

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jan, 3:19:45 AM

**#71377 Rochelle Asher**  
**Email:** drlevine@eastcobbdentalcare.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:** ATLANTA  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 29 Secs

Rochelle Asher	Hello, I am your Acebuddy	26 Jan, 3:19:47 AM
Acebuddy	Hello Rochelle Asher, I'm your Ace Buddy. I'll be happy to assist you!	3:19:49 AM
	Whom Would You Like to Connect With?	3:19:49 AM
Rochelle Asher	Technical Support (QB & App Hosting)	3:20:03 AM
Acebuddy	Welcome to Ace Support.	3:20:03 AM
	Please chose an option :	3:20:03 AM
Rochelle Asher	I'd like to raise a Request	3:20:10 AM
Acebuddy	Please select your request type.	3:20:10 AM
Rochelle Asher	Other Request	3:20:26 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.	3:20:26 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:20:26 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.	3:52:17 AM
	Ended due to chat idle timeout	3:52:17 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jan, 12:09:09 AM

**#70011 Diana Culver**  
**Email:** diana@publicsafetytesting.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:** 10 Secs  
**City:** OLYMPIA  
**State:** Washington  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 54 Mins 38 Secs


Diana Culver	Hello, I am your Acebuddy	1 Jan, 12:09:11 AM
Acebuddy	Hello Diana Culver, I'm your Ace Buddy. I'll be happy to assist you!	12:09:12 AM
	Whom Would You Like to Connect With?	12:09:12 AM
Diana Culver	Technical Support (QB & App Hosting)	12:09:18 AM
Acebuddy	Welcome to Ace Support.	12:09:18 AM
	Please chose an option :	12:09:18 AM
Diana Culver	I'd like to raise a Request	12:09:46 AM
Acebuddy	Please select your request type.	12:09:46 AM
Diana Culver	Setback	12:09:57 AM
Acebuddy	Welcome to Ace Support.	12:09:57 AM
	Please chose an option :	12:09:57 AM
Diana Culver	I'd like to report an Issue	12:10:02 AM
Acebuddy	Please select an option!	12:10:02 AM

Diana Culver	QuickBooks Issue	12:10:06 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:10:06 AM
Diana Culver	Other QB related issue	12:10:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:10:10 AM
Diana Culver	Can no longer email invoices through QuickBooks. I have ticket # 612484 open already.	12:10:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:10:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:10:41 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:11:06 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:11:10 AM
Diana Culver	Hello	12:11:16 AM
Anurag Sharma	Hello Diana	12:11:24 AM
	I deeply apologize for the inconvenience caused to you.	12:11:41 AM
	Kindly allow me two minutes to check the same.	12:11:56 AM
Diana Culver	OK	12:11:59 AM
Anurag Sharma	May I take the remote access of your server?	12:12:39 AM
Diana Culver	Yes	12:12:43 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	12:13:02 AM
Diana Culver	OK I have closed out my documents	12:13:28 AM
Anurag Sharma	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.	12:14:00 AM
	Please stay connected.	12:33:37 AM
	Diana, I think we need to update the QB from the backend. Since it is QB 2020 version might be that is the reason of this issue. We can try to resolve it by updating it.	12:39:44 AM
Diana Culver	Do you know why I was able to send invoices up until yesterday though without upgrading? What version would we upgrade the QB to?	12:40:28 AM
	Do we need to buy new licenses for the upgrade?	12:41:14 AM
Anurag Sharma	I will surely assist you with this. Kindly allow me 2-3 minutes to check the same.	12:42:06 AM
	Please stay connected I am working on your issue.	12:45:48 AM
Diana Culver	ok	12:45:57 AM
Anurag Sharma	This is totally application specific issue and this information can only be provided by the Intuit. Meanwhile the application update is in progress.	12:51:53 AM
	I will update you on email once it is completed. You can try sending the email after that. I think after updating the QB the issue should be resolved.	12:52:44 AM

Diana Culver	Is this still Desktop version of QB?	12:53:29 AM
Anurag Sharma	Yes	12:53:52 AM
	I am updating the current version of QB.	12:54:02 AM
Diana Culver	ok	12:54:06 AM
	Is there a fee to do this upgrade?	12:54:22 AM
Anurag Sharma	Diana I am a support engineer and I do not have the information regarding that. If you need information regarding the pricing. I can transfer this chat to the concerned department who can assist you with this.	12:55:56 AM
	Are we still connected here?	12:57:50 AM
Diana Culver	Yes, I got kicked out of the server though	12:58:03 AM
	But I am back in now	12:58:44 AM
Anurag Sharma	Yes, I am updating the server.	12:58:49 AM
	Please log off from the server for now. I am updating the QB.	12:59:07 AM
	I will inform you on email once it is completed.	12:59:19 AM
Diana Culver	In case something happens will our QB data still be ok?	12:59:28 AM
Anurag Sharma	Diana, we take regular backup of the server. Please be assured that no data loss will happen of yours from the server.	1:00:04 AM
	Until and unless you yourself delete it.	1:00:15 AM
Diana Culver	OK	1:00:36 AM
Anurag Sharma	Yes, you will get the email from our end within 20-25 minutes.	1:01:10 AM
	You can login back to the server after that.	1:01:35 AM
Diana Culver	OK, do I need to do anything else to set up my email or will it be resolved just by the upgrade?	1:02:33 AM
Anurag Sharma	I think the update will fix the issue.	1:02:49 AM
	Is there anything else I may help you with ?	1:03:17 AM
Diana Culver	No	1:03:31 AM
Anurag Sharma	Thanks for the confirmation !	1:03:36 AM
Diana Culver	OK thanks	1:03:39 AM
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:03:39 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal</p>	1:03:46 AM

Anurag Sharma has ended this chat session

1:03:49 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jan, 10:12:43 PM

#70331 allison corado

Email: ac@pkave.com 📞 6462950712

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: GREENSBORO

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 51 Secs

allison corado	Hello, I am your Acebuddy	8 Jan, 10:12:44 PM
Acebuddy	Hello Ac, I'm your Ace Buddy. I'll be happy to assist you!	10:12:45 PM
	Whom Would You Like to Connect With?	10:12:45 PM
allison corado	Technical Support (QB & App Hosting)	10:12:51 PM
Acebuddy	Welcome to Ace Support.	10:12:51 PM
	Please chose an option :	10:12:51 PM
allison corado	I'd like to report an Issue	10:12:57 PM
Acebuddy	Please select an option!	10:12:57 PM
allison corado	Password Reset	10:13:00 PM

Acebuddy	Please select an option below	10:13:00 PM
allison corado	Already Enrolled to Selfcare Portal	10:13:07 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:13:07 PM
	Do you need any further assistance on the topic?	10:13:07 PM
allison corado	No	10:32:35 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:32:35 PM
	<i>Acebuddy has ended this chat session</i>	10:32:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jan, 6:37:19 PM

#70101 David Weinstein

**Email:** david@davidweinsteincpa.com 📞 19149071180

**Department:** Support(QB & App Hosting)

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Sec

**City:** NEW YORK


**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 30 Secs

David Weinstein	Hello, I am your Acebuddy	3 Jan, 6:37:22 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	6:37:24 PM
	Whom Would You Like to Connect With?	6:37:24 PM
David Weinstein	Technical Support (QB & App Hosting)	6:37:27 PM
Acebuddy	Welcome to Ace Support.	6:37:28 PM

	Please chose an option :	6:37:28 PM
David Weinstein	I'd like to report an Issue	6:37:33 PM
Acebuddy	Please select an option!	6:37:33 PM
David Weinstein	Other Issue	6:37:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:37:38 PM
David Weinstein	The icon "CCH ProSystem fx Engagement" runs well on my vps DavidWein. In 3-4 weeks I'm going to buy 1-2 additional VPS. There's only user on the account. Will the program be able to run on the additional servers?	6:39:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:39:29 PM
Acebuddy (bot) forwarded the chat request		6:39:29 PM
Shubham Yadav accepted the chat transfer request.		6:39:56 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	6:40:00 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:40:41 PM
David Weinstein	sorry to bother you,... I got the anwer	6:41:47 PM
Shubham Yadav	That's great David	6:42:13 PM
	Is there anything else I may help you with ?	6:42:15 PM
	Are we still connected here?	6:44:13 PM
	Are we still connected here?	6:46:41 PM
	Are we still connected here?	6:48:47 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.	6:48:49 PM
Shubham Yadav has ended this chat session		6:48:52 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 1:54:55 AM

#71271 ELANTISHEALTHCARE

Email: elantishealthcare@gmail.com 📞 314-721-3731



**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Min 10 Secs  
**City:** ST LOUIS  
**State:** Missouri  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 53 Mins 8 Secs

ELANTISHEALTHCARE	Hello, I am your Acebuddy	24 Jan, 1:54:56 AM
Acebuddy	Hello Elantishealthcare, I'm your Ace Buddy. I'll be happy to assist you!	1:54:56 AM
	Whom Would You Like to Connect With?	1:54:56 AM
ELANTISHEALTHCARE	Technical Support (QB & App Hosting)	1:58:46 AM
Acebuddy	Welcome to Ace Support.	1:58:46 AM
	Please chose an option :	1:58:46 AM
ELANTISHEALTHCARE	I'd like to report an Issue	1:58:53 AM
Acebuddy	Please select an option!	1:58:53 AM
ELANTISHEALTHCARE	Other Issue	1:58:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:58:59 AM
ELANTISHEALTHCARE	I need to resize my screen	1:59:34 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:59:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:59:34 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	2:00:37 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:00:40 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:00:50 AM
ELANTISHEALTHCARE	LaneciaK@myrealdata.net.rdp	2:01:38 AM
Tushar Pharswan	By resizing kindly elaborate are you using dual screen setup?	2:03:16 AM
ELANTISHEALTHCARE	well after we were told to use a new and updated server, my screen is extremely small and the option to increase the size is greyed out.	2:04:09 AM
Tushar Pharswan	May I take the remote access of your local computer?	2:04:13 AM
ELANTISHEALTHCARE	yes	2:04:21 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	2:04:35 AM



ELANTISHEALTHCARE	ok	2:04:47 AM
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/6902290279">https://assist.acecloudhosting.com/join/6902290279</a>	2:04:54 AM
	Kindly Click on the link and open the downloaded file.	2:05:55 AM
ELANTISHEALTHCARE	i think we are connected	2:07:11 AM
Tushar Pharswan	We are connected yes.	2:08:23 AM
	I will have to fix the resolution settings.	2:10:57 AM
ELANTISHEALTHCARE	ok	2:11:09 AM
Tushar Pharswan	I will need have access of your local system.	2:11:45 AM
ELANTISHEALTHCARE	ok	2:11:56 AM
Tushar Pharswan	Let me share a new link to join.	2:12:40 AM
	<a href="https://assist.acecloudhosting.com/join/1542873752">https://assist.acecloudhosting.com/join/1542873752</a>	2:12:54 AM
	Kindly Click on the link and open the downloaded file.	2:12:57 AM
	On your local end.	2:13:03 AM
	It's greyed out on my end.	2:15:00 AM
	Kindly login.	2:27:54 AM
	Are we still connected here?	2:29:06 AM
ELANTISHEALTHCARE	yes sorry i have to look it up	2:29:57 AM
	looking now	2:30:00 AM
Tushar Pharswan	Sure	2:38:30 AM
	If you want bigger font you will have to use one screen as you can't use bigger font in dual screen.	2:42:47 AM
	Currently it is adjusted as you can see.	2:43:04 AM
ELANTISHEALTHCARE	sorry about that	2:46:41 AM
	let me look at the quickbook files	2:46:55 AM
Tushar Pharswan	Sure, please take your time and check.	2:47:19 AM
ELANTISHEALTHCARE	yes much better	2:47:21 AM
	thank you	2:47:25 AM
Tushar Pharswan	Is there anything else I may help you with ?	2:47:30 AM
ELANTISHEALTHCARE	no that was all	2:47:53 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:48:01 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am</p>	

working. I will appreciate that. or you may send your feedback at [quality@acecloudhosting.com](mailto: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/>)

2:48:02 AM

*Tushar Pharswan has ended this chat session*

2:48:04 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 12:06:12 AM

**#71173 Ken Gray**

**Email:** [kgray@graylandscaping.com](mailto:kgray@graylandscaping.com) 📞 19196395292

**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:** 35 Secs

**City:** DUNN

**State:** North Carolina

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 46 Secs

Ken Gray	Hello, I am your Acebuddy	23 Jan, 12:06:14 AM
Acebuddy	Hello Ken Gray, I'm your Ace Buddy. I'll be happy to assist you!	12:06:15 AM
	Whom Would You Like to Connect With?	12:06:15 AM
Ken Gray	Technical Support (QB & App Hosting)	12:06:18 AM
Acebuddy	Welcome to Ace Support.	12:06:18 AM
	Please chose an option :	12:06:18 AM

Ken Gray	I'd like to report an Issue	12:06:23 AM
Acebuddy	Please select an option!	12:06:23 AM
Ken Gray	QuickBooks Issue	12:06:28 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:06:28 AM
Ken Gray	Other QB related issue	12:06:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:06:37 AM
Ken Gray	Should I be having issues installing a web connector? Is this something I should be able to do or it has to done on your end?	12:07:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:07:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:07:20 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:07:55 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:07:58 AM
	Hello Ken	12:08:00 AM
Ken Gray	hi	12:08:04 AM
Anurag Sharma	It seems like you want to install Web Connector on the server.	12:08:40 AM
Ken Gray	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:08:48 AM
	I'm trying to install a web connector so quickbooks time will sync with quickbooks desktop	12:09:20 AM
	Gray Landscaping Inc.	12:09:25 AM
	I'm also on phone support with quickbooks tryin to figure out why its not working	12:10:55 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	12:11:19 AM
	Ken, after this chat. I will send you an email. You can just revert back to that email with an approval from the primary contact regarding this request. So that I can proceed with your request.	12:12:18 AM
Ken Gray	Just want to inform you that kgray@graylandscaping.comm is the primary contact.	12:12:49 AM
	ok...I am the admin. yes that is my email	12:12:59 AM
Anurag Sharma	Okay	12:13:12 AM
	Meanwhile, I request you to please download the application setup on the server. And share us the location of that.	12:14:10 AM
	Is there anything else I may help you with ?	12:14:17 AM
Ken Gray	no	12:14:37 AM
Anurag Sharma	Thanks for the confirmation !	12:14:44 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:14:47 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:14:50 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](mailto: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/>)

12:14:56 AM

*Anurag Sharma has ended this chat session*

12:15:00 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jan, 8:31:34 PM

**#70430 Nick Loewen**  
**Email:** [nick@raskull.com](mailto:nick@raskull.com) 📞 14322010082  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 6 Secs  
**City:** SEMINOLE  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 53 Secs

Nick Loewen	Hello, I am your Acebuddy	10 Jan, 8:31:35 PM
Acebuddy	Hello Teague, I'm your Ace Buddy. I'll be happy to assist you!	8:31:37 PM
	Whom Would You Like to Connect With?	8:31:37 PM
Nick Loewen	Technical Support (QB & App Hosting)	8:33:28 PM

Acebuddy	Welcome to Ace Support.	8:33:28 PM
	Please chose an option :	8:33:28 PM
Nick Loewen	I'd like to raise a Request	8:33:35 PM
Acebuddy	Please select your request type.	8:33:35 PM
Nick Loewen	Printer/Scanner Addition	8:33:57 PM
Acebuddy	Please select your desired option :	8:33:57 PM
Nick Loewen	Printer Addition	8:34:03 PM
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below.	8:34:03 PM
	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers list and select your desired printer when prompted.	8:34:03 PM
	Do you need any further assistance on the topic?	8:34:03 PM
Nick Loewen	Yes	8:34:22 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:34:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:34:22 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	8:34:37 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	8:34:40 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:34:48 PM
Nick Loewen	Raskull Supply Co	8:35:02 PM
	Lena Neufeld	8:35:10 PM
Tushar Pharswan	Kindly allow me two minutes to check the details.	8:35:43 PM
	Regarding the printer is your printer printing fine from your local system?	8:37:00 PM
Nick Loewen	I got this message from Ankit Kumar in an email	8:37:50 PM
	Furthermore, we kindly request you to download the setup file on the server and share the file's location with us. Once the installation is completed, you can attempt integrating DYMO with QuickBooks.	8:37:50 PM
	I don't know how to download the set up file	8:38:05 PM
Tushar Pharswan	Kindly allow me two minutes to check the ticket.	8:39:47 PM
	Just to clarify kindly confirm if you are willing to integrate your QuickBooks with DYMO?	8:41:31 PM
Nick Loewen	Yes	8:42:11 PM
Tushar Pharswan	Okay and as per this chat you initiated you asked for Printer Addition is it related to this DYMO?	8:43:08 PM
Nick Loewen	Yes I need to be able to print to DYMO through QB	8:44:07 PM
Tushar Pharswan	Okay (Edited)	8:45:06 PM

	For this we will need the setup file installer so that we can install DYMO which will then integrate with your QuickBooks.	8:45:52 PM
	You can contact DYMO support for this they will be the perfect to guide you through this. (Edited)	8:46:20 PM
	Once you obtain the installer file.	8:46:34 PM
	Let us know we will then proceed further with your request.	8:46:56 PM
	Is there anything else I may help you with ?	8:47:53 PM
Nick Loewen	Okay I will go to DYMO	8:48:40 PM
Tushar Pharswan	okay	8:49:14 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:49:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:49:23 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:49:26 PM

*Tushar Pharswan has ended this chat session*

8:49:28 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70097 Dinesh Dulal

Email: admin@ctaxllc.com 📞 14438159975

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

3 Jan, 11:58:30 AM



**Device:** Desktop  
**Average Response Time:** 2 Secs  
**City:** ROUND ROCK  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 36 Secs

Dinesh Dulal	Hello, I am your Acebuddy	3 Jan, 11:58:31 AM
Acebuddy	Hello Dinesh, I'm your Ace Buddy. I'll be happy to assist you!	11:58:33 AM
	Whom Would You Like to Connect With?	11:58:33 AM
Dinesh Dulal	Technical Support (QB & App Hosting)	11:58:59 AM
Acebuddy	Welcome to Ace Support.	11:58:59 AM
	Please chose an option :	11:58:59 AM
Dinesh Dulal	I'd like to report an Issue	11:59:18 AM
Acebuddy	Please select an option!	11:59:18 AM
Dinesh Dulal	Password Reset	11:59:24 AM
Acebuddy	Please select an option below	11:59:25 AM
Dinesh Dulal	Already Enrolled to Selfcare Portal	11:59:35 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:59:35 AM
	Do you need any further assistance on the topic?	11:59:35 AM
Dinesh Dulal	Yes	11:59:46 AM
Acebuddy	Please wait while we connect you to our Support Representative	11:59:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:59:46 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:59:59 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:00:05 PM
	Hello Dinesh	12:00:10 PM
Dinesh Dulal	hi there, it says my user id does not match when i was trying to change my password	12:00:55 PM
Shashwat Verma	I will surely help you with this issue.	12:01:11 PM
	Yes, you are currently not enrolled in selfcare, for password reset kindly authorize the request from admin@ctaxllc.com	12:02:14 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	12:02:28 PM
Dinesh Dulal	authorized to you	12:02:46 PM



Shashwat Verma	Dinesh, you have to authorize the request on email.	12:03:08 PM
	Or if you have the access of admin@ctaxllc.com, you can use myportal to manage users	12:03:31 PM
	Shall I share the instructions to use that?	12:03:52 PM
Dinesh Dulal	isent an email	12:05:13 PM
Shashwat Verma	Okay, let me check.	12:05:26 PM
	Dinesh, you have to mention the password reset request in email, then I will directly share you the password there only. (Edited)	12:06:22 PM
	Really appreciate your efforts!	12:07:02 PM
Dinesh Dulal	i sent new email	12:08:06 PM
Shashwat Verma	Thanks!	12:08:31 PM
	Kindly allow me two minutes to check the same.	12:08:35 PM
	We have shared the password	12:09:32 PM
	Is there anything else I may help you with ?	12:09:34 PM
Dinesh Dulal	what is user id?	12:10:35 PM
Shashwat Verma	Dinesh_CTS is the username	12:10:54 PM
Dinesh Dulal	it does not work	12:11:07 PM
	i have this user id	12:11:18 PM
Shashwat Verma	May I take the remote access of your local computer?	12:11:21 PM
Dinesh Dulal	yes	12:11:43 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	12:11:46 PM
	<a href="https://assist.acecloudhosting.com/join/1532166846">https://assist.acecloudhosting.com/join/1532166846</a>	12:11:48 PM
	Kindly Click on the link and open the downloaded file.	12:11:51 PM
Dinesh Dulal	please come to my server directly	12:13:39 PM
Shashwat Verma	Dinesh, To get you login to server, we need your local access.	12:14:27 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.	12:14:39 PM
	issue resolved on remote session.	12:35:52 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:35:59 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p>	12:36:03 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/>)

*Shashwat Verma has ended this chat session*

12:36:08 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 2:19:16 AM

**#71532 angie**  
**Email:** anewsom@ntglobal.com  
**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:** 35 Secs  
**City:** OKLAHOMA CITY  
**State:** Oklahoma  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 4 Secs

angie	Hello, I am your Acebuddy	29 Jan, 2:19:17 AM
Acebuddy	Hello Angie, I'm your Ace Buddy. I'll be happy to assist you!	2:19:18 AM
	Whom Would You Like to Connect With?	2:19:18 AM
angie	Technical Support (QB & App Hosting)	2:19:27 AM
Acebuddy	Welcome to Ace Support.	2:19:27 AM
	Please chose an option :	2:19:27 AM
angie	I'd like to raise a Request	2:19:41 AM
Acebuddy		

	Please select your request type.	2:19:41 AM
angie	Other Request	2:19:52 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.	2:19:52 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:19:52 AM
angie	Yes, I'm facing issues with my server	2:20:20 AM
Acebuddy	Please select an option!	2:20:20 AM
angie	Other Issue	2:20:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:20:31 AM
angie	I need to email from the server and I'm running into roadblocks	2:20:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:20:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:20:55 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:21:23 AM
	<i>Manish Singh is transferring the chat to Sharath Kumar.</i>	2:21:31 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	2:21:34 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	2:21:42 AM
	Hello Angie, could you please help me with the server name and user account name	2:22:17 AM
angie	CAIM.myrealddata.net	2:23:21 AM
	Account name is Primrose	2:23:42 AM
Sharath Kumar	thank you. allow me a moment to look into your account	2:24:01 AM
	May I ask how are you trying to send emails from the server	2:26:19 AM
angie	I tried all the ways I could think of	2:27:01 AM
	file > Share	2:27:20 AM
	>Email	2:27:32 AM
Sharath Kumar	from what I can see, you only have access to MS excel	2:27:42 AM
angie	File>Share>with people	2:27:51 AM
	I have the file saved to the desktop. I just don't know how to get it out of this server	2:28:44 AM
Sharath Kumar	is this the option within QuickBooks?	2:29:14 AM
	understood. Could you let me know the file type?	2:29:52 AM
angie	I think I just got it. I copied the file and pasted it into an email	2:30:08 AM
Sharath Kumar	yes, that will work too	2:30:18 AM
angie	Thanks. Just needed to talk it out. :)	2:30:47 AM

Sharath Kumar	There is also an option to send files via WeTransfer.	2:31:08 AM
	If you want, I can share with you the procedure to use WeTransfer for transferring files from the server	2:31:40 AM
	anything else that I may assist you with?	2:32:50 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	2:34:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:34:15 AM
	<i>Sharath Kumar has ended this chat session</i>	2:34:21 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70040 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

Chat Duration : 45 Mins 37 Secs

krisika	Hello, I am your Acebuddy	2 Jan, 7:24:32 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	7:24:32 PM
	Whom Would You Like to Connect With?	7:24:32 PM
krisika	Technical Support (QB & App Hosting)	7:24:35 PM
Acebuddy	Welcome to Ace Support.	7:24:35 PM
	Please chose an option :	7:24:35 PM
krisika	I'd like to report an Issue	7:24:41 PM
Acebuddy	Please select an option!	7:24:41 PM
krisika	Other Issue	7:24:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:24:54 PM
krisika	Hi	7:25:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:25:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:25:52 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:26:02 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	7:26:07 PM
krisika	MD-30 Columbia junction chicken LLC not open	7:26:49 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:27:15 PM
krisika	Issue open from last many days	7:27:58 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	7:28:05 PM
	Could you please provide us your business name	7:28:33 PM
krisika	Priorware solutions	7:28:44 PM
Shubham Kataria	thank you for the information.	7:29:03 PM
	May I know if you are receiving any error while accessing QB Company file	7:29:21 PM
	<i>7:32:13 PMkrisika is sharing a file with you</i> <a href="#">17358265148384996409722591318251.jpg</a> - ( Size:3.41 MB )  <i>This error</i>	7:32:13 PM
	Okay	7:32:29 PM
	Kindly confirm your username	7:32:34 PM
krisika	Hkidata01	7:32:44 PM
Shubham Kataria	May I take the remote access of your server?	7:32:49 PM
krisika	Yes	7:33:18 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	7:33:24 PM

krisika	Ok	7:34:08 PM
Shubham Kataria	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.	7:35:26 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.	8:10:09 PM
Ended due to chat idle timeout		8:10:09 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jan, 8:59:31 PM

**#71148 Cindy Haden**  
**Email:** chaden@ascendmedie.com ☎ 913-344-1397  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 25 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript


Chat Duration : 40 Mins 58 Secs

Cindy Haden	Hello, I am your Acebuddy	22 Jan, 8:59:32 PM
Acebuddy	Hello Cindy Haden, I'm your Ace Buddy. I'll be happy to assist you!	8:59:33 PM
	Whom Would You Like to Connect With?	8:59:33 PM
Cindy Haden	Technical Support (QB & App Hosting)	9:00:30 PM
Acebuddy	Welcome to Ace Support.	9:00:30 PM
	Please chose an option :	9:00:30 PM



Cindy Haden	I'd like to report an Issue	9:00:36 PM
Acebuddy	Please select an option!	9:00:37 PM
Cindy Haden	Other Issue	9:00:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:00:45 PM
Cindy Haden	Outlook is very slow and regularly displays a message "Trying to connect to Server". This problem consistently disrupts progress and efficiency. Can this be resolved?	9:02:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:02:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:02:08 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	9:03:22 PM
	<i>Aarush Aneja is transferring the chat to Manish Singh.</i>	9:03:38 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	9:04:38 PM
	<i>Manish Singh has not responded for the transfer request.</i>	9:05:40 PM
Cindy Haden	Good morning.	9:06:51 PM
	<i>Aarush Aneja is transferring the chat to Manish Singh.</i>	9:06:57 PM
Aarush Aneja	Hello Cindy	9:07:44 PM
Cindy Haden	Outlook is very slow and regularly displays a message "Trying to connect to Server". This problem consistently disrupts progress and efficiency. Can this be resolved?	9:08:40 PM
	<i>Manish Singh declined the transfer request.</i>	9:08:41 PM
	<i>Aarush Aneja is transferring the chat to Tushar Pharswan.</i>	9:08:46 PM
Aarush Aneja	We are sorry to hear about the issue. We will surely assist you	9:10:08 PM
	<i>Aarush Aneja is transferring the chat to Manish Singh.</i>	9:11:19 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:12:14 PM
Manish Singh	Kindly allow me two minutes to check the same.	9:12:38 PM
Cindy Haden	Thank you.	9:13:29 PM
Manish Singh	May I take the remote access of your server?	9:18:26 PM
Cindy Haden	Yes	9:18:37 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:18:50 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.	9:31:05 PM
	We will reinstall O365 regarding this issue.	9:31:32 PM
Cindy Haden	Okay, thank you.	9:32:03 PM
Manish Singh	If the issue persists then we will move this ticket to the Escalation team.	9:32:10 PM



	Is there anything else I may help you with ?	9:32:15 PM
Cindy Haden	No thank you. Will this reinstall tonight then?	9:32:38 PM
Manish Singh	Yes, Cindy	9:32:49 PM
	Is there anything else I may help you with ?	9:34:46 PM
	Are we still connected here?	9:37:40 PM
Cindy Haden	That is all for now thank you.	9:38:02 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:40:26 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:40:30 PM
	<i>Manish Singh has ended this chat session</i>	9:40:31 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71228 Christie Morrison

Email: cmorrison@plastair.com ☎ 14503759129

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 29 Secs

City: WILMINGTON

State: Delaware

23 Jan, 8:13:03 PM

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 10 Secs

Christie Morrison	Hello, I am your Acebuddy	23 Jan, 8:13:06 PM
Acebuddy	Hello Christie Morrison, I'm your Ace Buddy. I'll be happy to assist you!	8:13:07 PM
	Whom Would You Like to Connect With?	8:13:07 PM
Christie Morrison	Technical Support (QB & App Hosting)	8:13:12 PM
Acebuddy	Welcome to Ace Support.	8:13:12 PM
	Please chose an option :	8:13:12 PM
Christie Morrison	I'd like to report an Issue	8:13:18 PM
Acebuddy	Please select an option!	8:13:18 PM
Christie Morrison	Other Issue	8:13:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:13:22 PM
Christie Morrison	From one of our printers, the printed pages show EXPIRED across them.	8:13:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:13:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:13:56 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	8:14:45 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	8:14:53 PM
Christie Morrison	Hello Tushar, How are you?	8:15:33 PM
Tushar Pharswan	I'm fine Christie.	8:16:09 PM
Christie Morrison	Good!	8:16:16 PM
	Can you pls clear up our printing issue?	8:16:29 PM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:16:36 PM
Christie Morrison	User is SarahP	8:17:23 PM
	Not sure what the server is : LTH	8:17:41 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	8:17:42 PM
Christie Morrison	or plastair	8:17:53 PM
Tushar Pharswan	I'm now checking it on server end to fix the issue..	8:20:38 PM
Christie Morrison	thank you -	8:20:48 PM
Tushar Pharswan	Also, for future session with us your server's name is: Plastairlth.myrealdata.net	8:21:46 PM
Christie Morrison	Okay!	8:22:49 PM




**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:** LAS VEGAS  
**State:** Nevada  
**Country:** UNITED STATES

Chat Duration : 13 Mins 55 Secs

Chat Transcript

Griselda Hernandez	Hello, I am your Acebuddy	16 Jan, 11:44:08 PM
Acebuddy	Hello Ngn Prajwal, I'm your Ace Buddy. I'll be happy to assist you!	11:44:09 PM
	Whom Would You Like to Connect With?	11:44:09 PM
Griselda Hernandez	Technical Support (QB & App Hosting)	11:44:15 PM
Acebuddy	Welcome to Ace Support.	11:44:15 PM
	Please chose an option :	11:44:15 PM
Griselda Hernandez	I'd like to report an Issue	11:44:23 PM
Acebuddy	Please select an option!	11:44:23 PM
Griselda Hernandez	Other Issue	11:44:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:44:28 PM
Griselda Hernandez	I am not able to update the application	11:44:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:44:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:44:55 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:45:30 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:45:37 PM
Griselda Hernandez	Hi	11:45:43 PM
Tushar Pharswan	Hello.	11:46:11 PM
Griselda Hernandez	I am having trouble in doing our application updates as it says that the admin has restricted	11:46:21 PM
Tushar Pharswan	Kindly email us at support@acecloudhosting.com with your request and we will update it for you.	11:47:38 PM
	Is there anything else I may help you with ?	11:47:42 PM
Griselda Hernandez	How long will it take ?	11:48:25 PM
	I need it right now	11:48:29 PM
Tushar Pharswan	Kindly email us then afterward one of our engineers will proceed with the request it usually takes 20-	11:49:57 PM

	40 minutes.	
Griselda Hernandez	Ticket Number :622390	11:52:16 PM
	Please do it now	11:52:24 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	11:52:44 PM
	As this chat session got disconnected, one of our engineer is currently working on your ticket you will receive an email once it is updated.	11:57:57 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:58:00 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!	11:58:01 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>Tushar Pharswan has ended this chat session</i>	11:58:04 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71574 Gita Faust

Email: gita@fasttracconsulting.com 📞 na

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: 52 Secs

City: SOUTHAMPTON

State: Pennsylvania

Country: UNITED STATES

29 Jan, 9:28:17 PM

Gita Faust	Hello, I am your Acebuddy	29 Jan, 9:28:19 PM
Acebuddy	Hello Gita Faust, I'm your Ace Buddy. I'll be happy to assist you!	9:28:20 PM
	Whom Would You Like to Connect With?	9:28:20 PM
Gita Faust	Technical Support (QB & App Hosting)	9:28:35 PM
Acebuddy	Welcome to Ace Support.	9:28:35 PM
	Please chose an option :	9:28:35 PM
Gita Faust	I'd like to report an Issue	9:28:45 PM
Acebuddy	Please select an option!	9:28:45 PM
Gita Faust	Other Issue	9:28:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:28:50 PM
Gita Faust	CID73328 - cannot find excel, cannot connect app to qb	9:29:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:29:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:29:13 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:30:47 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:30:50 PM
Gita Faust	Tushar - Howdy!	9:31:02 PM
Tushar Pharswan	Hello Gita.	9:31:21 PM
Gita Faust	Re:[## 629345 ##] CID73398	9:31:25 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	9:31:26 PM
Gita Faust	Re: [## 628988 ##]	9:31:56 PM
	<i>9:32:26 PMGita Faust is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:114.85 KB )</i>	9:32:26 PM
Tushar Pharswan	Thank you for waiting Gita, regarding your ticket #629345 I see the authorization email has been received but from not an authorised email id for your account the authorised email is id is kathleen@stayincocoabeach.com Kindly re send the authorisation request for excel.	9:36:29 PM
Gita Faust	It was send	9:37:42 PM
Tushar Pharswan	and regarding this screenshot it's our application provided to users to use when the QuickBooks application is freeze or stuck so that user can fix the issue on their own without any delay.	9:37:45 PM
	<i>9:39:08 PMTushar Pharswan is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:28.88 KB )</i>	9:39:08 PM
	<i>It is sent from the email id : kathleen@happypalmstays.com but we need the email form kathleen@stayin</i>	







Robert Zeigen	Hello, I am your Acebuddy	15 Jan, 2:13:49 AM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	2:13:49 AM
	Whom Would You Like to Connect With?	2:13:49 AM
Robert Zeigen	Technical Support (QB & App Hosting)	2:13:54 AM
Acebuddy	Welcome to Ace Support.	2:13:54 AM
	Please chose an option :	2:13:54 AM
Robert Zeigen	I'd like to report an Issue	2:14:03 AM
Acebuddy	Please select an option!	2:14:03 AM
Robert Zeigen	Other Issue	2:14:06 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:14:07 AM
Robert Zeigen	Restart	2:14:37 AM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	2:14:37 AM
	Whom Would You Like to Connect With?	2:14:37 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.	2:57:03 AM
Ended due to chat idle timeout		2:57:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70047 ricky pais  
Email: ricky@brannanhessel.cpa  
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

Chat Duration : 39 Mins 1 Sec

ricky pais	Hello, I am your Acebuddy	2 Jan, 9:21:20 PM
Acebuddy	Hello Ricky, I'm your Ace Buddy. I'll be happy to assist you!	9:21:21 PM
	Whom Would You Like to Connect With?	9:21:21 PM
ricky pais	Technical Support (QB & App Hosting)	9:21:41 PM
Acebuddy	Welcome to Ace Support.	9:21:41 PM
	Please chose an option :	9:21:41 PM
ricky pais	I'd like to raise a Request	9:21:46 PM
Acebuddy	Please select your request type.	9:21:46 PM
ricky pais	Other Request	9:21:56 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.	9:21:56 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:21:56 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.	10:00:21 PM
	Ended due to chat idle timeout	10:00:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 10:48:22 PM

#71589 steven

Email: steven@lynncpas.com 📞 17204703581

Department: Support(QB & App Hosting)

**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 3 Mins 52 Secs  
**City:** DENVER  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 53 Secs

steven	Hello, I am your Acebuddy	29 Jan, 10:48:23 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	10:48:24 PM
	Whom Would You Like to Connect With?	10:48:24 PM
steven	VDI/DaaS Support	10:48:31 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:48:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:48:31 PM
	<i>Sushant accepted the chat transfer request.</i>	10:48:39 PM
steven	I am again not able to login to my server	10:48:41 PM
	<i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>	10:48:55 PM
	I tried to logout to get all screens and again cannot login	10:49:12 PM
	hello	10:50:30 PM
	I am having issues logging in again	10:50:38 PM
	????????	10:50:41 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:50:42 PM
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>	10:51:41 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:51:48 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:52:31 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:52:59 PM
	Are we still connected here?	10:53:29 PM
	Are we still connected here?	10:55:23 PM
	Are we still connected here?	10:57:11 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.	10:57:15 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 3:05:20 AM

**#71288 jend**  
**Email:** jend@taxproak.com 📞 19077431040  
**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:** 25 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 56 Secs

jend	Hello, I am your Acebuddy	24 Jan, 3:05:21 AM
Acebuddy	Hello Jen, I'm your Ace Buddy. I'll be happy to assist you!	3:05:22 AM
	Whom Would You Like to Connect With?	3:05:22 AM
jend	Technical Support (QB & App Hosting)	3:05:29 AM
Acebuddy	Welcome to Ace Support.	3:05:30 AM
	Please chose an option :	3:05:30 AM
jend	I'd like to report an Issue	3:05:34 AM
Acebuddy	Please select an option!	3:05:34 AM
jend	Other Issue	3:05:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:05:39 AM
jend	cant connect to server	3:05:53 AM

Acebuddy	Please wait while we connect you to a Support Representative	3:05:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:05:54 AM
jend	to open atx 2023	3:06:01 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	3:07:41 AM
	hi tushar	3:07:58 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	3:07:59 AM
	Hello Jend.	3:08:08 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:08:21 AM
jend	tpalaskallc	3:08:35 AM
	jennifer desroches	3:08:39 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	3:08:59 AM
jend	ok	3:12:33 AM
Tushar Pharswan	Thank you for waiting I have restarted the service of ATX 23 from back end Kindly check of the issue is resolved or not.	3:13:06 AM
jend	ok standby	3:13:34 AM
Tushar Pharswan	Sure, please take your time.	3:14:19 AM
jend	thank you	3:14:46 AM
Tushar Pharswan	Is there anything else I may help you with ?	3:15:10 AM
jend	I think we are good for the moment.... it will take a while for the conversion to process	3:17:22 AM
Tushar Pharswan	Okay. The application is opening so it will work fine now.	3:17:49 AM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	3:17:51 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:17:54 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	3:18:02 AM
jend	you too wonderful day	3:18:09 AM
Tushar Pharswan	Same to you.	3:18:17 AM
	<i>Tushar Pharswan has ended this chat session</i>	3:18:18 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 10:39:57 PM

**#71518 kandyrae**  
**Email:** kandyrae@shaw.ca 📞 16047737223  
**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:** 1 Min 13 Secs  
**City:** COQUITLAM  
**State:** British Columbia  
**Country:** CANADA

Chat Transcript

Chat Duration : 25 Mins 39 Secs

kandyrae	Hello, I am your Acebuddy	28 Jan, 10:39:58 PM
Acebuddy	Hello Kandyrae, I'm your Ace Buddy. I'll be happy to assist you!	10:39:59 PM
	Whom Would You Like to Connect With?	10:39:59 PM
kandyrae	Technical Support (QB & App Hosting)	10:40:08 PM
Acebuddy	Welcome to Ace Support.	10:40:08 PM
	Please chose an option :	10:40:08 PM
kandyrae	I'd like to report an Issue	10:40:13 PM
Acebuddy	Please select an option!	10:40:14 PM
kandyrae	QuickBooks Issue	10:40:17 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:40:17 PM
kandyrae	QuickBooks Update	10:40:21 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.	10:40:21 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.	10:40:21 PM
	Do you need any further assistance on the topic?	10:40:21 PM
kandyrae	Yes	10:40:33 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:40:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:40:33 PM
kandyrae	ticket 629965	10:40:42 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	10:41:13 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	10:41:36 PM
kandyrae	Hello. I have sent in a ticket. requesting update, but QB is also not letting us proceed, so the update is needed as soon as possible, so we can work.	10:42:23 PM
Sharath Kumar	Sure, Kandy could you please let me know your server name and the QuickBooks version that needs to be updated (Edited)	10:42:58 PM
kandyrae	LBookkeeping?	10:44:27 PM
Sharath Kumar	got it	10:45:20 PM
kandyrae	I can't login, so not sure what version it is. Sent screen shots with ticket 629956	10:45:22 PM
	thank you	10:45:26 PM
	we get the update error quite frequently, and if we log in too many times without it getting corrected, it will lock us out.	10:46:47 PM
Sharath Kumar	Unfortunately, we are also having some issues signing into your server	10:48:08 PM
kandyrae	that doesn't sound good	10:48:30 PM
Sharath Kumar	This has been noted.	10:48:35 PM
	Please bear with me for a few minutes while I try a workaround to access the server	10:49:07 PM
kandyrae	thank you	10:50:00 PM
Sharath Kumar	still working on it	10:53:32 PM
kandyrae	k	10:53:50 PM
Sharath Kumar	alright, am in the server now	10:56:22 PM
	QuickBooks Premier 2024 - Could you confirm this is the version that needs to be updated	10:57:13 PM
kandyrae	yes, that is likely it.	10:58:12 PM
Sharath Kumar	Thank you for the confirmation. Updating the application now	10:58:47 PM
	The update is now complete. Premier 2024 is now up to date	11:02:10 PM



kandyrae	thank you.	11:02:18 PM
Sharath Kumar	Anything else that I may assist you with?	11:03:11 PM
kandyrae	no, just seeing if i can login	11:03:36 PM
Sharath Kumar	Sure, take your time	11:04:34 PM
kandyrae	looks great, thank you for your quick help	11:04:36 PM
Sharath Kumar	My pleasure, Kandy.	11:04:49 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:04:56 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:05:01 PM
	<i>kandyrae has ended this chat session</i>	11:05:37 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71243 duane

Email: [duane@cartercpatax.com](mailto:duane@cartercpatax.com) 📞 19703907348

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 Min 9 Secs

City: WILMINGTON

State: Delaware

23 Jan, 10:14:48 PM

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 21 Secs

duane	Hello, I am your Acebuddy	23 Jan, 10:14:49 PM
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!	10:14:50 PM
	Whom Would You Like to Connect With?	10:14:50 PM
duane	Technical Support (QB & App Hosting)	10:14:54 PM
Acebuddy	Welcome to Ace Support.	10:14:55 PM
	Please chose an option :	10:14:55 PM
duane	I'd like to report an Issue	10:15:07 PM
Acebuddy	Please select an option!	10:15:07 PM
duane	Other Issue	10:15:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:15:13 PM
duane	ATX Payroll 2024 install update incomplete	10:16:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:16:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:16:03 PM
duane	The wizard was interrupted before completion	10:16:47 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:17:57 PM
	<i>Tushar Pharswan is transferring the chat to Aarush Aneja.</i>	10:18:54 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	10:19:20 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	10:19:23 PM
duane	Thank You Aarush	10:19:44 PM
Aarush Aneja	Hello Duane	10:20:08 PM
	We will surely assist you	10:20:19 PM
duane	Hello	10:20:20 PM
Aarush Aneja	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:21:25 PM
duane	CarterCPAATX2.myrealdata.net	10:22:13 PM
	amanda@cartercpatax.com	10:24:31 PM
Aarush Aneja	Thank you for the details	10:24:44 PM
	May I take the remote access of your server?	10:24:48 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:25:04 PM

	The update is already completed	10:26:06 PM
	May we reboot the server once to re-launch the application for you (Edited)	10:26:25 PM
duane	Yes thank you	10:28:49 PM
Aarush Aneja	Rebooting the server now	10:29:11 PM
	Kindly connect back on to the server after 2 minutes	10:29:31 PM
	Are we still connected here?	10:31:48 PM
	We checked and found the chat got disconnected in between	10:32:16 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.	10:32:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:32:59 PM
	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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	10:33:05 PM

*Aarush Aneja has ended this chat session*

10:33:11 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 1:40:44 PM

**#70750 bennysmith21757**  
**Email:** bennysmith21757@gmail.com 📞 9906368341  
**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:** 5 Secs  
**City:** RATTANGARH  
**State:** Punjab  
**Country:** INDIA

Chat Transcript

Chat Duration : 31 Mins 22 Secs

bennysmith21757	Hello, I am your Acebuddy	15 Jan, 1:40:46 PM
Acebuddy	Hello Benny, I'm your Ace Buddy. I'll be happy to assist you!	1:40:48 PM
	Whom Would You Like to Connect With?	1:40:48 PM
bennysmith21757	Technical Support (QB & App Hosting)	1:40:56 PM
Acebuddy	Welcome to Ace Support.	1:40:57 PM
	Please chose an option :	1:40:57 PM
bennysmith21757	I'd like to raise a Request	1:41:06 PM
Acebuddy	Please select your request type.	1:41:06 PM
bennysmith21757	Setup Ace Server	1:41:15 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	1:41:15 PM
bennysmith21757	Microsoft Windows	1:41:20 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	1:41:20 PM
	Do you need any further assistance on the topic?	1:41:20 PM
bennysmith21757	Yes	1:42:30 PM
Acebuddy	Please wait while we connect you to our Support Representative	1:42:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:42:30 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	1:42:33 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	1:42:42 PM
	Hi Benny. How are you doing today?	1:42:48 PM
bennysmith21757	Hi Yash	1:42:54 PM
	I'm doing good	1:42:58 PM
	Can you please assist me to install remote desktop connected	1:43:11 PM
Yash Ahi	I will surely help you with that Benny.	1:43:27 PM
bennysmith21757	we had contacted Shailesh yesterday	1:43:31 PM

Yash Ahi	Okay, do you have any existing ticket?	1:43:48 PM
bennysmith21757	Not at the moment	1:43:58 PM
Yash Ahi	Alright,	1:44:07 PM
	Could you please help me with your server name or business name?	1:44:11 PM
bennysmith21757	Silvers Financial Services	1:44:22 PM
Yash Ahi	Thankyou for the information.	1:44:29 PM
	Kindly allow me two minutes to check the same.	1:44:31 PM
bennysmith21757	Sure	1:44:37 PM
Yash Ahi	Thank you for your patience Benny.	1:47:18 PM
	May I take the remote access of your local computer?	1:47:22 PM
bennysmith21757	Sure	1:47:36 PM
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/6272432491">https://assist.acecloudhosting.com/join/6272432491</a>	1:48:20 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:48:25 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.	1:49:18 PM
	Alright Benny.	2:10:08 PM
	Since the issue has been resolved, is there anything else I may help you with ?	2:10:29 PM
bennysmith21757	No thank you Yash	2:11:18 PM
	for your help	2:11:24 PM
Yash Ahi	You're welcome Benny.	2:11:32 PM
	I would greatly appreciate if you could share the feedback after this chat.	2:11:37 PM
bennysmith21757	Sure	2:11:44 PM
Yash Ahi	I am closing the remote session now.	2:11:49 PM
	After this chat you will get the reference ticket ID.	2:11:54 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	2:12:02 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 6:15:01 AM

**#70637 Ashlee Maitland**  
**Email:** office@sadlonandassociates.com 📞 18282000079  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**City:** FRANKLIN  
**State:** North Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 39 Secs

Ashlee Maitland	Hello, I am your Acebuddy	14 Jan, 6:15:01 AM
Acebuddy	Hello Ashlee Maitland, I'm your Ace Buddy. I'll be happy to assist you!	6:15:02 AM
	Whom Would You Like to Connect With?	6:15:02 AM
Ashlee Maitland	Technical Support (QB & App Hosting)	6:15:06 AM
Acebuddy	Welcome to Ace Support.	6:15:06 AM
	Please chose an option :	6:15:06 AM
Ashlee Maitland	I'd like to report an Issue	6:15:11 AM
Acebuddy	Please select an option!	6:15:11 AM
Ashlee Maitland	Password Reset	6:15:16 AM
Acebuddy	Please select an option below	6:15:16 AM
Ashlee Maitland	Not Enrolled to Selfcare Portal	6:15:22 AM

Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	6:15:22 AM
	Do you need any further assistance on the topic?	6:15:22 AM
Ashlee Maitland	No	6:15:41 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	6:15:41 AM
	<i>Acebuddy has ended this chat session</i>	6:15:41 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 10:41:20 PM

**#71588 MikeBu**  
**Email:** mikroava@aol.com 📞 2763566476  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 3 Mins 33 Secs  
**City:** ROANOKE  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 8 Mins

MikeBu	Hello, I am your Acebuddy	29 Jan, 10:41:22 PM
Acebuddy	Hello Mike Burke, I'm your Ace Buddy. I'll be happy to assist you!	10:41:23 PM
	Whom Would You Like to Connect With?	10:41:23 PM
MikeBu	Technical Support (QB & App Hosting)	10:41:54 PM
Acebuddy	Welcome to Ace Support.	10:41:58 PM
	Please chose an option :	10:41:58 PM



MikeBu	I'd like to report an Issue	10:42:08 PM
Acebuddy	Please select an option!	10:42:08 PM
MikeBu	Other Issue	10:42:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:42:20 PM
MikeBu	ATX need server reset	10:42:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:42:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:42:39 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:42:48 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:42:54 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:42:59 PM
MikeBu	STATE-ATX4	10:43:28 PM
	Mike.Bu	10:43:43 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	10:46:02 PM
MikeBu	Thanks.	10:46:09 PM
Tushar Pharswan	Thank you for waitng.	10:49:13 PM
	May I know the ATX version?	10:49:23 PM
MikeBu	I believe it was installing 2.1 when it failed	10:49:56 PM
	It was the first update I've gotten.	10:50:21 PM
Tushar Pharswan	May I Know the ATX version Like its ATX 23 or 24	10:51:15 PM
MikeBu	24	10:51:26 PM
Tushar Pharswan	Kindly check again if the issue is still there or not.	10:53:46 PM
	I have restarted the services for ATX 24.	10:54:05 PM
MikeBu	I am checking now, sir.	10:54:48 PM
Tushar Pharswan	Kindly let me know if the issue is resolved or not.	10:55:12 PM
	If it is still there then we will have to reboot your server.	10:55:32 PM
MikeBu	Still there. Reboot was what I thought you were doing.	10:57:49 PM
Tushar Pharswan	It works with services restart. We will now reboot the server.	10:58:53 PM
MikeBu	Okay . Ty	10:59:10 PM
Tushar Pharswan	Kindly check now.	11:01:11 PM
MikeBu	Sure. \	11:01:20 PM
Tushar Pharswan	Are we still connected here?	11:05:36 PM
	Are we still connected here?	11:06:20 PM



# Chat Transcript

Hello im Having troubles with my password, can ypu help me reset it . please

Visitor Details

9 Jan, 12:18:27 AM

**#70347 Auditing**  
**Email:** auditing@optiononebuilders.com 📞 2394407898  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/ace-support/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 8 Secs  
**City:** FUSAGASUGA  
**State:** Cundinamarca  
**Country:** COLOMBIA

Chat Transcript

Chat Duration : 21 Mins 37 Secs

Auditing	Hello im Having troubles with my password, can ypu help me reset it . please	9 Jan, 12:18:29 AM
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.	12:18:31 AM
	sure, let me transfer you to support to help you with the same	12:19:35 AM
	<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>	12:19:43 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:20:28 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:20:31 AM
Auditing	hi thanks	12:20:42 AM
Anurag Sharma	Hello Ana	12:21:00 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:21:09 AM
Auditing	Username : myrealdata\AnaMaria	12:21:27 AM
	Name Ana Maria Vaca Fernandez	12:21:40 AM
Anurag Sharma	Thanks for the confirmation !	12:21:48 AM
	Kindly allow me 2-3 minutes to check the same.	12:21:55 AM
Auditing	thanks	12:22:01 AM
Anurag Sharma	Let me transfer you to a specialist who can better address your concern.	12:26:07 AM

	<i>Anurag Sharma is transferring the chat to Tushar Pharswan.</i>	12:26:17 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:26:20 AM
Auditing	ok	12:26:31 AM
Tushar Pharswan	Hello Ana.	12:26:37 AM
Auditing	hello	12:26:46 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	12:26:55 AM
Auditing	ok	12:28:43 AM
Tushar Pharswan	May I know your company name or CID of your account.	12:29:08 AM
Auditing	option one builders llc	12:29:34 AM
	Server Name: OOBLLC.myrealdata.net	12:29:51 AM
Tushar Pharswan	The user Ana Maria Vaca is disabled as I can see.	12:31:26 AM
	Only Daniel Marino account is active.	12:32:07 AM
	If you like to reenable your account, you can use MyPortal either you or Daniel Friedman would have access to it.	12:33:26 AM
	Alternately you can email us at support@acecloudhosting.com requesting reenabling your account if you face issue with My Portal.	12:34:29 AM
	Is there anything else I may help you with ?	12:35:13 AM
	Are we still connected here?	12:37:55 AM
	Are we still connected here?	12:38:34 AM
	Are we still connected here?	12:39:18 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.	12:40:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:40:05 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	12:40:06 AM
	<i>Tushar Pharswan has ended this chat session</i>	12:40:09 AM



# Chat Transcript

I need help installing or setting up rdp on my new computer

Visitor Details

22 Jan, 7:50:38 AM

**#71131 admin**  
**Email:** admin@consultingctx.com 📞 17609568500  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/quickbooks-hosting/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 20 Secs  
**City:** APPLE VALLEY  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 16 Secs

admin	I need help installing or setting up rdp on my new computer	22 Jan, 7:50:39 AM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	7:50:47 AM
	<i>Dev Dubey is transferring the chat to Support(QB &amp; App Hosting).</i>	7:50:54 AM
admin	Hello, I have a new computer and I need to set up or install the rdp for the additional user, my CID72524	7:51:24 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:51:36 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:51:39 AM
	Hello Norma	7:51:44 AM
admin	Hello, :D	7:51:55 AM
Shashwat Verma	How you doing?	7:52:02 AM
admin	good	7:52:08 AM
Shashwat Verma	Could you please elaborate your concern?	7:52:36 AM
admin	my old computer crashed, I am installing the new one, but I cant find the RDP for the user	7:53:20 AM
Shashwat Verma	I will surely help you with this issue.	7:53:26 AM

	NormaMoreno, is that the user?	7:53:40 AM
admin	no, I believe is RDP Laura?	7:53:53 AM
	not laura romero,	7:54:08 AM
	RDP Laura	7:54:30 AM
Shashwat Verma	One of the users is LauraRomero.	7:54:38 AM
admin	no, not that one	7:54:45 AM
Shashwat Verma	Do you have the access of myportal?	7:55:02 AM
admin	Not Ashley, Not LauraRomero, Not NormaMoreno	7:55:02 AM
	let me see if I can find the ccess	7:55:35 AM
Shashwat Verma	Only these 3 are active on the server currently, also we are charging for these 3 only.	7:55:43 AM
	I'll help you.	7:55:55 AM
	May I take the remote access of your local computer?	7:55:59 AM
admin	yes, but I have 3 users and one computer at my house	7:56:25 AM
Shashwat Verma	No Problem	7:56:37 AM
admin	we added and additional rdp for laura, that way when we use it at the office or home, we dont get disconnected	7:56:52 AM
Shashwat Verma	We'll check through myportal at your end	7:56:56 AM
admin	and yes you can have acces	7:57:00 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	7:57:10 AM
admin	ok	7:57:16 AM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/4162570964">https://assist.acecloudhosting.com/join/4162570964</a>	7:57:25 AM
	Kindly Click on the link and open the downloaded file.	7:57:28 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.	7:58:21 AM
	<i>The visitor's phone number was changed from 7609568500 to 17609568500.</i>	7:59:41 AM
	issue resolved on remote session	8:08:41 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:08:54 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:08:57 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!	8:08:59 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/>)

*Shashwat Verma has ended this chat session*

8:09:03 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 1:13:41 AM

**#71184 jend**  
**Email:** jend@taxproak.com 📞 19077431040  
**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:** 13 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 46 Secs

jend	Hello, I am your Acebuddy	23 Jan, 1:13:41 AM
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!	1:13:42 AM
	Whom Would You Like to Connect With?	1:13:42 AM
jend	Technical Support (QB & App Hosting)	1:13:50 AM
Acebuddy	Welcome to Ace Support.	1:13:51 AM
	Please chose an option :	1:13:51 AM
jend	I'd like to report an Issue	1:13:56 AM
Acebuddy		

	Please select an option!	1:13:56 AM
jend	Other Issue	1:14:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:14:03 AM
jend	cannot connect to server	1:14:16 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:14:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:14:17 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:14:31 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:14:34 AM
	Hello Jend	1:14:37 AM
	Are we still connected here?	1:16:39 AM
jend	yes	1:16:48 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:17:04 AM
jend	tpalaskallc	1:17:23 AM
	jend	1:17:27 AM
Anurag Sharma	Please confirm if your username is JenniferDes@myrealdata.net?	1:18:11 AM
jend	i dont know what it s	1:18:33 AM
Anurag Sharma	Okay	1:18:37 AM
jend	jennifer Desroches	1:18:39 AM
Anurag Sharma	May I take the remote access of your local computer?	1:18:42 AM
jend	yea	1:18:47 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	1:18:54 AM
jend	ok	1:19:05 AM
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/3932201474">https://assist.acecloudhosting.com/join/3932201474</a>	1:19:10 AM
	Kindly paste this link in the browser of local computer and join the session.	1:19:15 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.	1:20:45 AM
	It seems like you have initiated the remote session from the server itself	1:22:34 AM
	Kindly re-initiate another chat from your local computer so that I can assist you with the error you are getting while on the server.	1:23:12 AM
	Are we still connected here?	1:24:08 AM
jend	yes	1:24:20 AM
Anurag Sharma	Thanks for the confirmation !	1:24:30 AM

jend	how do i get a chat on my local so i dont lose oru chat when rebootin	1:24:50 AM
	i cannot get inot atx	1:25:19 AM
Anurag Sharma	For that you have to re-initiate the chat from the local computer.	1:25:24 AM
jend	ok how	1:25:48 AM
Anurag Sharma	Just like you initiated this one.	1:26:00 AM
jend	ok so go to web etc... will i get you?	1:26:23 AM
Anurag Sharma	Yes	1:26:41 AM
jend	ok stantdbby	1:27:07 AM
Anurag Sharma	Okay	1:27:12 AM
jend	how do i connect with you?	1:28:22 AM
Anurag Sharma	I will pick your chat. You just have to initiate a new chat from your local computer.	1:28:51 AM
jend	k i asked for you	1:30:40 AM
Anurag Sharma	Yes	1:30:45 AM
	I am connected to you.	1:30:49 AM
	You can end this chat now.	1:30:54 AM
	Are we still connected here?	1:31:54 AM
jend	ok ending here because connected local	1:32:09 AM
Anurag Sharma	Okay	1:32:13 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:32:25 AM
	<i>Anurag Sharma has ended this chat session</i>	1:32:28 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 8:25:12 AM

#70833 Robert Zeigen

Email: rzeigen@szcpa.tax 📞 15613920620

Department: Support(QB & App Hosting)

**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** BOCA RATON  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Months 1 Week

Robert Zeigen	Hello, I am your Acebuddy	16 Jan, 8:25:13 AM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	8:25:15 AM
	Whom Would You Like to Connect With?	8:25:15 AM
Robert Zeigen	Technical Support (QB & App Hosting)	8:25:21 AM
Acebuddy	Welcome to Ace Support.	8:25:21 AM
	Please chose an option :	8:25:21 AM
Robert Zeigen	I'd like to report an Issue	8:25:27 AM
Acebuddy	Please select an option!	8:25:27 AM
Robert Zeigen	Other Issue	8:25:29 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:25:29 AM
Robert Zeigen	Regarding ticket 621807, I'd like to get this resolved tonight.	8:26:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:26:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:26:07 AM
	<i>Rohan Prajapati has not responded for the transfer request.</i>	8:28:08 AM
	<i>Chat request was not picked up by the operators</i>	8:28:08 AM



Visitor Details

#70092 mayte  
Email: anna@whitemoss.com 📞 3109978153  
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  
City: LOS ANGELES  
State: California  
Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 2 Secs

mayte	Hello, I am your Acebuddy	3 Jan, 6:35:36 AM
Acebuddy	Hello Mayte, I'm your Ace Buddy. I'll be happy to assist you!	6:35:37 AM
	Whom Would You Like to Connect With?	6:35:37 AM
mayte	Technical Support (QB & App Hosting)	6:37:37 AM
Acebuddy	Welcome to Ace Support.	6:37:37 AM
	Please chose an option :	6:37:37 AM
mayte	I'd like to report an Issue	6:37:44 AM
Acebuddy	Please select an option!	6:37:44 AM
mayte	QuickBooks Issue	6:37:48 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:37:48 AM
mayte	Other QB related issue	6:37:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:37:55 AM
mayte	Unable to access remote server	6:38:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:38:08 AM
	Acebuddy (bot) forwarded the chat request	6:38:08 AM
	Yash Kalra accepted the chat transfer request.	6:38:41 AM
	Yash Kalra is transferring the chat to Shashwat Verma.	6:38:50 AM
	Shashwat Verma accepted the chat transfer request.	6:38:52 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:38:56 AM
	Hello Mayte.	6:39:04 AM

mayte	Hi There, thank you! It looks like the issue is resolved and I was finally able to access the server,	6:39:38 AM
Shashwat Verma	Great!	6:39:52 AM
	Is there anything else I may help you with ?	6:39:58 AM
mayte	That's all. Thank you!	6:40:25 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:40:29 AM
mayte	Have a wodnerful day!	6:40:29 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	6:40:32 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	6:40:36 AM
	<i>Shashwat Verma has ended this chat session</i>	6:40:39 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71058 melvin\_bird\_cpa

Email: melvin\_bird\_cpa@hotmail.com 📞 13162634226

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: WICHITA

State: Kansas

Country: UNITED STATES

21 Jan, 4:43:28 AM

Chat Transcript		Chat Duration : 34 Secs
melvin_bird_cpa	Hello, I am your Acebuddy	21 Jan, 4:43:29 AM
Acebuddy	Hello Melvin_bird_cpa, I'm your Ace Buddy. I'll be happy to assist you!	4:43:31 AM
	Whom Would You Like to Connect With?	4:43:31 AM
melvin_bird_cpa	Technical Support (QB & App Hosting)	4:43:34 AM
Acebuddy	Welcome to Ace Support.	4:43:34 AM
	Please chose an option :	4:43:34 AM
melvin_bird_cpa	I'd like to raise a Request	4:43:42 AM
Acebuddy	Please select your request type.	4:43:42 AM
melvin_bird_cpa	Password Reset	4:43:47 AM
Acebuddy	Please select an option below	4:43:47 AM
melvin_bird_cpa	Not Enrolled to Selfcare Portal	4:43:52 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	4:43:52 AM
	Do you need any further assistance on the topic?	4:43:52 AM
melvin_bird_cpa	No	4:44:04 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	4:44:04 AM
	Acebuddy has ended this chat session	4:44:04 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#70175 sszoke**

**Email:** sszoke@roofechconsulting.com

**Department:** Support(QB & App Hosting)

**Operator:** Sandeep Kumar

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

5 Jan, 7:21:32 AM



**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 7 Secs  
**City:** BREESE  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 50 Mins

sszoke	Hello, I am your Acebuddy	5 Jan, 7:21:34 AM
Acebuddy	Hello Sszoke, I'm your Ace Buddy. I'll be happy to assist you!	7:21:36 AM
	Whom Would You Like to Connect With?	7:21:36 AM
sszoke	Technical Support (QB & App Hosting)	7:21:40 AM
Acebuddy	Welcome to Ace Support.	7:21:40 AM
	Please chose an option :	7:21:40 AM
sszoke	I'd like to raise a Request	7:21:47 AM
Acebuddy	Please select your request type.	7:21:47 AM
sszoke	Setup Ace Server	7:21:53 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	7:21:53 AM
sszoke	Microsoft Windows	7:22:02 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	7:22:02 AM
	Do you need any further assistance on the topic?	7:22:02 AM
sszoke	Yes	7:22:13 AM
Acebuddy	Please wait while we connect you to our Support Representative	7:22:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:22:13 AM
sszoke	How do I upload our current quickbooks files	7:22:28 AM
	<i>Sandeep Kumar accepted the chat transfer request.</i>	7:22:30 AM
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.	7:22:48 AM
	Hi Susan, How are you doing today? (Edited)	7:23:08 AM
	I will surely help you with this.	7:26:28 AM
	Susan, please confirm if you have a QB company file on your local computer that you want to upload onto the server? (Edited)	7:27:45 AM
sszoke		

	yes	7:30:02 AM
	7:30:37 AMSandeep Kumar is sharing a file with you <a href="#">File Transfer SOP (WeTransfer).pdf</a> - ( Size:849.73 KB )	7:30:37 AM
Sandeep Kumar	You can follow the steps mentioned in the above support document for uploading QB company file or any other data file from your local computer to the server.	7:31:36 AM
	Is there anything else I may help you with ?	7:34:34 AM
	Are we still connected here?	7:37:06 AM
	Susan, are we still connected here?	7:39:06 AM
sszoke	yes we are connected not sure I am doing this correctly.	7:39:25 AM
Sandeep Kumar	May I take the remote access of your local computer and guide you through the process?	7:40:29 AM
	Are you still there?	7:46:25 AM
	Are we still connected?	7:53:30 AM
	Susan, are you there?	7:57:14 AM
sszoke	Does transfer - transfer to Our Ace Hosting site?	7:59:02 AM
Sandeep Kumar	Yes.	7:59:23 AM
sszoke	Why does it look like it is transferring to my Laptop??	8:00:03 AM
Sandeep Kumar	First you need to upload the file onto the website: <a href="https://acecloudhosting.wetransfer.com/">https://acecloudhosting.wetransfer.com/</a>	8:00:58 AM
	Once uploaded, you will get an download link that you need to use on the browser of the server.	8:01:43 AM
sszoke	did that and it downloaded to my "laptop".	8:02:13 AM
Sandeep Kumar	Did you use the download link inside the server?	8:03:02 AM
sszoke	It was in my email	8:04:37 AM
Sandeep Kumar	Yes the download link is sent to your email, you need to copy the download link and paste the same inside the server, and it will download the uploaded file there.	8:05:58 AM
	May I remote in and guide you witht the same?	8:11:26 AM
	Susan, are we still connected.	8:19:01 AM
sszoke	we are connected	8:20:49 AM
Sandeep Kumar	Did it work on your end?	8:21:15 AM
sszoke	still trying	8:31:07 AM
Sandeep Kumar	Is it okay if I take remote access and help you with the same?	8:31:54 AM
	If not, you may also call our help line number 888-415-5240 and our engineer can guide you with the steps over the call too.	8:35:29 AM
sszoke	ok take remote	8:36:37 AM
Sandeep Kumar	Prior to providing the access, I would suggest you to close any important documents at your end.	8:37:23 AM

	Kindly paste this link in the browser of local computer and join the session: <a href="https://assist.acecloudhosting.com/join/1982724851">https://assist.acecloudhosting.com/join/1982724851</a>	8:38:01 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.	8:40:01 AM
sszoke	thank you	9:10:25 AM
Sandeep Kumar	As per discussion over the remote session, the concerned team will be making changes to the QB application on the server.	9:11:02 AM
	And once done, they will inform you over the email.	9:11:20 AM
	Is there anything else I may help you with ?	9:11:26 AM
sszoke	No thank you.	9:11:35 AM
Sandeep Kumar	You are welcome!	9:11:52 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:11:56 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:12:06 AM

*Sandeep Kumar has ended this chat session*

9:12:24 AM



# Chat Transcript

## Hello, I am your Acebuddy

Visitor Details

#70537 farzinayat

Email: farzinayat@gmail.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

13 Jan, 11:31:58 AM

**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 1 Sec  
**City:** NEW TOWN  
**State:** Sindh South  
**Country:** PAKISTAN

Chat Transcript

Chat Duration : 3 Mins 37 Secs

farzinayat	Hello, I am your Acebuddy	13 Jan, 11:31:59 AM
Acebuddy	Hello Farzinayat, I'm your Ace Buddy. I'll be happy to assist you!	11:32:00 AM
	Whom Would You Like to Connect With?	11:32:00 AM
farzinayat	Technical Support (QB & App Hosting)	11:32:12 AM
Acebuddy	Welcome to Ace Support.	11:32:12 AM
	Please chose an option :	11:32:12 AM
farzinayat	I'd like to report an Issue	11:32:23 AM
Acebuddy	Please select an option!	11:32:23 AM
farzinayat	Other Issue	11:32:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:32:33 AM
farzinayat	Won't be able to login, showing message that server certificate is expired.	11:33:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:33:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:33:49 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:33:54 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:33:58 AM
	We deeply apologize for the inconvenience caused to you. We need to inform you that this is an ongoing issue at the backend and our team is dedicatedly working on it to resolve this issue as soon as possible. As soon as we have the resolution, we will update you over the email.	11:34:19 AM
	<i>11:34:41 AMfarzinayat is sharing a file with you</i> <a href="#">17367482481002788604611382333778.jpg</a> - ( Size:3.86 MB )	11:34:41 AM
	We need to inform you that this is an ongoing issue at the backend and our team is dedicatedly working on it to resolve this issue as soon as possible. As soon as we have the resolution, we will update you over the email.	11:35:05 AM
farzinayat	Ok, thanks	11:35:14 AM
Shashwat Verma	Is there anything else I may help you with ?	11:35:18 AM
farzinayat	No, thanks.	11:35:30 AM

Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:35:31 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:35:33 AM
	<i>Shashwat Verma has ended this chat session</i>	11:35:36 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details


10 Jan, 5:33:17 AM

**#70414 Robert Zeigen**  
**Email:** rzeigen@szcpa.tax 📞 15613920620  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** BOCA RATON  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 30 Secs

Robert Zeigen	Hello, I am your Acebuddy	10 Jan, 5:33:17 AM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	5:33:19 AM
	Whom Would You Like to Connect With?	5:33:19 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.	6:14:47 AM
	Ended due to chat idle timeout	6:14:47 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	30 Jan, 2:45:45 AM
<div>#71619 Rick Stevens</div> <div>Email: info@jandfadvisors.com 📞 3132610300</div> <div>Department: Support(QB &amp; App Hosting)</div> <div>Operator: Yash Kalra</div> <div>Website: https://www.acecloudhosting.com/support-chat.php</div> <div>Operating System: Microsoft Windows</div> <div>Browser: Google Chrome</div> <div>Device: Desktop</div> <div>Average Response Time: 40 Secs</div> <div>City: WESTLAND</div> <div>State: Michigan</div> <div>Country: UNITED STATES</div>	

Chat Transcript

Chat Duration : 11 Mins 24 Secs

Rick Stevens	Hello, I am your Acebuddy	30 Jan, 2:45:47 AM
Acebuddy	Hello Ashley Johnson, I'm your Ace Buddy. I'll be happy to assist you!	2:45:47 AM
	Whom Would You Like to Connect With?	2:45:47 AM
Rick Stevens	Technical Support (QB & App Hosting)	2:46:03 AM
Acebuddy	Welcome to Ace Support.	2:46:03 AM
	Please chose an option :	2:46:03 AM
Rick Stevens	I'd like to report an Issue	2:46:11 AM
Acebuddy	Please select an option!	2:46:11 AM
Rick Stevens	Other Issue	2:46:18 AM



Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:46:18 AM
Rick Stevens	I was told that Drake 2024 was installed on my server, but I don't see it. My ticket number is 629008.	2:47:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:47:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:47:02 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:48:43 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:48:46 AM
Rick Stevens	Hi Manish	2:49:52 AM
	I was told that Drake 2024 was installed on my server, but I don't see it. My ticket number is 629008.	2:50:05 AM
Manish Singh	I will surely help you with this issue.	2:50:11 AM
Rick Stevens	thank you	2:50:20 AM
Manish Singh	Transferring this chat to the other engineer please wait.	2:51:06 AM
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>	2:51:15 AM
Rick Stevens	ok	2:51:16 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:51:18 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:51:27 AM
	I will surely help you with this issue.	2:51:47 AM
	Kindly allow me two minutes to check the same.	2:51:53 AM
Rick Stevens	ok	2:52:02 AM
Yash Kalra	Ashley, we’ve made some changes from the backend. Could you please check if you’re able to access the application now?	2:55:07 AM
Rick Stevens	give me one second	2:55:24 AM
Yash Kalra	Sure, please take your time	2:55:32 AM
Rick Stevens	I can see it now	2:55:48 AM
	Thank you	2:55:49 AM
	Is it visible to all users?	2:55:56 AM
Yash Kalra	Yes, now it must be visible to all the users.	2:56:34 AM
	Is there anything else I may help you with ?	2:56:37 AM
Rick Stevens	great! that's all	2:56:51 AM
	thank you!	2:56:52 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the smilies.	2:56:55 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:57:00 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](mailto: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/>)

2:57:03 AM

*Yash Kalra has ended this chat session*

2:57:11 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jan, 2:06:53 AM

**#70142 Drew Cooke**

**Email:** drewc@neomarketingonline.com ☎ 3309331843

**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

**City:** NORTH CANTON

**State:** Ohio

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 37 Secs

Drew Cooke	Hello, I am your Acebuddy	4 Jan, 2:06:55 AM
Acebuddy	Hello Drew Cooke, I'm your Ace Buddy. I'll be happy to assist you!	2:07:03 AM
	Whom Would You Like to Connect With?	2:07:03 AM
Drew Cooke	Technical Support (QB & App Hosting)	2:07:14 AM
Acebuddy	Welcome to Ace Support.	2:07:14 AM

	Please chose an option :	2:07:14 AM
Drew Cooke	I'd like to report an Issue	2:07:19 AM
Acebuddy	Please select an option!	2:07:19 AM
Drew Cooke	QuickBooks Issue	2:07:24 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:07:24 AM
Drew Cooke	Other QB related issue	2:07:32 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:07:32 AM
Drew Cooke	Cant login to server thru remote desktop	2:07:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:07:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:07:55 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	2:09:06 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:09:10 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:09:32 AM
Drew Cooke	Looks like after many tries I got into the server so should be good	2:09:46 AM
Tushar Pharswan	Great.	2:09:58 AM
	May I know if this is a frequent issue or not?	2:10:29 AM
	As you disconnected this session.	2:12:53 AM
	We are now going to disconnect this chat session.	2:14:31 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:14:34 AM
	<i>Tushar Pharswan has ended this chat session</i>	2:14:38 AM



# Chat Transcript

Hello. My Quickbooks screen is frozen. Please help

Visitor Details

#71515 davidmroyston

Email: davidmroyston@gmail.com 📞 415-912-7039

Department: Support(QB & App Hosting)

Operator: Manish Singh

28 Jan, 10:13:11 PM

**Website:** https://www.acecloudhosting.com/ace-support/  
**Operating System:** Mac OS  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 46 Secs  
**City:** ROSS  
**State:** California  
**Country:** UNITED STATES

Chat Transcript


Chat Duration : 23 Mins 23 Secs

davidmroyston	Hello. My Quickbooks screen is frozen. Please help	28 Jan, 10:13:13 PM
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.	10:13:17 PM
	I would be happy to assist you here , Could you confirm are you an existing customer of Ace ?	10:14:22 PM
davidmroyston	yes I am	10:14:40 PM
Gantavya	please confirm your company name or CID and I will transfer you to our support team to assist you	10:15:10 PM
davidmroyston	Server name: BFinancials.myrealdata.net	10:15:58 PM
Gantavya	Thanks, just give me a second	10:16:23 PM
	<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>	10:16:31 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:17:03 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:17:09 PM
	I will surely help you with this issue.	10:18:10 PM
davidmroyston	are you still there?	10:20:33 PM
Manish Singh	Yes	10:20:42 PM
	Working on the issue.	10:20:53 PM
davidmroyston	Thank you	10:21:04 PM
Manish Singh	You can also use QBReset to resolve the issue.	10:21:40 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	10:21:46 PM
davidmroyston	Its the first time for me	10:22:19 PM
	I couldn't find the QB reset. Everything was frozen	10:22:50 PM
Manish Singh	Kindly allow me two minutes to check the same.	10:23:46 PM
	Kindly try to access now.	10:31:57 PM
davidmroyston	ok	10:32:45 PM
Manish Singh	Are you able to connect?	10:34:42 PM

	This message has been deleted	10:35:04 PM
	Are we still connected here?	10:35:55 PM
davidmroyston	yes. QB working now. Thank you	10:36:20 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:36:24 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:36:39 PM

Manish Singh has ended this chat session

10:36:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71334 Marty Jones

Email: client.services@amowc.com 📞 18133412600

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: SUN CITY CENTER

State: Florida

Country: UNITED STATES

Chat Transcript

Marty Jones

24 Jan, 11:58:01

24 Jan, 11:58:00 PM

Chat Duration : 45 Mins

	Hello, I am your Acebuddy	PM
Acebuddy	Hello Client.services, I'm your Ace Buddy. I'll be happy to assist you!	11:58:02 PM
	Whom Would You Like to Connect With?	11:58:02 PM
Marty Jones	Technical Support (QB & App Hosting)	11:58:20 PM
Acebuddy	Welcome to Ace Support.	11:58:20 PM
	Please chose an option :	11:58:20 PM
Marty Jones	I'd like to raise a Request	11:58:33 PM
Acebuddy	Please select your request type.	11:58:33 PM
Marty Jones	Other Request	11:58:43 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.	11:58:43 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:58:43 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.	25 Jan, 12:43:01 AM
Ended due to chat idle timeout		12:43:01 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70044 Fritz Vogt

Email: fritzvogt@me.com 📞 16122310253

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: AUSTIN

State: Texas

Country: UNITED STATES

Fritz Vogt	Hello, I am your Acebuddy	2 Jan, 8:36:43 PM
Acebuddy	Hello Fritz Vogt, I'm your Ace Buddy. I'll be happy to assist you!	8:36:46 PM
	Whom Would You Like to Connect With?	8:36:46 PM
Fritz Vogt	Technical Support (QB & App Hosting)	8:36:55 PM
Acebuddy	Welcome to Ace Support.	8:36:55 PM
	Please chose an option :	8:36:55 PM
Fritz Vogt	I'd like to raise a Request	8:37:03 PM
Acebuddy	Please select your request type.	8:37:03 PM
Fritz Vogt	Application Update	8:37:11 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.	8:37:11 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	8:37:11 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.	9:12:49 PM
	Ended due to chat idle timeout	9:12:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71292 Trista Jaramillo

Email: trista@sunsetspasaz.com ☎ 14804904497

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 43 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 47 Secs

Trista Jaramillo	Hello, I am your Acebuddy	24 Jan, 3:48:16 AM
Acebuddy	Hello Trista Jaramillo, I'm your Ace Buddy. I'll be happy to assist you!	3:48:17 AM
	Whom Would You Like to Connect With?	3:48:17 AM
Trista Jaramillo	Technical Support (QB & App Hosting)	3:48:25 AM
Acebuddy	Welcome to Ace Support.	3:48:25 AM
	Please chose an option :	3:48:25 AM
Trista Jaramillo	I'd like to report an Issue	3:48:36 AM
Acebuddy	Please select an option!	3:48:36 AM
Trista Jaramillo	QuickBooks Issue	3:48:44 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:48:44 AM
Trista Jaramillo	Other QB related issue	3:48:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:48:49 AM
Trista Jaramillo	I am unable to get Excel to work with QB	3:49:14 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:49:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:49:14 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	3:50:44 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	3:50:48 AM
Trista Jaramillo	Thank you	3:51:03 AM
Tushar Pharswan	Thank you for waiting.	3:57:09 AM
	Were you able to work with Excel previously?	3:57:28 AM
Trista Jaramillo	i honestly can't remember, I think we tested it when i first signed up with ACE. Excel is part of my subscription with ACE. The message I am receiving is the product code is not activated.	3:59:40 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	4:00:24 AM
Trista Jaramillo	thank you	4:00:31 AM
Tushar Pharswan	Kindly check now the issue should be resolved as of now.	4:05:10 AM
Trista Jaramillo	okay	4:05:20 AM
Tushar Pharswan	Kindly let me know to if the issue is resolved at your end or not.	4:05:40 AM



Trista Jaramillo	It is working now! thank you so much for your help!!!	4:07:38 AM
Tushar Pharswan	Is there anything else I may help you with ?	4:07:43 AM
Trista Jaramillo	No	4:07:51 AM
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	4:07:56 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:07:59 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	4:08:02 AM
	<i>Tushar Pharswan has ended this chat session</i>	4:08:04 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71572 Nicolas DiDonato

Email: [nick@didonatocpa.com](mailto:nick@didonatocpa.com) 📞 19783415045

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

29 Jan, 9:07:23 PM

Nicolas DiDonato	Hello, I am your Acebuddy	29 Jan, 9:07:24 PM
Acebuddy	Hello Nick, I'm your Ace Buddy. I'll be happy to assist you!	9:07:25 PM
	Whom Would You Like to Connect With?	9:07:25 PM
Nicolas DiDonato	Technical Support (QB & App Hosting)	9:07:36 PM
Acebuddy	Welcome to Ace Support.	9:07:36 PM
	Please chose an option :	9:07:36 PM
Nicolas DiDonato	I'd like to report an Issue	9:07:42 PM
Acebuddy	Please select an option!	9:07:43 PM
Nicolas DiDonato	Other Issue	9:07:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:07:47 PM
Nicolas DiDonato	I am trying to login but i never get the verification email with the code.	9:08:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:08:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:08:13 PM
Nicolas DiDonato	disregard it just came in it took a very long time.	9:08:48 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:09:27 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:09:31 PM
	Okay, it sometimes takes time. If it takes long again kindly reach us out again. (Edited)	9:10:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:10:46 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:10:47 PM
	<i>Tushar Pharswan has ended this chat session</i>	9:10:50 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 11:41:14 PM

#71437 Rebecca

**Email:** accounting@navarrobrothers.com 📞 2108709081

**Department:** Support(QB & App Hosting)

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 15 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 11 Secs

Rebecca	Hello, I am your Acebuddy	27 Jan, 11:41:16 PM
Acebuddy	Hello Rebecca, I'm your Ace Buddy. I'll be happy to assist you!	11:41:17 PM
	Whom Would You Like to Connect With?	11:41:17 PM
Rebecca	Technical Support (QB & App Hosting)	11:41:30 PM
Acebuddy	Welcome to Ace Support.	11:41:30 PM
	Please chose an option :	11:41:30 PM
Rebecca	I'd like to raise a Request	11:41:36 PM
Acebuddy	Please select your request type.	11:41:36 PM
Rebecca	Other Request	11:41:42 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.	11:41:42 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:41:42 PM
Rebecca	Yes, I'm facing issues with my server	11:41:49 PM
Acebuddy	Please select an option!	11:41:49 PM
Rebecca	Other Issue	11:41:55 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:41:55 PM
Rebecca	ODBC Connection	11:42:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:42:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:42:04 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:42:27 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:42:32 PM
Rebecca	thank you. I had submitted a ticket	11:42:42 PM
	629085	11:42:50 PM
	I need help with installing an ODBC Driver so we can setup an ODBC Connection with Quickbooks so we can create custom reporting in Excel with live QB data	11:43:22 PM
Manish Singh	Can we know the location of the setup file?	11:44:04 PM
Rebecca	We have never setup an ODBC connection ...do you mean you need to know the location of our Quickbooks active file?	11:44:42 PM
Manish Singh	Is it a connector for QuickBooks?	11:44:47 PM
	You have downloaded the setup file of the ODBC somewhere, can you let me know the location of the file?	11:45:51 PM
Rebecca	We do not have a connector currently. I am confused.	11:46:04 PM
Manish Singh	You need us to install QDBC driver, so we need the setup file of QDBC to install it for you on the server.	11:47:08 PM
Rebecca	when I submitted the ticket, I had gone onto the QB support page, and clicked the link. the driver that I was attempting to install was downloaded but I could not install. So do you need me to send you the link I was using?	11:47:57 PM
Manish Singh	May i know the link?	11:48:35 PM
Rebecca	<a href="https://qodbc.com/quickbooks-downloads/">https://qodbc.com/quickbooks-downloads/</a>	11:49:23 PM
Manish Singh	This need the details to fill before the installation.	11:50:35 PM
	<i>11:50:51 PMManish Singh is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:12.28 KB )</i>	11:50:51 PM
	Kindly fill it and install it on your user end so that we can proceed with the installation on server.	11:51:24 PM
Rebecca	Rebecca Gonzalez	11:53:01 PM
	Navarro Brothers	11:53:05 PM
	accounting@navarrobrothers.com	11:53:10 PM
	Is that all you need?	11:53:17 PM
Manish Singh	Let me arrange a callback that way you can better understand.	11:54:21 PM
	May i get you callback number with preferred time.	11:54:38 PM
	Or you can call us on 888-415-5240 (toll-free)	11:55:20 PM

Rebecca	2108454034	11:57:22 PM
	now is good	11:57:26 PM
	I already clicked on that info filled it all out and have the file in my downloads...but I cannot download since I don't have access	11:58:04 PM
	<i>11:58:25 PM</i> Rebecca is sharing a file with you <a href="#">image.png</a> - ( Size:8.27 KB )	11:58:25 PM
Manish Singh	Let me check may i know your username?	11:58:38 PM
Rebecca	my username to our server?	11:59:02 PM
Manish Singh	Installing now.	11:59:31 PM
Rebecca	thank you	11:59:54 PM
Manish Singh	Install done.	28 Jan, 12:00:46 AM
	Kindly check.	12:00:52 AM
Rebecca	it's a long process to setup the odbc in QB. so I'll run thru the list and if I have any issues i will send another chat. Where was the install done ? (File path)	12:02:04 AM
Manish Singh	Yes, it is	12:02:24 AM
Rebecca	what user is and password did you setup	12:05:14 AM
	so I can access the database in exce.?	12:05:20 AM
	excel	12:05:22 AM
Manish Singh	I have just installed the application.	12:07:53 AM
	You have to create the users and password if any.	12:08:08 AM
Rebecca	where would I do that at?	12:09:45 AM
Manish Singh	I am not the expert in this application base driver but i will try to assist you.	12:12:14 AM
	May I take the remote access of your server?	12:12:23 AM
Rebecca	yes	12:13:19 AM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:13:35 AM
Rebecca	I created a seperate user role in QB already. I	12:13:45 AM
	are you in ?	12:15:06 AM
Manish Singh	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.	12:15:20 AM
Rebecca	ok	12:15:28 AM
Manish Singh	I am little bit confused related to the Configuration i suggest you contact Intuit support who will assist you regarding the matter as they are the expert in this regards.	12:19:51 AM
	Are we still connected here?	12:21:24 AM





Tanmoy Mukherjee	sure thank you	2:31:58 AM
	<i>Dev Dubey is transferring the chat to Support(QB &amp; App Hosting).</i>	2:32:07 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:32:34 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:32:37 AM
Tanmoy Mukherjee	Hello Anurag	2:32:48 AM
	Hope you are doing well	2:32:55 AM
	I am from IT support team	2:33:04 AM
	we have one of our customer who have their VM hosted on the cloud and unable to access the resource using RDP connection	2:33:39 AM
	Legacy Management Solutions, LLC is the org for the customer	2:34:10 AM
Anurag Sharma	Hello Tanmoy	2:34:13 AM
	Okay	2:34:26 AM
	Could you please confirm which resource you are referring to?	2:36:09 AM
Tanmoy Mukherjee	A virtual machine hosted on the cloud	2:36:29 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:36:50 AM
Tanmoy Mukherjee	Gateway Server - RDG.myrealddata.net Remote computer - LegacyMgmtSol.myrealddata.net	2:38:45 AM
	Username- Teelaj	2:38:56 AM
Anurag Sharma	Thanks for the confirmation !	2:39:25 AM
	May I take the remote access of your local computer?	2:39:29 AM
Tanmoy Mukherjee	sure	2:39:41 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:39:46 AM
Tanmoy Mukherjee	since I have the customer on remote so possibly you might need to take access on the customer computer instead	2:40:30 AM
Anurag Sharma	Yes, I need the access of the actual user.	2:41:06 AM
	Whosoever it is.	2:41:11 AM
	Please ask him to close any important docs open.	2:41:33 AM
	<a href="https://assist.acecloudhosting.com/join/9362428574">https://assist.acecloudhosting.com/join/9362428574</a>	2:41:37 AM
	And ask him to kindly paste this link in the browser of local computer and join the session.	2:41:56 AM
Tanmoy Mukherjee	sure allow me a moment	2:42:23 AM
	Have asked to save and close all confidential data	2:42:38 AM
Anurag Sharma	Please join	2:43:20 AM
	Are you able to connect?	2:44:37 AM



Tanmoy Mukherjee	I think you are already in	2:45:27 AM
Anurag Sharma	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.	2:45:39 AM
Tanmoy Mukherjee	sure	2:45:47 AM
	please note the credentials are no longer working	2:48:06 AM
Anurag Sharma	Okay	2:48:36 AM
Tanmoy Mukherjee	the old password she had is no longer working	2:50:10 AM
Anurag Sharma	Okay	2:53:38 AM
	Please stay connected.	3:07:27 AM
Tanmoy Mukherjee	Still connected	3:08:42 AM
Anurag Sharma	The Issue seems to be resolved now.	3:08:47 AM
	Is there anything else I may help you with ?	3:08:51 AM
Tanmoy Mukherjee	Yes, Thank you much for the swift response	3:09:02 AM
Anurag Sharma	Is there anything else I may help you with ?	3:09:10 AM
Tanmoy Mukherjee	Let me check with the affected requester once	3:09:19 AM
Anurag Sharma	Sure, please take your time	3:09:26 AM
	Please confirm if you have verified !	3:10:26 AM
Tanmoy Mukherjee	Yes, Anurag	3:10:40 AM
	We are good to go	3:10:45 AM
Anurag Sharma	Thanks for the confirmation !	3:11:09 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:11:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:11:16 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	3:11:18 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Anurag Sharma has ended this chat session</i>	3:11:20 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 2:23:01 AM

**#71277 accountant**  
**Email:** accountant@silversfs.com ☎ 7472192947  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 59 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 5 Secs

accountant	Hello, I am your Acebuddy	24 Jan, 2:23:02 AM
Acebuddy	Hello Accountant, I'm your Ace Buddy. I'll be happy to assist you!	2:23:03 AM
	Whom Would You Like to Connect With?	2:23:03 AM
accountant	Technical Support (QB & App Hosting)	2:23:08 AM
Acebuddy	Welcome to Ace Support.	2:23:08 AM
	Please chose an option :	2:23:08 AM
accountant	I'd like to report an Issue	2:23:14 AM
Acebuddy	Please select an option!	2:23:14 AM
accountant	Password Reset	2:23:21 AM
Acebuddy	Please select an option below	2:23:21 AM
accountant	Setback	2:23:30 AM
Acebuddy	Please select an option!	2:23:31 AM
accountant	Other Issue	2:23:34 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:23:35 AM
accountant	My passwords not working to login teams and outlook	2:24:11 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:24:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:24:11 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	2:25:25 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:25:51 AM
accountant	Hi Tushar	2:26:01 AM
	I'm trying to login my outlook and teams but my password not working	2:26:36 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:27:39 AM
accountant	BennySm	2:27:54 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	2:30:31 AM
accountant	Sure	2:30:42 AM
Tushar Pharswan	Thank you for waiting.	2:34:49 AM
accountant	Sure	2:35:09 AM
	You're welcome	2:35:20 AM
	Any luck ?	2:35:26 AM
Tushar Pharswan	As I checked kindly login to browser with your email id for office and click forget password to reset it.	2:37:17 AM
	Go to office..com	2:37:27 AM
accountant	<i>2:38:36 AM</i> <i>accountant is sharing a file with you</i> <a href="#">image.png</a> - ( Size:14.47 KB )	2:38:36 AM
	I can't	2:41:17 AM
	please check screensot	2:41:26 AM
	screenshot	2:41:32 AM
Tushar Pharswan	Thank you for the information and allow 4-5 minutes to check the same.	2:41:44 AM
accountant	okay	2:41:55 AM
Tushar Pharswan	What we can do is kindly ask Michael or marc to rest your password or email us at support@acecloudhosting.com after that we can reset it for you.	2:48:45 AM
	Also thank you for waiting.	2:49:04 AM
	Are we still connected here?	2:49:40 AM
	as this chat session is disconnected, we will email you the option we just wanted you to choose.	2:50:58 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.	2:51:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:51:03 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](mailto: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/>)

2:51:05 AM

*Tushar Pharswan has ended this chat session*

2:51:07 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jan, 11:14:02 PM

**#70212 Michael Clark**  
**Email:** [jdipietro@revisionenergy.com](mailto:jdipietro@revisionenergy.com) 📞 19782394083  
**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:** NORTH KINGSTOWN  
**State:** Rhode Island  
**Country:** UNITED STATES

Chat Transcript


Chat Duration : 41 Mins 37 Secs

Michael Clark	Hello, I am your Acebuddy	6 Jan, 11:14:04 PM
Acebuddy	Hello Janice Dipietro, I'm your Ace Buddy. I'll be happy to assist you!	11:14:05 PM
	Whom Would You Like to Connect With?	11:14:05 PM
Michael Clark	Technical Support (QB & App Hosting)	11:14:11 PM
Acebuddy		

	Welcome to Ace Support.	11:14:11 PM
	Please chose an option :	11:14:11 PM
Michael Clark	I'd like to raise a Request	11:14:20 PM
Acebuddy	Please select your request type.	11:14:24 PM
Michael Clark	Password Reset	11:14:27 PM
Acebuddy	Please select an option below	11:14:28 PM
Michael Clark	Not Enrolled to Selfcare Portal	11:14:35 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:14:35 PM
	Do you need any further assistance on the topic?	11:14:35 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.	11:55:42 PM

*Ended due to chat idle timeout*

11:55:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71641 Pearl Laughton

Email: plaughton@hbmhomecare.com 📞 12396036455

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: FT MYERS

State: Florida


Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 47 Secs

Pearl Laughton	Hello, I am your Acebuddy	30 Jan, 7:44:20 AM
Acebuddy	Hello Pearl Laughton, I'm your Ace Buddy. I'll be happy to assist you!	7:44:21 AM
	Whom Would You Like to Connect With?	7:44:21 AM
Pearl Laughton	Technical Support (QB & App Hosting)	7:44:26 AM
Acebuddy	Welcome to Ace Support.	7:44:26 AM
	Please chose an option :	7:44:26 AM
Pearl Laughton	I'd like to raise a Request	7:44:32 AM
Acebuddy	Please select your request type.	7:44:32 AM
Pearl Laughton	Other Request	7:44:46 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.	7:44:46 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:44:46 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.	8:24:07 AM

Ended due to chat idle timeout8:24:07 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70546 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com ☎ +2207751010

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: KER BAKARY

State: Banjul

Country: GAMBIA

13 Jan, 8:05:04 PM

fady.hocheimy	Hello, I am your Acebuddy	13 Jan, 8:05:05 PM
Acebuddy	Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you!	8:05:06 PM
	Whom Would You Like to Connect With?	8:05:06 PM
fady.hocheimy	Technical Support (QB & App Hosting)	8:05:56 PM
Acebuddy	Welcome to Ace Support.	8:05:56 PM
	Please chose an option :	8:05:56 PM
fady.hocheimy	I'd like to report an Issue	8:06:00 PM
Acebuddy	Please select an option!	8:06:00 PM
fady.hocheimy	Other Issue	8:06:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:06:25 PM
fady.hocheimy	outlook message	8:06:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:06:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:06:32 PM
fady.hocheimy	hi	8:07:44 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:07:47 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:07:53 PM
	Hello Fady	8:08:09 PM
fady.hocheimy	hi	8:08:23 PM
	how r u	8:08:23 PM
	when we log in we get this message	8:08:28 PM
Shubham Kataria	I am good, how about you	8:08:43 PM
	Could you please show the error which you're receiving	8:09:11 PM
fady.hocheimy	<i>8:09:19 PMfady.hocheimy is sharing a file with you</i> <a href="#">IMG_5899.jpg</a> - ( Size:1.07 MB )	8:09:19 PM
	so now i sent default mail app to be Edge	8:09:38 PM
	will that sort the issue?	8:09:41 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:09:54 PM
fady.hocheimy	MFH GROUP	8:10:05 PM
	fady	8:10:05 PM



Shubham Kataria	thank you for the information.	8:10:52 PM
	Kindly confirm if you are receiving this error in server while using outlook	8:11:21 PM
fady.hocheimy	no	8:11:31 PM
	when we are logging in to QB.. we get this message	8:11:38 PM
	can you please remove outlook from the server.. we do not need it	8:11:46 PM
Shubham Kataria	Sure, we will remove it if you want	8:12:31 PM
	May I take the remote access of your server to check the error	8:12:52 PM
fady.hocheimy	one sec	8:13:16 PM
	let me check	8:13:18 PM
Shubham Kataria	Sure, please take your time	8:13:37 PM
fady.hocheimy	seems ok now	8:14:07 PM
	thanks	8:14:08 PM
	just remove outlook please	8:14:11 PM
Shubham Kataria	Let me check which MS applications are currently installed on the server, please allow two minutes	8:15:13 PM
fady.hocheimy	k	8:15:21 PM
Shubham Kataria	Upon review, I found that MS Office Standard is installed on your server, and Outlook is included as part of your Office subscription by default.	8:16:53 PM
	It cannot be deleted individually, as it is part of the MS Office suite.	8:17:19 PM
fady.hocheimy	ok	8:17:57 PM
	leave it then	8:17:58 PM
	no worry	8:17:58 PM
Shubham Kataria	okay	8:18:16 PM
	Is there anything else I may help you with ?	8:18:19 PM
fady.hocheimy	no thanks	8:18:26 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:18:37 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:18:40 PM
fady.hocheimy	sure	8:18:40 PM
Shubham Kataria	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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	8:18:42 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/>)

Shubham Kataria has ended this chat session

8:18:45 PM

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 11:13:50 PM

#71596 Gabby kalenka

Email: info@besteverpads.com 📞 18055288009

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: 52 Secs

City: CARLSBAD

State: California

Country: UNITED STATES


Chat Transcript

Chat Duration : 16 Mins 4 Secs

Gabby kalenka	Hello, I am your Acebuddy	29 Jan, 11:13:51 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	11:13:52 PM
	Whom Would You Like to Connect With?	11:13:52 PM
Gabby kalenka	Technical Support (QB & App Hosting)	11:14:02 PM
Acebuddy	Welcome to Ace Support.	11:14:02 PM
	Please chose an option :	11:14:02 PM
Gabby kalenka	I'd like to report an Issue	11:14:10 PM
Acebuddy	Please select an option!	11:14:11 PM

Gabby kalenka	QuickBooks Issue	11:14:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:14:14 PM
Gabby kalenka	QuickBooks Update	11:14:22 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.	11:14:22 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.	11:14:22 PM
	Do you need any further assistance on the topic?	11:14:22 PM
Gabby kalenka	Yes	11:14:32 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:14:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:14:32 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:16:31 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:17:09 PM
Gabby kalenka	i have a ticket open with you, we already chatted. i asked that you force kick everyone off QB and server, so we can do the update asap	11:17:53 PM
	then got an email saying you hadn't started becasue the user is still on	11:18:07 PM
	this update needs to happen asap, i cannot work until it is complete	11:18:24 PM
	please force end any users on right now to complete this update asap	11:18:40 PM
Tushar Pharswan	I can see as of now no one is logged in so I will proceed with the update as we speak.	11:19:41 PM
Gabby kalenka	so 30 minutes by now should be good?	11:23:30 PM
Tushar Pharswan	Kindly login and check.	11:24:13 PM
	Its updated we generally ask 30 minutes as sometimes it takes that long. (Edited)	11:24:56 PM
Gabby kalenka	it did not work	11:25:30 PM
	same error	11:25:33 PM
Tushar Pharswan	Allow me 2 minutes.	11:26:08 PM
Gabby kalenka	i just exited it and tried again - seems to be working now	11:26:26 PM
	op nvm now it's restarting the server	11:26:40 PM
Tushar Pharswan	I just rebooted the server just in case.	11:27:48 PM
	to apply all updates.	11:27:55 PM
	Kindly log back in and check.	11:28:01 PM
Gabby kalenka	ok great, working thanks	11:29:34 PM
Tushar Pharswan	Is there anything else I may help you with ?	11:29:43 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:29:50 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:29:53 PM

<i>Tushar Pharswan has ended this chat session</i>		11:29:55 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	3 Jan, 9:10:15 PM
<p><b>#70114 brady</b></p> <p><b>Email:</b> brady@buildingprofits.net ☎ 7753389525</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Acebuddy</p> <p><b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a></p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Google Chrome</p> <p><b>Device:</b> Desktop</p> <p><b>City:</b> RENO</p> <p><b>State:</b> Nevada</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript

Chat Duration : 36 Mins 19 Secs

brady	Hello, I am your Acebuddy	3 Jan, 9:10:16 PM
Acebuddy	Hello Brady, I'm your Ace Buddy. I'll be happy to assist you!	9:10:18 PM
	Whom Would You Like to Connect With?	9:10:18 PM

brady	Technical Support (QB & App Hosting)	9:10:25 PM
Acebuddy	Welcome to Ace Support.	9:10:25 PM
	Please chose an option :	9:10:25 PM
brady	I'd like to raise a Request	9:10:30 PM
Acebuddy	Please select your request type.	9:10:30 PM
brady	Application Update	9:10:35 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.	9:10:35 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	9:10:35 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.	9:46:35 PM
	Ended due to chat idle timeout	9:46:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70338 Zach Hollman

Email: zach@alphaprimeusa.com 📞 19547565945

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 9 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 12 Secs

Zach Hollman	Hello, I am your Acebuddy	8 Jan, 11:01:07 PM
Acebuddy	Hello Zach, I'm your Ace Buddy. I'll be happy to assist you!	11:01:09 PM
	Whom Would You Like to Connect With?	11:01:09 PM
Zach Hollman	Technical Support (QB & App Hosting)	11:01:17 PM
Acebuddy	Welcome to Ace Support.	11:01:17 PM
	Please chose an option :	11:01:17 PM
Zach Hollman	I'd like to report an Issue	11:01:23 PM
Acebuddy	Please select an option!	11:01:23 PM
Zach Hollman	Other Issue	11:01:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:01:27 PM
Zach Hollman	RDP Connection keeps dropping	11:01:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:01:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:01:40 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:02:39 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:02:42 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:03:03 PM
Zach Hollman	Alpha Prime, MarcJacobs account particualr	11:03:47 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	11:05:16 PM
Zach Hollman	TY, here is what occurs. He will be working and then a message box pops up and it states connection error spins for a while then comes back. Sometime takes several minutes to 30 minutes	11:06:36 PM
Tushar Pharswan	I will need the remote session to edit the settings of the icon through which Marc logins.	11:08:13 PM
Zach Hollman	ok	11:08:25 PM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	11:10:14 PM
	<a href="https://assist.acecloudhosting.com/join/2432097065">https://assist.acecloudhosting.com/join/2432097065</a>	11:10:42 PM
	Kindly Click on the link and open the downloaded file.	11:10:46 PM
	Is this chat initiated on the same system through which marc login?	11:12:06 PM
Zach Hollman	no	11:12:15 PM
Tushar Pharswan	are you in contact with Marc right now?	11:13:04 PM
Zach Hollman	I am on his PC	11:13:38 PM
Tushar Pharswan	Kindly share the email so that I can share the link.	11:14:29 PM
Zach Hollman	Can you see the RDp	11:14:51 PM
Tushar Pharswan	YES	11:15:28 PM

Zach Hollman	I thought this was updated last night	11:15:48 PM
Tushar Pharswan	You have given the access of server I want the access to local computer.	11:16:13 PM
Zach Hollman	ahh sit tight	11:16:35 PM
Tushar Pharswan	I will check that from the back end after we resolve the issue of Marc.	11:16:47 PM
	I will share the new link again.	11:18:05 PM
	Kindly give me access to Marc login system.	11:18:22 PM
	<a href="https://assist.acecloudhosting.com/join/8412404594">https://assist.acecloudhosting.com/join/8412404594</a>	11:18:35 PM
Zach Hollman	This is Marcs local machine	11:20:02 PM
Tushar Pharswan	Okay.	11:20:30 PM
	Let me check the icon settings.	11:20:41 PM
	Kindly enter the password.	11:21:27 PM
Zach Hollman	Can you see it	11:22:36 PM
Tushar Pharswan	Yes.	11:22:46 PM
	I have made the necessary changes.	11:23:15 PM
	The issue will not occur again.	11:23:25 PM
Zach Hollman	Thank you. What was the issue?	11:23:30 PM
Tushar Pharswan	We have different servers the setting was set to a specific server now I have changed it to automatic pick	11:24:22 PM
	Which will connect you to the best available server.	11:24:38 PM
Zach Hollman	TY	11:24:44 PM
Tushar Pharswan	Is there anything else I may help you with ?	11:25:00 PM
Zach Hollman	Nope	11:25:06 PM
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:25:09 PM
Zach Hollman	sure	11:25:13 PM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:25:16 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p>	11:25:17 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 8:26:39 AM

**#70525 Robert Zeigen**

**Email:** rzeigen@szcpa.tax 📞 15613920620

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** BOCA RATON

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Min 28 Secs

Robert Zeigen	Hello, I am your Acebuddy	13 Jan, 8:26:40 AM
Acebuddy	Hello Robert Zeigeb, I'm your Ace Buddy. I'll be happy to assist you!	8:26:42 AM
	Whom Would You Like to Connect With?	8:26:42 AM
Robert Zeigen	Technical Support (QB & App Hosting)	8:27:06 AM
Acebuddy	Welcome to Ace Support.	8:27:06 AM
	Please chose an option :	8:27:06 AM
Robert Zeigen	I'd like to raise a Request	8:27:13 AM
Acebuddy	Please select your request type.	8:27:13 AM
Robert Zeigen	Other Request	8:27:30 AM
Acebuddy	Please drop an email to <a href="mailto:support@acecloudhosting.com">support@acecloudhosting.com</a> with a brief description of your request and our technicians will connect with you for further assistance.	8:27:30 AM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:27:30 AM
Robert Zeigen	No, That'll be all!	8:28:09 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	8:28:09 AM
	<i>Acebuddy has ended this chat session</i>	8:28:09 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 3:51:21 AM

**#71543 finance**  
**Email:** finance@aghstore.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:** 19 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 30 Secs

finance	Hello, I am your Acebuddy	29 Jan, 3:51:22 AM
Acebuddy	Hello Finance, I'm your Ace Buddy. I'll be happy to assist you!	3:51:23 AM
	Whom Would You Like to Connect With?	3:51:23 AM
finance	Technical Support (QB & App Hosting)	3:51:28 AM
Acebuddy	Welcome to Ace Support.	3:51:28 AM
	Please chose an option :	3:51:28 AM
finance	I'd like to raise a Request	3:51:38 AM
Acebuddy	Please select your request type.	3:51:38 AM

finance	Office 365 Addition	3:51:50 AM
Acebuddy	Please specify if you already have an Office365 subscription	3:51:50 AM
finance	I already have O365 license	3:51:58 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	3:51:58 AM
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>	3:51:58 AM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	3:51:58 AM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	3:51:58 AM
	Do you need any further assistance on the topic?	3:51:58 AM
finance	Yes	3:52:26 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:52:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:52:26 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	3:52:38 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	3:52:49 AM
finance	Hi. I need excel installed in my desktop. can you assist please	3:53:16 AM
	i am connected with american grill and hearth	3:53:28 AM
Sharath Kumar	certainly, allow me a moment to look into your account	3:53:51 AM
	I checked and found there are no Microsoft products installed on the server (Edited)	3:55:45 AM
finance	how do we proceed?	3:56:36 AM
Sharath Kumar	In order to install MS Excel, we will need an email request from authorized contact, i.e. Lexy	3:56:53 AM
	The Excel application has a fee of \$5.99/user/month	3:57:19 AM
	Do inform Lexy to send an email request to support@acecloudhosting.com and to mention the user accounts that will require excel access.	3:58:32 AM
	is there anything else I can assist you with?	4:01:23 AM
	Are we still connected here?	4:02:46 AM
	Are we still connected here?	4:03:34 AM
finance	yes	4:04:10 AM
	ok. will coordinate with Lexy. Thank you	4:04:17 AM
Sharath Kumar	Is there anything else I may help you with ?	4:04:31 AM

finance	nothing else. Thank you	4:04:52 AM
Sharath Kumar	My pleasure.	4:05:01 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	4:05:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:05:11 AM
finance	how do i extract the transcript?	4:06:20 AM
Sharath Kumar	It will be sent to your email once the chat is closed	4:06:42 AM
finance	thank you	4:06:50 AM
finance has ended this chat session		4:06:53 AM



