:21 PM
Acebuddy	Welcome to Ace Support.	7:23:22 PM
	Please chose an option :	7:23:22 PM
Ian Adlon	I'd like to report an Issue	7:23:32 PM
Acebuddy	Please select an option!	7:23:32 PM
Ian Adlon	QuickBooks Issue	7:23:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:23:36 PM
Ian Adlon	QuickBooks Update	7:23:44 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	7:23:44 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	7:23:44 PM
	Do you need any further assistance on the topic?	7:23:44 PM
Ian Adlon	Yes	7:23:54 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:23:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:23:54 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:25:03 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:25:13 PM
Ian Adlon	Hello. I have an existing ticket.	7:25:55 PM
	#665909	7:26:02 PM
Sharath Kumar	Thank you , Ian. Let me quickly check this fo ryou	7:26:22 PM
	I see that as per that ticket, WB 2024 was installed a week ago. If there are updates pending we can get it installed during afterhours tonight	7:27:46 PM

	or you can let us know an appropriate time to update the app	7:28:07 PM
Ian Adlon	Ok we had received an email asking us to update our own Quickbooks files to version 24 but since we don't have a local copy of that we couldn't do it. Did ACE do that for us?	7:29:30 PM
Sharath Kumar	where are these files that you need to be updated located on the server	7:31:38 PM
Ian Adlon	I don't have that information handy at the moment--I am IT support for ECLC. I will have to ask the business office. Is that something you can do for us once I have the information?	7:32:50 PM
Sharath Kumar	typically, the application will create a backup on its own when the company files are accessed with QB 24	7:33:36 PM
	but if that prompts doesn't occur on their own, we can definitely look into it.	7:34:03 PM
	We'll need to know the location of the company file to check this	7:34:16 PM
Ian Adlon	Ok, I will contact the business office and get the information and then contact you back if we have any issues. Thank you.	7:35:33 PM
Sharath Kumar	That would be helpful.	7:35:54 PM
	You can reply with the appropriate info on the email that I will be sharing with you shortly	7:36:19 PM
	Is there anything else I may help you with ?	7:36:23 PM
Ian Adlon	That's it for now. Thank you.	7:36:36 PM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:37:49 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:37:52 PM
	<i>Sharath Kumar has ended this chat session</i>	7:38:20 PM



Chat Transcript

Hello, I am your Acebuddy

#76241 Jake Kauffman

Email: admin@cdt.org ☎ 2023682281

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: CAPITOL HEIGHTS

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 32 Secs

Jake Kauffman	Hello, I am your Acebuddy	28 Apr, 8:53:55 PM
Acebuddy	Hello Jake Kauffman, I'm your Ace Buddy. I'll be happy to assist you!	8:53:55 PM
	Whom Would You Like to Connect With?	8:53:55 PM
Jake Kauffman	Technical Support (QB & App Hosting)	8:54:05 PM
Acebuddy	Welcome to Ace Support.	8:54:05 PM
	Please chose an option :	8:54:05 PM
Jake Kauffman	I'd like to raise a Request	8:54:14 PM
Acebuddy	Please select your request type.	8:54:14 PM
Jake Kauffman	Other Request	8:54:26 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:54:26 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:54:26 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:24:27 PM
	<i>Ended due to chat idle timeout</i>	9:24:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Apr, 5:17:26 AM

#75457 Dinesh

Email: taxservices@ctaxllc.com

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: 37 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 34 Secs

Dinesh	Hello, I am your Acebuddy	11 Apr, 5:17:26 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:17:39 AM
	Hello Tax	5:17:42 AM
Dinesh	hi there	5:18:11 AM
	my ticket number is 676305	5:19:27 AM
Anurag Sharma	Thanks for the confirmation !	5:20:11 AM
	Could you please elaborate your issue?	5:20:19 AM
Dinesh	I have 2 screen but server could not allow me to use both of them so thats the major issue here	5:21:01 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:21:12 AM
	May I take the remote access of your local computer?	5:21:15 AM
Dinesh	ok	5:22:09 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	5:22:23 AM
	https://assist.acecloudhosting.com/join/9792733735	5:22:37 AM
	Kindly paste this link in the browser of local computer and join the session.	5:22:41 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:25:14 AM
	Are we still connected here?	5:28:30 AM
	Are we still connected here?	5:29:17 AM

Are we still connected here? 5:30:04 AM

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) if any further assistance is required. 5:30:05 AM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 5:30:08 AM

Anurag Sharma has ended this chat session 5:30:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 15 Apr, 12:22:28 AM

#75593 Christi Berryhill

Email: berryhillsewer@gmail.com ☎ 8067621066

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 47 Secs

City: LUBBOCK

State: Texas

Country: UNITED STATES

Chat Transcript Chat Duration : 27 Mins 50 Secs

Christi Berryhill	Hello, I am your Acebuddy	15 Apr, 12:22:29 AM
Acebuddy	Hello Berryhillsewer, I'm your Ace Buddy. I'll be happy to assist you!	12:22:30 AM
	Whom Would You Like to Connect With?	12:22:30 AM
Christi Berryhill	Technical Support (QB & App Hosting)	12:22:35 AM
Acebuddy	Welcome to Ace Support.	12:22:35 AM
	Please chose an option :	12:22:35 AM
Christi Berryhill	I'd like to raise a Request	12:22:44 AM

Acebuddy	Please select your request type.	12:22:44 AM
Christi Berryhill	Application Update	12:22:54 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:22:54 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:22:54 AM
Christi Berryhill	Yes	12:23:02 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:23:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:23:02 AM
	<i>Gurwinder Singh accepted the chat transfer request.</i>	12:24:41 AM
Christi Berryhill	My Quickbooks was updated now I am unable to e-mail customers	12:26:07 AM
Gurwinder Singh	Thank you for contacting Ace Cloud Hosting. Let me check your account details.	12:26:12 AM
	I am transferring the chat to Anurag Sharma who will be assisting you on this issue. Kindly allow me 2 mints.	12:27:41 AM
	<i>Gurwinder Singh is transferring the chat to Anurag Sharma.</i>	12:28:52 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:28:59 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:29:03 AM
	Hello Berry	12:29:08 AM
Christi Berryhill	Hi	12:29:28 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	12:30:26 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:30:30 AM
Christi Berryhill	QBNXTENT1	12:31:12 AM
	ChristiB1.NENT1	12:31:33 AM
Anurag Sharma	Thanks for the confirmation !	12:32:25 AM
	May I take the remote access of your server?	12:32:31 AM
Christi Berryhill	yes	12:32:40 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	12:32:59 AM
Christi Berryhill	they are closed	12:33:25 AM
Anurag Sharma	Okay	12:33:31 AM
	Please accept the remote session request on the server.	12:33:59 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:34:14 AM

Christi Berryhill	ok	12:34:27 AM
	I can e-mail now	12:48:42 AM
Anurag Sharma	Thanks for the confirmation !	12:49:07 AM
	Is there anything else I may help you with ?	12:49:11 AM
Christi Berryhill	That's all for now	12:49:24 AM
	Thank You	12:49:46 AM
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:50:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:50:13 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:50:16 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	12:50:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 8:53:08 PM

#75955 Ezra Dilger

Email: reception@rortax.com 7633189052

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 2 Secs

Ezra Dilger	Hello, I am your Acebuddy	23 Apr, 8:53:09 PM
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!	8:53:09 PM
	Whom Would You Like to Connect With?	8:53:09 PM
Ezra Dilger	Technical Support (QB & App Hosting)	8:53:12 PM
Acebuddy	Welcome to Ace Support.	8:53:12 PM
	Please chose an option :	8:53:12 PM
Ezra Dilger	I'd like to report an Issue	8:53:16 PM
Acebuddy	Please select an option!	8:53:16 PM
Ezra Dilger	Other Issue	8:53:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:53:19 PM
Ezra Dilger	Lacerte 2024 needs an update	8:53:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:53:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:53:30 PM
	<i>Gaurav Kumar declined the transfer request.</i>	8:54:02 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	8:54:55 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	8:54:59 PM
	Hello, How are you doing today ?	8:55:07 PM
	Please confirm if you would like us to update it right now or would like us to schedule it for tonight ?	8:57:07 PM
	Are we still connected here?	8:58:04 PM
	Are we still connected here?	8:58:06 PM
	Are we still connected here?	8:58:07 PM
	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) if any further assistance is required.	8:58:09 PM
	<i>Rohan Prajapati has ended this chat session</i>	8:58:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Apr, 1:20:16 AM

#75325 Anthony G Jetton

Email: tjetton@1stsourcelubes.com ☎ 14792646955

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: RUSSELLVILLE

State: Arkansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 45 Secs

Anthony G Jetton	Hello, I am your Acebuddy	9 Apr, 1:20:18 AM
Acebuddy	Hello Anthony G Jetton, I'm your Ace Buddy. I'll be happy to assist you!	1:20:19 AM
	Whom Would You Like to Connect With?	1:20:19 AM
Anthony G Jetton	Technical Support (QB & App Hosting)	1:20:32 AM
Acebuddy	Welcome to Ace Support.	1:20:32 AM
	Please chose an option :	1:20:32 AM
Anthony G Jetton	I'd like to raise a Request	1:23:08 AM
Acebuddy	Please select your request type.	1:23:08 AM
Anthony G Jetton	Application Update	1:23:22 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	1:23:22 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	1:23:22 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:02:03 AM
	<i>Ended due to chat idle timeout</i>	2:02:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 5:35:52 PM

#75735 taxes.ltdservices

Email: taxes.ltdservices@gmail.com ☎ 9195229911

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 40 Secs

taxes.ltdservices	Hello, I am your Acebuddy	17 Apr, 5:35:53 PM
Acebuddy	Hello Taxes.ltdservices, I'm your Ace Buddy. I'll be happy to assist you!	5:35:54 PM
	Whom Would You Like to Connect With?	5:35:54 PM
taxes.ltdservices	Technical Support (QB & App Hosting)	5:36:00 PM
Acebuddy	Welcome to Ace Support.	5:36:00 PM
	Please chose an option :	5:36:00 PM
taxes.ltdservices	I'd like to raise a Request	5:36:19 PM
Acebuddy	Please select your request type.	5:36:19 PM
taxes.ltdservices	Application Update	5:36:24 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	5:36:24 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	5:36:24 PM

taxes.ltdservices	Yes	5:36:30 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:36:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:36:30 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	5:36:40 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	5:36:55 PM
taxes.ltdservices	Hello. Please update Drake Accounting 2025	5:37:02 PM
Sharath Kumar	I can surely help you with that, could you please let me know the server's name that you are connected to	5:37:51 PM
taxes.ltdservices	LTDservices	5:38:25 PM
	User1	5:38:34 PM
Sharath Kumar	thank you! signing into the server	5:38:46 PM
	Unfortunately, the application requires to be signed in so that it can be updated and I am unable to login	5:40:30 PM
	as a workaround I have provided you with appropriate rights so that you may update the application	5:40:58 PM
	please try updating the application and let me know the result	5:41:12 PM
taxes.ltdservices	Not works	5:42:02 PM
Sharath Kumar	may I take a remote session of your screen on the server	5:42:27 PM
	<i>taxes.ltdservices has ended this chat session</i>	5:42:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr, 2:10:50 AM

#75066 Jack Mowreader

Email: sysadmin@a-rsolar.com 12068801145

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: GIG HARBOR

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 20 Secs

Jack Mowreader	Hello, I am your Acebuddy	3 Apr, 2:10:51 AM
Acebuddy	Hello Sysadmin, I'm your Ace Buddy. I'll be happy to assist you!	2:10:52 AM
	Whom Would You Like to Connect With?	2:10:52 AM
Jack Mowreader	Technical Support (QB & App Hosting)	2:10:56 AM
Acebuddy	Welcome to Ace Support.	2:10:56 AM
	Please chose an option :	2:10:56 AM
Jack Mowreader	I'd like to raise a Request	2:11:05 AM
Acebuddy	Please select your request type.	2:11:05 AM
Jack Mowreader	Reboot your Server	2:11:13 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	2:11:13 AM
	Do you need any further assistance on the topic?	2:11:13 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:46:11 AM
	<i>Ended due to chat idle timeout</i>	2:46:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 10:20:55 PM

#75440 elbie

Email: elbie@outsmartsolutions.com 9726852715

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: 38 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 53 Secs

elbie	Hello, I am your Acebuddy	10 Apr, 10:20:55 PM
Acebuddy	Hello Elbie, I'm your Ace Buddy. I'll be happy to assist you!	10:20:56 PM
	Whom Would You Like to Connect With?	10:20:56 PM
elbie	Technical Support (QB & App Hosting)	10:21:07 PM
Acebuddy	Welcome to Ace Support.	10:21:07 PM
	Please chose an option :	10:21:07 PM
elbie	I'd like to report an Issue	10:21:14 PM
Acebuddy	Please select an option!	10:21:14 PM
elbie	Other Issue	10:21:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:21:18 PM
elbie	Can I speak to a person\	10:21:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:21:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:21:29 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:23:14 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:23:17 PM
	Hello Elbie	10:23:29 PM
elbie	I need to update my email from elbie@outsmartsolutions to elbie@destinpontooncharters.com. I have also been chatting with someone under ticket 673526 and they keep telling me I need to upgrade QB. I have the monthly and the licence and product number is already for QB24. I already spoke to QB and at this point I don't know what to do. QB says I already have the right license and product number and there's nothing they can do for me, and on that ticket your support is telling me I need a different license and product number and there's nothing they can do for me - other than sell me the version I need but already have.....please help!	10:25:16 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:26:17 PM
	Kindly allow me 4-5 minutes to check the same.	10:26:38 PM

elbie	Thanks	10:26:42 PM
Anurag Sharma	Thank you for your patience.	10:30:18 PM
elbie	No worries. I haven't setup my self care portal because of my email change, I just haven't gotten around to updating that with you so I brought this on myself	10:30:51 PM
Anurag Sharma	Elbie as I can check you have already shared the license details with us which is required to install the new QB 24 application on the server.	10:31:09 PM
elbie	Yes do you need it again?	10:31:33 PM
	License number: 467732098832376 Product number: 503905	10:32:12 PM
Anurag Sharma	No need to worry Elbie, I can understand your concern.	10:32:53 PM
	I would like to inform you that after this chat you will receive an email from our end. Please revert back to that email with the same request of primary contact change request from this email elbie@outsmartsolutions.com	10:33:54 PM
	Once we will receive the confirmation from your end. We will send that request to the concerned department.	10:34:21 PM
elbie	I no longer have access to that email, we changed emails	10:34:28 PM
Anurag Sharma	They will then help you with this contact update request.	10:34:33 PM
elbie	I'm sorry, we already cancelled those email addresses on GoDaddy, so I cant get into it anymore	10:35:01 PM
Anurag Sharma	Okay, then you can just email us with that request. I will forward your request and they will assist you accordingly with the request.	10:35:18 PM
elbie	who do I email it to?	10:35:41 PM
Anurag Sharma	I will be sending you the email. You can just revert back to the email.	10:36:34 PM
	With the request.	10:36:39 PM
	And regarding your QB installation. I would like to inform you that I have provided the notes to the engineer who is currently working on your request. He will revert back to you with an update soon.	10:37:28 PM
elbie	ok please email elbie@destinpontooncharters.com	10:37:39 PM
Anurag Sharma	Okay	10:37:46 PM
	Is there anything else I may help you with ?	10:37:50 PM
elbie	Are you able to do my QB update?	10:38:06 PM
Anurag Sharma	Yes, we will surely do that and will inform you via email once it is completed.	10:38:29 PM
elbie	Are you emailing me now for the email change? I have not received anything	10:38:33 PM
Anurag Sharma	Yes, after this chat ends. I will definitely send you an email.	10:38:56 PM
elbie	ok thanks!	10:39:05 PM
Anurag Sharma	Is there anything else I may help you with ?	10:39:51 PM

	Are we still connected here?	10:40:51 PM
	Are we still connected here?	10:41:11 PM
	Are we still connected here?	10:42:02 PM
elbie	yes here	10:42:02 PM
Anurag Sharma	Is there anything else I may help you with ?	10:42:09 PM
elbie	sorry, I am waiting for an email	10:42:15 PM
Anurag Sharma	I will be sending you the email right away after this chat.	10:42:32 PM
	Please confirm if there is anything else I can help you with?	10:42:47 PM
elbie	No thats all thanks	10:43:33 PM
Anurag Sharma	Thanks for the confirmation !	10:43:40 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:43:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:43:45 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:43:47 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	10:43:49 PM



