

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74572 Fenil Shah
Email: tax@sktaxaddison.com 📞 8473508121
Department: Support(QB & App Hosting)
Operator: Rohit Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 1 Sec
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

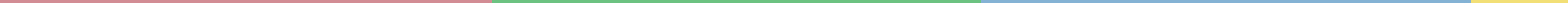
Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Sk Tax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Fenil Shah	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Fenil Shah	Other Application
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server de
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you nee
	processed at a specific time.

	Do you need any further assistance on the topic?
Fenil Shah	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Fenil Shah	Sure
	<i>Shubham Kataria accepted the chat transfer request.</i>
	<i>Shubham Kataria is transferring the chat to Rohit Kumar.</i>
	Hello
	<i>Rohit Kumar accepted the chat transfer request.</i>
	Hello
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
	May I know the application name you want to upgrade.
Fenil Shah	ATX 2024
Rohit Kumar	May I know if you want to update the application or upgrade ?
Fenil Shah	Update the application
Rohit Kumar	May I know the server name on which you want to update the application.
Fenil Shah	HardikP@myrealdata.net
Rohit Kumar	That is your username. We will require the server name?
Fenil Shah	SkTaxAddison5
Rohit Kumar	Thank you for the information.
	May I take the remote session on the server.
Fenil Shah	Yes
Rohit Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	May I know if we are still connected here?
Fenil Shah	Yes
Rohit Kumar	The server sktaxaddison5 have 0% free space and it will not let us install updates. (Edited)
Fenil Shah	Remove previous software or any other unrelated datas
	We need ATX 2023 and ATX 2024
Rohit Kumar	Please allow me 4-5 minutes.
Fenil Shah	okk

Rohit Kumar	May I know if you are using QB 2023 on this server?
	are we still connected
Fenil Shah	Yes
	No not using QB 2023
	But we need 2023 and 2024
	so, any other previous data removed
Rohit Kumar	I am going to send you another email in order to remove the applications. Please approve this request on email.
	We have already cleaned your drive and we are unable to create more room in the C Drive
Fenil Shah	Which Email
Rohit Kumar	If you will require QB on server and updates need to be installed, we may have to increase the C Drive capacity.
Fenil Shah	not allow to remove ATX old versions in this server ?
Rohit Kumar	Once we remove the old ATX versions on this server it will not clear enough space.
	But let me send you email to take approval from you.
	Please be informed that the approval will only be accepted from tax@sktaxaddison.com
Fenil Shah	Give me 1 min
Rohit Kumar	Please take your time.
	I have shared the email with you. Please reply to the email.
Fenil Shah	fenil.ustax@gmail.com
	Can you share the request here ?
Rohit Kumar	We cannot accept approval from this email.
Fenil Shah	Okk
	Another way ?
Rohit Kumar	the only email registered with us is tax@sktaxaddison.com or [brianna@sktaxaddison.cc](mailto:brianna@sktaxaddison.com)
Fenil Shah	Okk we have to approve the request
Rohit Kumar	I am sorry. In order to remove applications from server we will have to proceed with an approval from the above given em
	I want to inform you that server have ATX 21 - 24 versions installed
	you want to remove ATX 21 and 22?
Fenil Shah	Yes
	Just mailed
Rohit Kumar	you have emailed from sktbdm21@gmail.com
	the email need to be received from tax@sktaxaddison.com or [brianna@sktaxaddison.cc](mailto:brianna@sktaxaddison.com)

Fenil Shah	Please check right now
Rohit Kumar	Thanks. Let me check
Fenil Shah	We approve the request from Tax@sktaxaddison.com
Rohit Kumar	Please give me 4-5 minutes.
Fenil Shah	Okk
Rohit Kumar	Please stay connected as I am still working.
Fenil Shah	Okk
Rohit Kumar	Thank you for your patience. I am sending you a remote access request on the server now.
Fenil Shah	Okay
Rohit Kumar	I would like to inform you that after removing ATX old versions on server the C drive is still 1-2 % free only.
	Please let us know if you want us to remove anything else?
	We would like to inform you that the updates will not be installed with this much low space.
	We advised Fenil to increase space on the VM's which were running low on space.
	Please login
	as the ATX 24 is updated.
	Is there anything else I may help you with ?
	Are we connected?
	are we connected?
	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) assistance is required.

Rohit Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74687 Angelo Bocacao
Email: info@clmqbp.com ☎ 639157602689

Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 37 Secs
City: MAGDALO
State: Cavite
Country: PHILIPPINES

Chat Transcript -----

Angelo Bocacao	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Angelo Bocacao	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angelo Bocacao	I'd like to raise a Request
Acebuddy	Please select your request type.
Angelo Bocacao	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Angelo Bocacao	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Angelo Bocacao	Password Reset
Acebuddy	Please select an option below
Angelo Bocacao	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re an update once the request is processed.
	Do you need any further assistance on the topic?
Angelo Bocacao	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Info
Angelo Bocacao	This is Angelo
	I am on the phone but got disconnected
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
Angelo Bocacao	I am calling you but no one is answering
	I am on queu now
	Can someone answer?
	Hello?
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
Angelo Bocacao	Please can we resolve the issue
Anurag Sharma	Please allow me 2-3 minutes to check why the call is not getting answered.
Angelo Bocacao	Are you the one who answers me when I called?
Anurag Sharma	No Info.
	Please confirm if you are now connected with the agent on call?
Angelo Bocacao	yes
Anurag Sharma	Thank you so much for the confirmation.
	Is there anything else I may help you with ?
info has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74700 Anjainay Singh

Email: anjainay.singh@myrealdata.in

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW DELHI

State: Delhi

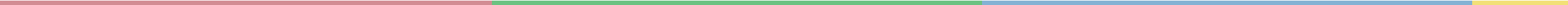
Country: INDIA

Chat Transcript -----

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

Acebuddy (bot) forwarded the chat request

Anjainay Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73882 Chetan.seastars

Email: chetan.seastars@gmail.com 📞 9004973014

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: 42 Secs

City: PUNE

State: Maharashtra

Country: INDIA

Chat Transcript

Chetan.seastars	Hello, I am your Acebuddy
Acebuddy	Hello Chetan.seastars, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chetan.seastars	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chetan.seastars	I'd like to report an Issue
Acebuddy	Please select an option!
Chetan.seastars	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Chetan.seastars	how to connect remotely
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Sharath Kumar accepted the chat transfer request.
	Sharath Kumar is transferring the chat to Manish Singh.
	Manish Singh accepted the chat transfer request.
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Chetan.seastars	Hi Please connect , Yesterday it was done
	you have set up everything but some issue
Manish Singh	Alright

	May I take the remote access of your local computer?
Chetan.seastars	thank you it is done
	i was working on wrong PC
Manish Singh	This message has been deleted
	As I can check you are able to access server now.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Manish Singh has ended this chat session	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73363 Mariella Cashen
Email: mariella@integritybp.com
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 48 Secs
City: LITTLETON
State: Colorado
Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Mariella Cashen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mariella Cashen	I'd like to report an Issue
Acebuddy	Please select an option!
Mariella Cashen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Mariella Cashen	Restart
Acebuddy	Hello Mariella Cashen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mariella Cashen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mariella Cashen	I'd like to report an Issue
Acebuddy	Please select an option!
Mariella Cashen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mariella Cashen	Server issues
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Mariella
Mariella Cashen	Hello
	Thank you
Anurag Sharma	Could you please elaborate your issue?
Mariella Cashen	Every time I try to get into my excel spreadsheet, it tells me I don't have the ability to add an application
	we submitted a request earlier today, and their fix didn't work
	it says "windows installer preparing to install"
	and then it says "only administrators have permission to add, remove, or configure server software"
Anurag Sharma	

	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Anurag Sharma has ended this chat session	

Chat Transcript

Client ID: CID67331 - Remote Desktop Connection Error - I keep getting the following error: The connection was denied because the user account is not authorized for remote login.

Visitor Details

#73703 Chad J. Carr
Email: chad@carrproductionsinc.com 📞 14025988577
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=PrimaryBhCfARIsAOezPxkfuCK0N4xIWx_IMBRUg3ef6oWZRGn1rZ7aSd5yJFgGgGBsqHeRdGUaAvhqEALw_wcB
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min
City: DANIA
State: Georgia
Country: UNITED STATES

Chat Transcript

Chad J. Carr	Client ID: CID67331 - Remote Desktop Connection Error - I keep getting the following error: The connection was denied be
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	account is not authorized for remote login.
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>
Chad J. Carr	Thanks Rishabh
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Chad, could you let me know when the last time was you were able to access the server
	Chad, are we still connected here?
Chad J. Carr	yes
Sharath Kumar	great, I was just checking your account and I have made sure your account is active and enabled
Chad J. Carr	Probably back in 2022
Sharath Kumar	Therefore, with the right credentials you should be able to sign in (Edited)
	if there are credentials saved on your RDP fille, could you please delete them and re-enter the username and password
Chad J. Carr	Sure. Should I delete the User and add them again via the portal?
Sharath Kumar	that won't be necessary as I think I found the what the issue was, you were not added to the appropriate group on the ser
	I just amended that and hopefully you should be able to sign in now
Chad J. Carr	Excellent. Will that correct the problem for any other current users and any additional users that I add in the future?
Sharath Kumar	absolutely!
	I see Chris, Jessica and Kelly are all a part of this group and should be able to access the server
Chad J. Carr	Perfect. That appears to have fixed the issue. I will let you know if I have any additional issues.
	Thanks for the great support.
Sharath Kumar	Glad to hear that!
Chad J. Carr	Create a terrific day.
Sharath Kumar	always our pleasure! and just to make sure, is there anything else that I may assist you with? (Edited)
Chad J. Carr	I am all set. Have a great day.
Sharath Kumar	thank you and I wish you the same
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v 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 appi may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p>

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

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

Chad Carr has ended this chat session

Hello, I am your Acebuddy

1

Country: UNITED STATES

Chat Duration

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Barak Zimmerman	I created a third user account in the self service portal, but the RDP file it generated does not work.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Barak Zimmerman	Hi Manish!
	I have been paying for two users, so I am wondering if adding a third user didn't update billing or something like that.
Manish Singh	This message has been deleted
Barak Zimmerman	What happend?
Manish Singh	Let me transfer you to a specialist who can better address your concern.
Barak Zimmerman	Thank you.
Manish Singh	I apologies for the wait
	But as there was no one available from Billing team
Barak Zimmerman	OK. I will wait for them to respond to the email.
Manish Singh	Have you emailed Billing team
Barak Zimmerman	No. Pleaase provide the email address.
Manish Singh	This message has been deleted
Barak Zimmerman	Oh, yes. I have emailed that address. Thanks.
Manish Singh	I will share the ticket to Billing department regarding the matter.
	Is there anything else I may help you with ?
	As you have disconnected the chat, we are disconnecting the chat for now. You may re-initiate the cha or call us at (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am needing assistance to get a user (not myself) logged

back in. We tried resetting the password and it still doesn't work. Now his account is saying it's restricted and to contact the admin. I am the admin and not sure what else to do.

Visitor Details -----

#73599 Kassie Molinar
Email: kassie@ironwoodbc.com 📞 19362061325
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 58 Secs
City: MERRIFIELD
State: Virginia
Country: UNITED STATES

Chat Transcript ----- Chat Duration

Kassie Molinar	Hello, I am needing assistance to get a user (not myself) logged back in. We tried resetting the password and it still doesn't work. Now his account is saying it's restricted and to contact the admin. I am the admin and not sure what else to do.
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.
	<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Kassie
Kassie Molinar	Hello
	Hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kassie Molinar	Hello. The user is KevinR@myrealdata.net
Anurag Sharma	Thanks for the confirmation !
Kassie Molinar	I'm not totally sure what you mean by server name
Anurag Sharma	Okay, I would like to inform you that IWBCLLC.myrealdata.net is your server name.
Kassie Molinar	Ok, got it. Thank you
Anurag Sharma	

	Kindly allow me 2-3 minutes to check the same.
Kassie Molinar	Thanks.
Anurag Sharma	Thank you for your patience.
	May I take the remote access of your local computer?
Kassie Molinar	Yes. I am not on Kevin's computer though, not sure if that matters.
Anurag Sharma	Okay
Kassie Molinar	I am ready whenever.
Anurag Sharma	Thanks for the confirmation.
	Prior providing the access, I would suggest you to close any important documents at your end.
Kassie Molinar	Ok.
Anurag Sharma	https://assist.acecloudhosting.com/join/6912204986
	Kindly paste this link in the browser of local computer and join the session.
	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.
	<i>The visitor's phone number was changed from 9159445177 to 19362061325.</i>
	Please stay connected
	As per the conversation over the remote session. We will be sending you the email with RDP which you can use to login into the server.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1

#74319 Nathan Urry
Email: techs@cr-t.com 📞 13853251678
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 9 Secs
City: DRAPER
State: Utah
Country: UNITED STATES

Chat Transcript

Chat Duratio

Nathan Urry	Hello, I am your Acebuddy
Acebuddy	Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nathan Urry	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?
Nathan Urry	I have a call right now with malkeet.nagpal, ankit.kuniyal, dimple.gupt, and shailesh.dhasman
	will you please contact them and ask them to join the call with Nathan Urry
	I will remain waiting at the Teams link
Pradeep Kumar	Alright, Let me transfer the chat to the concerned Team.
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>
Nathan Urry	thank you
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today
Nathan Urry	thank you
	I have a call right now with malkeet.nagpal, ankit.kuniyal, dimple.gupt, and shailesh.dhasman

		will you please contact them and ask them to join the call with Nathan Urry
		I will remain waiting at the Teams link
	Ashutosh Mishra	I have informed them about the same, please allow few minutes and they will be connecting for further assistance.
	Nathan Urry	thank you
	Ashutosh Mishra	I am also checking with the concerned team simultaneously, thank you for your patience!
	Nathan Urry	Please advise
	Ashutosh Mishra	Please allow me to inform you that the concerned team is facing some technical constraints because of which they are not able to join in to the meeting however we can reschedule the meeting for tomorrow at your earliest convenience.
	Nathan Urry	no
		let's do it now
		they scheduled an hour long call. I have been waiting for over 20 minutes of that proposed 60 minute call
	Ashutosh Mishra	Kindly allow me some time to recheck with the resources at my end.
	Nathan Urry	thank you
	Ashutosh Mishra	Thank you for your patience. Please join the call.
		We cannot hear you over the call, please recheck the mic.
	Nathan Urry	UGH
		thank you for your help]
		I wish this had worked
		Please advise on a time to reschedule
		I emailed the team as well
	Ashutosh Mishra	Kindly allow me two minutes to check for reschedule.
	Nathan Urry	thank you
		and thank you again. I cannot believe I missed the due to audio
	Ashutosh Mishra	I have checked with the team, we can reschedule for any time between 8 AM MST - 2 PM MST
	Nathan Urry	let's do 9:30 AM MST tomorrow. Thank you
		Please tell them thank you for me as well
	Ashutosh Mishra	Sure, we will reach out at the given time and I will pass on your message too. Thank you for the kind words.
		Is there anything else I may help you with ?
	Nathan Urry	no thank you again
	Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of thi

chat.

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

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

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2

#74775 assembly
Email: assembly@rortax.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 10 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

Chat Durati

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

		Whom Would You Like to Connect With?
	assembly	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	assembly	I'd like to raise a Request
	Acebuddy	Please select your request type.
	assembly	Application Update
	Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
		Typically, the application update is performed overnight.
		Do you need any further assistance on the topic?
	assembly	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
		<i>Manish Singh is transferring the chat to Anjainay Singh.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	assembly	Hello, I need to update Lacerte 24
		<i>Anjainay Singh has not responded for the transfer request.</i>
	Manish Singh	Assembly let me transfer this chat to one of the Engineer, please wait.
		<i>Manish Singh is transferring the chat to Ashutosh Mishra.</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today
		I will be surely assisting you with this. Kindly help me with your server name and user name?
	assembly	ROR Tax
		I am assembly
	Ashutosh Mishra	Thanks for the confirmation !
		Kindly allow me two minutes to check the same.
		I have initiated the update, this may take 15-20 minutes. Once completed i will inform you over the email.
		Is there anything else I may help you with ?
	assembly	no that is all thank you
	Ashutosh Mishra	

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of thi chat.

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

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

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1

#73988 Monica Jigau
Email: office@whitcombmail.com
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: DECATUR
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duratio

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

Monica Jigau	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Monica Jigau	I'd like to report an Issue
Acebuddy	Please select an option!
Monica Jigau	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	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.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73541 Aiko Nafissah
Email: aiko.nafissah@mgvinc.com 📞 12507431222
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: DUNCAN
State: British Columbia
Country: CANADA

Chat Transcript

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

Aiko Nafissah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aiko Nafissah	I'd like to raise a Request
Acebuddy	Please select your request type.
Aiko Nafissah	Other Request
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.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Aiko Nafissah	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74762 Rubens S Jacob
Email: seflglass@gmail.com ☎ 13058233097
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: 33 Secs
City: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Durati

Rubens S Jacob	Hello, I am your Acebuddy
	Hi
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Rubens S Jacob	Hi how are you
Sharath Kumar	Hello, am good! how may I assist you with?
Rubens S Jacob	You told me that you are working on my case and I have to wait 30minuts. We are still waiting but we see in the computer that nothing is happeing so wed like to know if you are still working on it?Thanks!
Sharath Kumar	checking with my colleague about this, one moment please
Rubens S Jacob	Ok thank you
Sharath Kumar	Thank you for your patience. My colleague is still working on fetching the backup file.
Rubens S Jacob	Ok thank you
Sharath Kumar	He's going to place the restored file in a folder on your desktop
	Folder name is "restored"
Rubens S Jacob	Ok perfect so let us know is you need any action from us. We will wait
Sharath Kumar	he has just copied that backed up file in that folder
	try accessing it now and let me know the result
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am not able to open quickbooks this morning. It is saying I need Windows administrator permissions.

Visitor Details -----

#73765 courtney

Email: courtney@soleilfloors.com ☎ 5122180400
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration

courtney	Hello, I am not able to open quickbooks this morning. It is saying I need Windows administrator permissions.
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.
courtney	Thank you!
	Our account is with Soleil Floors
Aayush Verma is transferring the chat to Support(QB & App Hosting).	
Anurag Sharma accepted the chat transfer request.	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Courtney
courtney	Hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
courtney	Thank you. Our server name is Soleil , and my username is Courtney
Anurag Sharma	Thanks for the confirmation !
	Please login back to the server now.
	And check if the issue is now resolved.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2

#74658 Milan Brinek
Email: milan.brinek@bwilight.com ☎ 7603157808
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 9 Secs
City: ESCONDIDO
State: California
Country: UNITED STATES

Chat Transcript

Chat Duratio

Milan Brinek	Hello, I am your Acebuddy
Acebuddy	Hello Milan Brinek, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Milan Brinek	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vatsal accepted the chat transfer request.</i>
Vatsal	Hi Milan , how may I assist you?
Milan Brinek	Hi - I am getting emails regarding our storage space running low on the C driver
Vatsal	Hey Milan, so would you like to increase the storage?
Milan Brinek	We don't store anything outside of our quickbooks file - I thought this was part of the service

	Vatsal	Alright, let me forward you to the support team, they'll assist you.
		<i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Milan Brinek	ok
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today
	Milan Brinek	ok
	Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your account name?
	Milan Brinek	BWI LIGHT LLC
	Ashutosh Mishra	Kindly allow me two minutes to check the same.
		I do notice that the space on the C: Drive is critically low.
		The C: Drive contains User profiles, System files and windows files and updates.
	Milan Brinek	yes - I got an email on it
		I only keep Quickbooks file on the C drive - we really don't store anything on the cloud.
	Ashutosh Mishra	Yes, I do understand however C: drive stores the Windows server operating system along with all the applications and their updates which rises over time as you get new updates and patches also the user profile data itself is around 8.61GB as of now.
	Milan Brinek	Ok - what do we need to do to fix the issue
		Can you clean up/remove whatever is not necessary?
	Ashutosh Mishra	As per the ticket that is opened regarding this issue the disk cleanup has already been performed however space cannot be freed anymore.
		You can let us know if there is any file or data you would like us to delete and we will proceed with the same.
	Milan Brinek	what is our current contracted space capacity/options to increase the space
	Ashutosh Mishra	Plan1: 200GB: \$120/Month Plan2: 100GB: \$60/Month Plan3: 80 GB: \$50/Month Plan4: 60 GB: \$40/Month Plan 5: 40 GB - \$28/month
	Milan Brinek	this is in addition to what we already have correct?
	Ashutosh Mishra	Yes, this is additional space charges.
	Milan Brinek	what is our current space that we are paying for - how many GB?
	Ashutosh Mishra	Current C: Drive capacity is around 59.40GB
	Milan Brinek	OK - let's go with plan 5 - 40GB increase \$28/month
	Ashutosh Mishra	We require approval over the email for the same, once the chat session is closed i will send you an email and once we receive approval i will proceed with the space addition.

Milan Brinek	can you please make that happened quick?
Ashutosh Mishra	Sure, you will receive an email within 10 minutes.
	Is there anything else I may help you with ?
Milan Brinek	no - just need this added quickly
Ashutosh Mishra	I have sent the email.
Milan Brinek	just sent email approval.
Ashutosh Mishra	I have added the space on the server.
	Is there anything else I may help you with ?
Milan Brinek	no
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of thi chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us 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. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73604 scott
Email: scott@aabs.tax ☎ 17205418788
Department: Support(QB & App Hosting)
Operator: Acebuddy

Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
City: TEMPE
State: Arizona
Country: UNITED STATES

Chat Transcript

Chat Duration

scott	Hello, I am your Acebuddy
Acebuddy	Hello Scott Jensrn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
scott	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
scott	I'd like to raise a Request
Acebuddy	Please select your request type.
scott	Other Request
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.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73792 Micah Collins, Support Staff (profile)

Email: info@williamcostleyllc.com 📞 17702021212

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: ACWORTH

State: Georgia

Country: UNITED STATES

Chat Transcript		Chat Durati
Micah Collins, Support Staff (profile)	Hello, I am your Acebuddy	
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Micah Collins, Support Staff (profile)	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Micah Collins, Support Staff (profile)	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Micah Collins, Support Staff (profile)	Application Update	
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	
Micah Collins, Support Staff (profile)	Yes	
Acebuddy	Please wait while we connect you to our Support Representative	
	Acebuddy (bot) forwarded the chat request	
Micah Collins, Support Staff (profile)	Ticket ID: 652276	

	<i>Sharath Kumar accepted the chat transfer request.</i>
	Would like to provide ticket update
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi there, Please allow me a moment to look into this for you
Micah Collins, Support Staff (profile)	<i>6:30:46 PM</i> Micah Collins is sharing a file with you image.png - (Size:20.31 KB) <i>ticket reference : approval request</i>
	Ticket ID: 652276
	we would like to approve 2FA for this user
Sharath Kumar	Thank you for your patience.
Micah Collins, Support Staff (profile)	Thank you for providing 2FA
Sharath Kumar	We are waiting for an approval from will@williamcostleyllc.com regarding this request
	Once a written approval is received, I can get this expedited at the earliest
	<i>6:36:13 PM</i> Micah Collins is sharing a file with you 1_image.png - (Size:42.98 KB)
	Thank you! I will make sure that Ganesh's account is TFA enabled shortly and will keep you posted on the same email chain.
	Is there anything else I may help you with ?
Micah Collins, Support Staff (profile)	That will be all for today! Thank you so much have a wonderful rest of your evening!
Sharath Kumar	Thank you!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2

#74559 office
Email: office@rkirkdev.com ☎ 4086861199
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 19 Secs
City: MORGAN HILL
State: California
Country: UNITED STATES

Chat Transcript

Chat Duratio

office	Hello, I am your Acebuddy
Acebuddy	Hello Jody Siderits, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
office	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
office	I'd like to report an Issue
Acebuddy	Please select an option!
office	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
office	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.

		If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.
		Do you need any further assistance on the topic?
	office	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Rohan Prajapati accepted the chat transfer request.</i>
		<i>Rohan Prajapati is transferring the chat to Manish Singh.</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	office	Ticket 663508 Our quick books was updated with you . I am not able to log into the old 2021 version o the upgraded 2023 version
	Manish Singh	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
		Kindly check now.
		Are we still connected here?
		Are we still connected here?
	office	I don't see the 2023 QB option now. I can log on to 2021
	Manish Singh	Please wait
		Check now.
	office	please wait
		The blue banner at the top say 2021
	Manish Singh	May I take the remote access of your server?
	office	Please
	Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	office	I'm ready
	Manish Singh	Kindly accept the remote session.
		Need to reboot the server once.
	office	Me or you?
	Manish Singh	Us
		Try to login after 1 minute
	office	ok

Manish Singh	Try now.
office	please wait
Manish Singh	Login once
office	please wait
Manish Singh	login once.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
Manish Singh has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73392 poojitha.sandhi
Email: poojitha.sandhi@pacificabs.com
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 58 Secs
City: HYDERABAD
State: Telangana
Country: INDIA

Chat Transcript

Chat Duration

poojitha.sandhi	Hello, I am your Acebuddy
-----------------	---------------------------

	Acebuddy	Hello Poojitha Sandhi, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	poojitha.sandhi	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	poojitha.sandhi	I'd like to report an Issue
	Acebuddy	Please select an option!
	poojitha.sandhi	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	poojitha.sandhi	Remote desktop
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Yash Ahi accepted the chat transfer request.</i>
	poojitha.sandhi	Hi
	Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
		Hi Poojitha. How are you doing today?
	poojitha.sandhi	I'm doing well. Thank you. Hope you are doing well.
	Yash Ahi	Yes I am also doing well. Thank you.
	poojitha.sandhi	We are facing the issue with the Remote desktop logins.
	Yash Ahi	Alright I will surely help you with the issue.
		Could you please help me with your server name or business name?
	poojitha.sandhi	We are from Pacific global solutions and we work for the client New paradigm financial
	Yash Ahi	Thank you for the information.
		Kindly allow me two minutes to check the same.
	poojitha.sandhi	Sure
	Yash Ahi	Thank you for your patience Poojitha.
		May I take the remote access of your local computer in order to check the issue?
	poojitha.sandhi	Sure. Is this chat recorded?
	Yash Ahi	Yes
	poojitha.sandhi	Okay.
	Yash Ahi	You will receive a chat transcript after this chat.
	poojitha.sandhi	What do I do next?

	Yash Ahi	I am providing you a link
		You need to open that link on your computer's browser.
	poojitha.sandhi	Okay.
	Yash Ahi	Please allow me 2 minutes.
		https://assist.acecloudhosting.com/join/4182698880
	poojitha.sandhi	Session Id and Name
		Sha ll i givemy name?
	Yash Ahi	418-269-8880
		Yes your name
	poojitha.sandhi	Agree and download?
	Yash Ahi	Yes
		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.
		I would suggest you to close any important documents at your end, before I can take access.
	poojitha.sandhi	Sure. But you understood what we are exactly looking for right?
	Yash Ahi	Yes
	poojitha.sandhi	Done
	Yash Ahi	The login issue seems to be resolved.
		Is there anything else I may help you with ?
		Are we connected?
		Is there anything else I may help you with Poojitha?
	poojitha.sandhi	I do not anything as of now
	Yash Ahi	Alright, once you get the application logins, you can connect with us.
	poojitha.sandhi	I will connect with you if I have any problem logging in
	Yash Ahi	Sure no problem.
		After this chat you will get the reference ticket ID
	poojitha.sandhi	Thanks for the help
		Okay
	Yash Ahi	You're welcome.
		I would greatly appreciate if you could share the feedback after this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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

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

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2

#74514 brian
Email: brian@wefixuglypools.com ☎ 6022534499
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 39 Secs
City: SALINAS
State: Arizona
Country: UNITED STATES

Chat Transcript

Chat Durati

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	brian	I'd like to raise a Request
	Acebuddy	Please select your request type.
	brian	Other Request
	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.
		If you are facing any issue/problem with your server, Please select the appropriate option below :
	brian	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	brian	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	brian	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	brian	I cannot print checks. It is saying the memory is full
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ayush declined the transfer request.</i>
		<i>Manish Singh accepted the chat transfer request.</i>
		<i>Manish Singh is transferring the chat to Ashutosh Mishra.</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today
		I will be surely assisting you with this. Kindly help me with your server name and user name?
	brian	ugly pools
		uglypools.myrealddata.net
	Ashutosh Mishra	Kindly allow me two minutes to check the same.
		Are you also not able to connect to the server?
	brian	I can connect to service
		yes
	Ashutosh Mishra	Please connect to server and proceed with the task so we can identify issue.
		May I take the remote access of your server?
		Are we still connected here?

	brian	Got it
	Ashutosh Mishra	May I take the remote access of your server?
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

Ashutosh Mishra has ended this chat session



Chat Transcript

Microsoft package on the platform

Visitor Details

#73338 accounting
Email: accounting@globalstrategiesllc.net ☎ 3019196019
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 53 Secs
City: GAITHERSBURG
State: Virginia
Country: UNITED STATES

Chat Transcript

Chat Duration

	accounting	Microsoft package on the platform
	Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
		Could you please explain your concern a bit more
	accounting	hi

		sorry was on another call
		are you still here?
	Gantavya	yes
		How can I help you today
	accounting	great
		our subscription used to have microsoft package, but now it needs us to login to the account
	Gantavya	could you confirm your account name
	accounting	it needs the password for LaurenMarley@LeotaPRllc.onmicrosoft.com
		but as you can see, it's not a real email address and no one has access to it
	Gantavya	Sure, let me transfer you to our support channel to help you
	accounting	User name: myrealdata\LaurenMarley
		<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>
		<i>Shivam accepted the chat transfer request.</i>
	Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.
	accounting	hi
	Shivam	Hello Accounting, how are you doing today?
	accounting	User name: myrealdata\LaurenMarley
		our subscription used to have microsoft package, but now it needs us to login to the account. it needs the password for LaurenMarley@LeotaPRllc.onmicrosoft.com
		but as you can see, it's not a real email address and no one has access to it
		I have asked around and no one has access to this email address
	Shivam	I will surely help you with this issue.
	accounting	we really need to use the excel sheet for our year end close, it has caused a lot of trouble for using this remote computer without microsoft package
	Shivam	I totally understand your concern and please allow me 3-4 minutes to check and assist you accordingly.
	accounting	Thanks
	Shivam	We can surely reset the password for this account; however, we would require an email authorization from lauren@lprinternational.com
	accounting	what kind of email?
		will you provide the updated password?
	Shivam	Yes, we will provide you the password after reset.
		Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.

	Also, the registered email for your account with us is: lauren@lprinternational.com
	Are we still connected here?
accounting	okay, thank you
Shivam	Is there anything else I may help you with ?
accounting	nope, thank you
Shivam	Welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of thi chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us 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. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Shivam has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73350 David Rodriguez
Email: david.m.rodriguez4@gmail.com ☎ 3059780022
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Mozilla Firefox

Device: Desktop
Average Response Time: 3 Mins 6 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration

David Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello David Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Rodriguez	I'd like to raise a Request
Acebuddy	Please select your request type.
David Rodriguez	Other Request
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.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
David Rodriguez	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
David Rodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Rodriguez	Adobe acrobat reader error when opening. Request 648661
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh accepted the chat transfer request.</i>
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
	Kindly allow me two minutes to check the same.
David Rodriguez	Hello, I created a request already, 648661 in regards to the issue. I'm logged into the user profile that is having the issue.
Ashutosh	May I take the remote access of your server?
David Rodriguez	Yes

Ashutosh	Prior providing the access, I would suggest you to close any important documents at your end.
David Rodriguez	Done
Ashutosh	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/7542215253
David Rodriguez	Now I need to let you know that there are others that are working on the server under different users and still need access to the info, so this will not interrupt that right?
	Thank you for your help!
Ashutosh	Is there anything else I may help you with ?
David Rodriguez	That is all
Ashutosh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
<i>Ashutosh has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74198 brandy
Email: brandy@bamaccountingtaxservices.com ☎ 15713641914
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop

City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration

brandy	Hello, I am your Acebuddy
Acebuddy	Hello Brandy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brandy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brandy	I'd like to report an Issue
Acebuddy	Please select an option!
brandy	Password Reset
Acebuddy	Please select an option below
brandy	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73428 steven

Email: steven@lynncpas.com ☎ 17204703581

Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 4 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript		Chat Duratio
steven	Hello, I am your Acebuddy	
Acebuddy	Hello Steven Lynn, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
steven	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
steven	I'd like to raise a Request	
Acebuddy	Please select your request type.	
steven	Change in Applications	
Acebuddy	Please select your desired option!	
steven	Application Addition	
Acebuddy	Please select your Application	
steven	Lacerte	
Acebuddy	Please send us an email from your registered email address to support@acecloudhosting.com with the following information :	
	<ul style="list-style-type: none">• Lacerte Version/Year• Prep File <ul style="list-style-type: none">• Please download the latest Lacerte Setup/Installer file from the Intuit Application Portal and place it on your server Desktop.	
	We will update you via email once the installation is complete.	
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	
steven	Yes	

Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
steven	I need this done immidietly if possible I have already downloaded the prep files
Rohan Prajapati	Hello Steven, How are you doing today ?
steven	Doing well
Rohan Prajapati	I will surely help you with this.
	That's Great
steven	I need to get Lacerte 19 and 20 downloaded immidietly
	I have already downloaded the prep files and would do it myself but dont have the ability
Rohan Prajapati	Kindly allow me 2-3 minutes to check the same.
steven	I appreciate that thank you
Rohan Prajapati	Steven, I would request you to please send us an email from registered email address to this email "support@acecloudhosting.com" for the same and I will get this done right away.
steven	ok will do let me know when you start and I can logout of the server because I need to leave the office once your get started
Rohan Prajapati	We will start immediately once we receive the email from your side.
steven	just sent plaese confirm
Rohan Prajapati	I have started the Process and will inform you via email once its done
	Will that be okay for you ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

Rohan Prajapati has ended this chat session

Chat Transcript

My remote desktop conection is not working

Visitor Details

#73640 Ingrith Serrato
Email: admin@zebrarecovery.com 📞 9199092364
Department: Support(QB & App Hosting)
Operator: Pradeep
Website: https://www.acecloudhosting.com/knowledgebase/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 34 Secs
City: SANFORD
State: North Carolina
Country: UNITED STATES

Chat Transcript

Chat Duration

Ingrith Serrato	My remote desktop conection is not working
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
	Hello Ingrith
	Let me transfer you to our support team
Ingrith Serrato	ok
	<i>Rahul is transferring the chat to Support(QB & App Hosting).</i>
	<i>Pradeep accepted the chat transfer request.</i>
Pradeep	Thank you for contacting Ace Cloud Hosting. My name is Pradeep. I will be assisting you today.
Ingrith Serrato	ok
Pradeep	May i know your business name please (Edited)
	?
Ingrith Serrato	Ingrith Serrato, Zebra Recovery LLC
Pradeep	Thanks for the confirmation !
	Please allow me a moment
	Alright
	Please let me know how may i help you here
Ingrith Serrato	My desktop remote conection is not working
Pradeep	I will surely help you with this issue.

	May I take the remote access of your local computer?
Ingrith Serrato	yes please
Pradeep	Alright
	Just give me a moment
Ingrith Serrato	I use to have aa different way to acess, but abut a year aog, it was changed by one of your reps, and i gives me trouble most of the time
Pradeep	I got it
	Ingrith, we sent you the link to join the remote session
	Please open that to establish the connection
	Prior providing the access, I would suggest you to close any important documents at your end.
Ingrith Serrato	ok
	The other 2 users are having issues as well
Pradeep	I can see your screen now
Pradeep has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	1
#73983 Pallavi DV	
Email: pallavidv@norwintechologies.com	
Department: Support(QB & App Hosting)	
Operator: Tushar Pharswan	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Google Chrome	
Device: Desktop	
Average Response Time: 52 Secs	
City: BANGALORE	
State: Karnataka	
Country: INDIA	

Chat Transcript		Chat Duration
Pallavi DV	Hello, I am your Acebuddy	
Acebuddy	Hello Pallavi Dv, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Pallavi DV	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Pallavi DV	I'd like to report an Issue	
Acebuddy	Please select an option!	
Pallavi DV	QuickBooks Issue	
Acebuddy	What type of QuickBooks Issue are you facing?	
Pallavi DV	Other QB related issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
Pallavi DV	I have logged out of Quickbooks ,but it is showing as logged in	
Acebuddy	Please wait while we connect you to a Support Representative	
	<i>Acebuddy (bot) forwarded the chat request</i>	
	<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today	
	I will be surely assisting you with this. Kindly help me with your server name and user name?	
Pallavi DV	Myrealdata\PallaviDV	
Tushar Pharswan	Thank you for the details. Kindly confirm if you are logged in to the server and login issue is with the QuickBooks profile login?	
Pallavi DV	QB logged out issue	
	<i>10:29:47 PM</i> Pallavi DV is sharing a file with you 1_image.png - (Size:31.8 KB)	
	i have logged out of books but it is showing as i logged in	
	like above	
Tushar Pharswan	May I know from where you have initiated the chat is it from server end or your local system?	
Pallavi DV	local system pnly	
	only	
Tushar Pharswan	What we can do is try to log you off from the server end and re login and check if the issue still persists or not.	

	Kindly log off from the server or may I do that from the back end?
	I can see you logged off. (Edited)
	Kindly try to relogging and check if the issue still persists or not.
Pallavi DV	yes logged off
	ok
Tushar Pharswan	Is the issue resolved?
Pallavi DV	Yes resolved. Thank you Tushar
Tushar Pharswan	Thats great.
	Is there anything else I may help you with ?
Pallavi DV	No. know i don't have any issue ,if issue arise i'll let you know.
Tushar Pharswan	Okay do reach us out if any other issue arises, we are here 24/7.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
Pallavi DV	Once again Thank you so much
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us 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. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Email: stephen@focusalesinc.com 📞 9196143076

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: 51 Secs

City: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript		Chat Duratio
Stephen Riddle	Hello, I am your Acebuddy	
Acebuddy	Hello Stephen Riddle, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Stephen Riddle	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Stephen Riddle	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Stephen Riddle	Other Request	
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.	
	If you are facing any issue/problem with your server, Please select the appropriate option below :	
Stephen Riddle	Restart	
Acebuddy	Hello Stephen Riddle, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Stephen Riddle	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Stephen Riddle	Restart	
Acebuddy	Hello Stephen Riddle, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Stephen Riddle	Sales & Solutions	

	Acebuddy	Please wait while we connect you to one of our Sales Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Dikshant Yadav accepted the chat transfer request.</i>
	Dikshant Yadav	How can I help you you today?
	Stephen Riddle	Hi. One Friday I authorized the change from QB 2022 pro to 2024. I don't see it on my desktop so I was wondering if or when it will be completed.
		*On Friday
	Dikshant Yadav	Let me transfer you to my support team to assist you further on this
		<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Stephen Riddle	hi Manish
	Manish Singh	Hii Stephen
	Stephen Riddle	On Friday I authorized the change from QB 2022 pro to 2024. I don't see it on my desktop so I was wondering if or when it will be completed.
	Manish Singh	We are checking on it.
		Kindly provide us two minutes to check.
		Stephen as we have checked you are on shared server
		And the version that we have is till premier 2023.
		If you need 2024 version, we need to migrate you to new shared sever.
	Stephen Riddle	I'm not sure if it matters but I was told i was being moved to 2024. I don't want to do this again next year when 2023 sunsets. I just need to know where are ...
	Manish Singh	May I know the version of Premier 2024 you are looking for?
		Base on that we will move you to the new server
		With the new QB version
	Stephen Riddle	This is frustrating. the 2022 pro versions that I am on now sunsets by Intuit in May. At that point I won't be able to connect to my bank etc. and I can already not pay vendors using ACH because the 2022 pro that I am on doesn't support it. So I inquired about what I need to do, I asked about Pro 2024 or 2025, and I was told I have to go to Premier. I don't really need premier but I was told (by Ace hosting) that Pro was going away and I'm better to go to Premier.
		I went through all of this on Friday and was told it would happen in 24-48 hours. So I'm not sure why we're discussing options.
	Manish Singh	Migration will not take your that much time, Stephen, we will do it in night hours and inform you via email you will get your new username and password with your new QB version by tomorrow.
		As discussed in ticket #659061 We will install the application QB Premier 2024
	Stephen Riddle	

	I replied to an email on Friday asking for my authorization to move forward
Manish Singh	Yes, I can check
	And I apologize for the delay in that
Stephen Riddle	I've logged off the server again.
	Do I need to hang out here or will I get an email with instructions
Manish Singh	We will email you with the instructions, Stephen and proceed with the task.
Stephen Riddle	ok
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response and chat has been disconnected, we are disconnecting the chat for now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
Manish Singh has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73781 stacia
Email: stacia@prosperitybookkeepingllc.com ☎ 15128433896
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 37 Secs
City: LEANDER
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duratio

	stacia	Hello, I am your Acebuddy
	Acebuddy	Hello Stacia, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	stacia	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	stacia	I'd like to report an Issue
	Acebuddy	Please select an option!
	stacia	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	stacia	I have added a user but they don't have access to several documents like excel it says they dont have permission how do I change users permissions?
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
		I will be surely assisting you with this. Kindly help me with your server name and user name?
	stacia	Thank you! StaciaF
		Prosperity Bookkeeping
	Shubham Kataria	Thank you for the information. Kindly allow me two minutes to check the same.
	stacia	Thank you!
	Shubham Kataria	Could you please confirm which user is facing issue with Excel
	stacia	Tiffany Wildung
	Shubham Kataria	Okay, let me check
	stacia	I can do a screen share to show you
	Shubham Kataria	It seems to be a access issue so I'm checking whether the affected user has access of office or not
		It will hardly take one minute more
		Thank you for your patience.
	stacia	Okay thank you
	Shubham Kataria	I've checked and found that currently Office 2016 is installed on the server however user Tiffany don't have access to MS office
	stacia	What can we do to fix that?

Shubham Kataria	If you would like us to provide access to new user it will cost you \$14.99 per month
stacia	Okay that's fine.
Shubham Kataria	Thank you! After this chat, I will send you an approval email. Please respond to that email, and then we will grant the user access.
stacia	If we had 1 license could I add it to my account and my users?
Shubham Kataria	Please confirm if you're referring to the Office 365 license
stacia	Is that what I need to make Excel work?
Shubham Kataria	Currently you're leasing office 2016 from us for user Stacia Flores
	If you have your own license, please let us know which license it is, so we can check if it's compatible with the server environment.
	Else we can provide office 2016 access to user Tiffany Wildung same as you
stacia	I have Microsoft Office 2019 Professional Plus License - Lifetime for PC
	woulds that work?
Shubham Kataria	If you have only one Office 2019 Professional Plus license, it can be used by a single user on the server.
stacia	Nevermind lets just lease hers for now.
Shubham Kataria	Sure
	Additonally, I would like to inform you that your server C drive is also running on low space
stacia	I just added space....
Shubham Kataria	The drive have 9 % available space
	7:52:23 AMShubham Kataria is sharing a file with you image.png - (Size:2.38 KB)
	C drive contains critical components such as user profiles, application folders, Windows files, cache data, updates, and application-specific data that cannot be safely removed.
stacia	I just added As per your request, we have successfully added 2GB of RAM to your server. This upgrade should help improve the overall performance and responsiveness.
	What can I do to add more space to my C Drive?
Shubham Kataria	RAM is primarily responsible for the performance of the user, as it helps with running applications and processes efficiently. On the other hand, the C drive is used to store essential system files such as Windows files, profile data, application folders, cache, updates, and application-specific data, which cannot be safely removed without causing issues.
stacia	Got it what can I do to help have more space on the C drive
Shubham Kataria	Currently, only 9.78 GB free of 107.37 GB (9%), We recommend upgrading your disk space to resolve this and ensure uninterrupted operation. Below are our available Disk Space plans designed to meet your needs:

		Plan1 : 200GB : \$120/Month Plan2 : 100GB : \$60/Month Plan3 : 80 GB : \$50/Month Plan4 : 60 GB : \$40/Month Plan5 : 40 GB : \$28/Month
	stacia	I think I'm good for now.
		Lets just add an office license for tiffany
	Shubham Kataria	Got it. After this chat, I will send you an approval email within the next 5 minutes. Please respond to that email, and once we have your approval, we will provide Office access and the issue will get fixed. (Edited)
	stacia	Thank you!
	Shubham Kataria	you're welcome (Edited)
	stacia	Can you stay on so I can be sure it works?
	Shubham Kataria	Sure
	stacia	Thank you I will wait for the email
	Shubham Kataria	I'm sending in next 2-3 minutes
		Thank you for waiting.
		I've sent the email on stacia@prosperitybookkeepingllc.com. Kindly check
	stacia	Done! I just responded
	Shubham Kataria	Okay, let me check
		I've provided the access. Could you please ask the user to log off and try again
	stacia	Yes one moment
	Shubham Kataria	Sure, please take your time
	stacia	Thank you now she has 2 different Excels and Words on her desktop
	Shubham Kataria	It's not an issue ,they are simply duplicate shortcuts that I added. She can use either of them. (Edited)
	stacia	Can you delete one so that her desktop can be cleaner?
	Shubham Kataria	Sure
	stacia	I tried and it wouldnt let me
	Shubham Kataria	Done, you may check now
	stacia	Perfect thank you!
	Shubham Kataria	You're welcome
		Is there anything else I may help you with ?
	stacia	Yes I opened the QB's Desktop and noticed that none of the client files are open there. If I have one on my desktop and Tiffany works on one will they both update?

Shubham Kataria	If the file saved on same location then both of you can use the file and both will update (Edited)
stacia	Okay so I will need to open the file on Tiffanies account with the master file for the client?
Shubham Kataria	Yes
stacia	Okay thank you!
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
stacia	That's all. Thank you!
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of thi chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us 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. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73448 Adnan Javed
Email: adnanim1@hotmail.com ☎ 17134377654
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge

Device: Desktop
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duratio

Adnan Javed	Hello, I am your Acebuddy
Acebuddy	Hello Adnan Javed, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Adnan Javed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adnan Javed	I'd like to raise a Request
Acebuddy	Please select your request type.
Adnan Javed	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74809 Saad Jamil

Email: saad.jamil@siliconwhiz.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: KAMAHAN
State: Punjab
Country: PAKISTAN

Chat Transcript

Chat Duration

Saad Jamil	Hello, I am your Acebuddy
Acebuddy	Hello Saad Jamil, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Saad Jamil	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Saad Jamil	I'd like to report an Issue
Acebuddy	Please select an option!
Saad Jamil	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Saad Jamil	we recently converted the integrations user to Auto Logon. But It seems like the password for the account has been reset. I need to login into that account.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Saad Jamil	Hey Manish
Manish Singh	Hii Saad
Saad Jamil	we recently converted the integrations user to Auto Logon. But It seems like the password for the account has been reset. I need to login into that account.
	Our understanding was that converting it into auto logon would remove the timeout restriction on the account.
Manish Singh	Alright
	Kindly allow me two minutes to check the same.
	May I know if the username is admin.a1@myrealdata.net
Saad Jamil	now the username should be integrations@myrealdata.net

	No*
Manish Singh	Alright, Got it!
	<p>Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.</p> <p>Also, the registered email for your account with us is : betty@americanflat.com or paul@americanflat.com to proceed with password reset request.</p>
Saad Jamil	<p>Sure, I am sending a request there.</p> <p>Thanks</p>
Manish Singh	Is there anything else I may help you with ?
Saad Jamil	I am sending the email right now. How much time will it take to resolve?
Manish Singh	In between 1 hour, Saad.
	Is there anything else I may help you with ?
Saad Jamil	<p>No</p> <p>Thanks.</p>
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us 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. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#74847 pratibha
Email: pratibha@patel.cpa
Department: Support(QB & App Hosting)
Operator: Sandeep Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 44 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration

pratibha	Hello, I am your Acebuddy
Acebuddy	Hello Pratibha, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
pratibha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pratibha	I'd like to report an Issue
Acebuddy	Please select an option!
pratibha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
pratibha	My server is running very slow since last 3 days.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.
	Hi Pratibha, How are you doing today?
pratibha	Fine Sandeep
Sandeep Kumar	I will surely help you with this issue.
	Kindly allow me 5-7 minutes to check the server end first.
pratibha	ok sure
Sandeep Kumar	Also, may I know if any other user has reported the same issue?? (Edited)

	pratibha	no
	Sandeep Kumar	Thank you for your patience.
		As I have checked that the server end seems to be working fine and the resources are all good too.
		<i>4:20:33 PM</i> Sandeep Kumar is sharing a file with you image.png - (Size:214.51 KB)
		May I take the remote access of your local computer to check if anything is out of place and make changes if needed?
	pratibha	yes sure
	Sandeep Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
		Please click on the link and open the downloaded file, and follow the instruction to connect with us.
		https://assist.acecloudhosting.com/join/9852140091
		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.
		As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73711 Lewisville
Email: lewisville@eaglefintax.com 📞 4696098829
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 5 Secs
City: BANGALORE
State: Karnataka

Country: INDIA	
Chat Transcript	
Chat Duration	
Lewisville	Hello, I am your Acebuddy
Acebuddy	Hello Lewisville, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lewisville	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lewisville	I'd like to report an Issue
Acebuddy	Please select an option!
Lewisville	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lewisville	unable to open remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	7:50:21 PMLewisville is sharing a file with you image.png - (Size:26.54 KB)
	Anjainay Singh accepted the chat transfer request.
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Lewisville	can you resolve the above issue
Anjainay Singh	Please allow me 2 to 3 minutes so that I can look into the issue and assist you better
Lewisville	can you look into this why this issue popup
Anjainay Singh	We are observing the issue along with finding the best resolution for you
Lewisville	okay long it take remote desktop automatically deleted from my pc
Anjainay Singh	You may follow below steps to create new RDP at your Local
Lewisville	can you take my screen and create please
Anjainay Singh	Sure
Lewisville	send me request
Anjainay Singh	https://assist.acecloudhosting.com/join/5452974827
	Please allow us to access your local by using above Link
	Prior providing the access, I would suggest you to close any important documents at your end.

Could you please confirm your account name so that we can assist you in better way

lewisville has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73669 Shannon Peich
Email: accounting@raiderpainting.com ☎ 17143771427
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 58 Secs
City: DALLAS
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duratio

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

		If you would like to configure the server access link on your computer, Kindly select your desired Operating System
	Shannon Peich	Microsoft Windows
	Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
		Do you need any further assistance on the topic?
	Shannon Peich	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	Shannon Peich	Hi. We're trying to setup a new computer for user:Office_Asst@myrealdata.net
		<i>Rohan Prajapati accepted the chat transfer request.</i>
		We've downloaded the rdp from the admin ACE portal and verified the password but it keeps saying "login attempt failed:
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
		Hello Shannon, How are you doing today ?
	Shannon Peich	fine thank you!
	Rohan Prajapati	I will surely help you with this issue.
		Kindly allow me 5-6 minutes to check the same.
		Are you sure that you are entering the correct Password?
	Shannon Peich	I think so. I just reset it to make sure. But I'm willing to try something else
	Rohan Prajapati	May I take the remote access of your local computer?
	Shannon Peich	sure but I'm screen sharing with the person I'm helping with the install so not sure we can do that.
		I just reset password to a simple password for now. got this error code.
		Remote Desktop Connection There was a problem connecting to the remote resource. Ask your network administrator for help. Error code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 03/06/25 07:48:51 PM Press Ctrl+C to copy.
	Rohan Prajapati	Thank you for all the information
		I have rebooted the server
	Shannon Peich	ok. so we should try again?
	Rohan Prajapati	Kindly try to login back in 2-3 mins
	Shannon Peich	ok stand by please.
	Rohan Prajapati	Sure Take your time
	Shannon Peich	still problem
	Rohan Prajapati	May I take the remote access of your local computer?

	Shannon Peich	can you give me a link for remote access that I can give the other user?
		we're not in the same office
	Rohan Prajapati	I can create the same on your Local PC or I can share the same with you via email once the chat is disconnected.
		If you can provide the remote access then I can also troubleshoot the issue
	Shannon Peich	just tell me how to do remote access and I'll have her connect.
	Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
	Shannon Peich	ok that's fine.
	Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session: https://assist.acecloudhosting.com/join/8382219473
	Shannon Peich	she's entering now. her name is Jessica
	Rohan Prajapati	Sure take your time
	Shannon Peich	her internet is being slow to download.
	Rohan Prajapati	Ok Let it be
	Shannon Peich	can you see her?
	Rohan Prajapati	Shannon, The remote session has not started Yet.
		You can share the RDP file you downloaded from My Portal with her via email as an attachment.
		Let's do one thing. May I know her direct contact number and Best time to call her ?
	Shannon Peich	ok. she's joining now
	Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Shannon Peich	717-679-5856
		ok
	Rohan Prajapati	She has Joined the Session now
	Shannon Peich	if you need to reset any of the credentials, go ahead, you have my permission
	Rohan Prajapati	Kindly send us an email for the same as we would need to reset her Password
	Shannon Peich	can you handle it from here with her? she can text me if anything else is needed. and you have her phone number.
		I already sent the email to authorize password reset
	Rohan Prajapati	Did you send the email from this address "accounting@raiderpainting.com' ? (Edited)
	Shannon Peich	yes
	Rohan Prajapati	We have not received the email yet.

	Do you have the Ticket number ?
Shannon Peich	No I don;t
Rohan Prajapati	Yes We have received it
	Now we can go further without any issue
Shannon Peich	ok
	can you handle it from here with her? she can text me if anything else is needed. and you have her phone number.
Rohan Prajapati	Yes Shannon
Shannon Peich	ok thanks!
Rohan Prajapati	We have assisted the user with this issue.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us 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 (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
	<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

Can i get tech support

Visitor Details

#74750 ROBERT EIERMAN
Email: robert@enscpany.com ☎ 718-835-1978
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/ace-support/>

Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 33 Secs
City: CUTCHOQUE
State: New York
Country: UNITED STATES

Chat Transcript

Ch

ROBERT EIERMAN	Can i get tech support
Anuj Parihar	Thank you for contacting ACE. My name is Anuj Parihar. I will be assisting you further.
	Sure let me transfer you to the support chat.
	<i>Anuj Parihar is transferring the chat to Support(QB & App Hosting).</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	As we are connected on two chats so we are closing this chat
	<i>Anjainay Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74296 Arron Forbes
Email: irzad.zamcorp@gmail.com ☎ 15926741503
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 3 Secs
City: ROSE HALL

State: Mahaicaberbice
Country: GUYANA

Chat Transcript

Chat Duratio

Arron Forbes	Hello, I am your Acebuddy
Acebuddy	Hello Irzad.zamcorp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Arron Forbes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Arron Forbes	I'd like to report an Issue
Acebuddy	Please select an option!
Arron Forbes	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Arron Forbes	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Arron Forbes	Following up on Ticket ID: 660985
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	I am looking into the ticket , please allow me two minutes to look into the issue
	Thank you for your patience
Arron Forbes	Ok sure
Anjainay Singh	Please let me know are you facing this error with all company files
	<i>9:18:18 PMArron Forbes is sharing a file with you</i> Lubetech qb error.jpg - (Size:76.58 KB)
Arron Forbes	That's the latest message I'm getting
Anjainay Singh	I am logging into the server to resolve it please allow me 2 to 3 minutes to fix it
	Could you please share the company file name for which you are facing issue
Arron Forbes	Hi gimme one sec
	I'm getting the info

	Anjainay Singh	We need to reboot the server , we need your confirmation before doing that as user is currently active on server
	Arron Forbes	Lube-Tech Guyana Inc
		go ahead with the reboot
	Anjainay Singh	We have rebooted the server
		It will take 2 to 3 minutes to be up and running
	Arron Forbes	ok I'll be on standby
	Anjainay Singh	Please also provide the path of Company file so that we can access it easily
	Arron Forbes	I noticed it was in the C Drive > Program Files
		When I'm able to log back in I'll send you
	Anjainay Singh	Server is up and running you can log back into server
		We appreciate your patience
	Arron Forbes	ok
		C:\Users\Public\Documents\Intuit\QuickBooks\Company Files
		isn't it supposed to be in the Client Data folder?
	Anjainay Singh	As we have checked and found that we need to increase space in C drive due to which QB is crashing on server
		zero MB space has been left in C drive
		Are we still connected ?
	Arron Forbes	Hi yea
		the Client data drive has 40GB free space
		I'm transferring the QB company file to there instead
	Anjainay Singh	Sure thankyou for your update
		May I take the remote access of your server?
	Arron Forbes	Hi the client is ok now
		they were able to sign in
	Anjainay Singh	We have restarted the service from backend which has fixed the issue
		We are glad to hear that your issue has been resolved
		Please also let us know if you have any other issue onto which you need our assistance
		I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of thi chat.
	Arron Forbes	Thanks
	Anjainay Singh	Being our valuable users please share feedback by clicking on smiles so it will encourage us to do

better

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73860 Matt Longhofer
Email: mattl@propertytaxfunding.com ☎ 2149604101
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: DALLAS
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duratio

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

	QuickBooks Update
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.
	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.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74050 prodassistant
Email: prodassistant@johnmarshallmedia.com
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 1 Sec
City: LONGOS
State: National Capital Region
Country: PHILIPPINES

Chat Transcript

Chat Duratio

prodassistant	Hello, I am your Acebuddy
Acebuddy	Hello Jewel Madelaine Alhambra, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

	prodassistant	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	prodassistant	I'd like to report an Issue
	Acebuddy	Please select an option!
	prodassistant	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	prodassistant	Hi! I just want to ask regarding the remote desktop connection. I tried inputting my username and password but I can't connect it
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>7:58:02 PMprodassistant is sharing a file with you</i> <i>image.png - (Size:10.62 KB)</i> <i>this happened</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today
	prodassistant	Hi Tushar!
	Tushar Pharswan	Hello Jewel.
	prodassistant	Is there any way for me to connect? :>
	Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
	prodassistant	Im not sure what the problem is
		wait, let me send this to you
		I just have the username and pass for credentials, would that be alright?
	Tushar Pharswan	Yes username will help.
		<i>8:01:29 PMprodassistant is sharing a file with you</i> <i>image.png - (Size:4.28 KB)</i> <i>here's the username</i>
		Thank you for the details.
		Is it the first time this issue has occurred and are other user facing the issue?
	prodassistant	It's my first time using this, and it happened already
	Tushar Pharswan	Okay I will have to check the icon through which you login.
		May I take the remote access of your local computer?
		Prior providing the access, I would suggest you to close any important documents at your end.

	prodassistant	suree! also, they just sent me this
		8:04:00 PMprodassistant is sharing a file with you 1_image.png - (Size:18.33 KB)
		Okay, let me close them first
	Tushar Pharswan	Sure, please take your time
		after you are ready.
		https://assist.acecloudhosting.com/join/5932890422
	prodassistant	okay, how will you remote access my pc?
	Tushar Pharswan	Kindly Click on the link and open the downloaded file.
	prodassistant	I'm ready
	Tushar Pharswan	Kindly Click on the link and open the downloaded file.
		We are connected now.
	prodassistant	okayy! :)
	Tushar Pharswan	I will now take over and check.
		Kindly enter your password.
	prodassistant	got it~
	Tushar Pharswan	It seems the password is incorrect.
	prodassistant	actually, this happened to me twice
		The first one is wrong password
		then he sent me another once
		one*
		then it said remote desktop connection (which i told you earlier)
	Tushar Pharswan	Okay it must have locked your account due to wrong password.
		Kindly allow me two minutes to check the same and fix it.
	prodassistant	Got it! Thank you so much!
	Tushar Pharswan	It will take some more time as I can see the account is newly created.
		It is reflecting on the our end but not on server.
		Kindly allow me 2-4 minutes more.
	prodassistant	no worries. Take your time :>
	Tushar Pharswan	Thank you for waiting.
		I just found the cause of your issue and it is not because you are entering the worn password.
		your user profile was created by Kevin Fecu and apparently it is in disabled state.

	Maybe while creating the user and during the password reset user disabled option was selected.
	So as of now if you can contact Kevin Fecu to re-enable your user profile or email us if he cannot after which I can enable it form our end. (Edited)
prodassistant	oh okayy. Is there any way to enable it or should he create a new one?
	oh okay
	let me message him first. Is that okay? Then I'll connect again with you or another agent?
Tushar Pharswan	Sure you can do that also I will email the same to you and keep Kevin Fecu in CC of the email after this chat ends.
	Is there anything else I may help you with ?
prodassistant	Nothing! Let me message him now and ask you later if something came up after re-enabling it. Thank you!
Tushar Pharswan	Okay kindly keep us updated over the email once this chat end.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us 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. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
prodassistant	thank you so much, too! Have anice day :>
	<i>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74919 Eric Sikes

Email: eric.sikes@davidweinsteincpa.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: MICHIGAN CITY
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74430 Luis Rivas

Email: luis@rogueworkforce.org

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 35 Secs

City: PATZCUARO

State: Michoacan

Country: MEXICO

Chat Transcript

Chat Duration

Luis Rivas	Hello, I am your Acebuddy
Acebuddy	Hello Luis Rivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Luis Rivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Luis Rivas	I'd like to report an Issue
Acebuddy	Please select an option!
Luis Rivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Luis Rivas	AceCloud account is not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
Luis Rivas	Hello, Manish. I really appreciate your help with my AceCloud login issue today.
Manish Singh	May I know what error are you facing?
Luis Rivas	Initially, when I tried to logon to our company AceCloud account, it said that my computer was not registered or something around those lines. I then restarted my computer and tried to logon again and then I got locked out for wrong password. This has never happened before.
Manish Singh	May I take the remote access of your local computer?
Luis Rivas	yes, of course.
Manish Singh	https://assist.acecloudhosting.com/join/3212003992

	Prior providing the access, I would suggest you to close any important documents at your end.
Luis Rivas	Oh, wow. I was able to logon now. That was strange. I guess I do not need your help anymore. Thank you though!
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us 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. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1

#74035 Himanshu Jindal
Email: himanshu.j@veehealthtek.com
Department: Support(QB & App Hosting)
Operator: Rohit Kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 1 Sec
City: BANGALORE
State: Karnataka
Country: INDIA

Chat Transcript

Chat Duratio

	Himanshu Jindal	Hello, I am your Acebuddy
	Acebuddy	Hello Himanshu Jindal, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Himanshu Jindal	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Himanshu Jindal	I'd like to report an Issue
	Acebuddy	Please select an option!
	Himanshu Jindal	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	Himanshu Jindal	already have a ticket number 653933
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Rohit Kumar accepted the chat transfer request.</i>
	Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
		May I confirm if the ticket number is #653933
		?
	Himanshu Jindal	Hi Rohit, yes it is correct
	Rohit Kumar	Thank you.
		May I take the remote access of your screen so I can troubleshoot the issue.
	Himanshu Jindal	via anydesk ?
	Rohit Kumar	It will be through Zoho Assist
		We are not allowed to use AnyDesk
		You can open the given link to join the session.
		https://assist.acecloudhosting.com/join/7922367674
	Himanshu Jindal	let me know what I need to do for Zoho assist
		give me 2-3 minutes, I will connect from concerned system
	Rohit Kumar	Please take your time.
		Let me know oonce you are connected.
	Himanshu Jindal	due to security reasons I can not open this link
	Rohit Kumar	I am so sorry, can we connect on a Teams call?
	Himanshu Jindal	yes please

	Rohit Kumar	to share the screen, we only follow this platform.
	Himanshu Jindal	team call will be okay
	Rohit Kumar	Please provide me your Team email address.
	Himanshu Jindal	himanshu.j@veehealthtek.com
	Rohit Kumar	Please allow me 3-4 minutes.
	Himanshu Jindal	sure
	Rohit Kumar	https://teams.microsoft.com/l/meetup-join/19%3ameeting_Njk4NGY1ZTAzMzZiYy00NWlzMWI5MTctYjIiMTIwZTA0YTY3%40thread.v2/0?context=%7b%22Tid%22%3a%2223b65983-5670-4f14-a752-784cd5cf0cd7%22%2c%22Oid%22%3a%226d8620de-b3cb-465c-a9b3-2d1ed948989a%22%7d
		Please join the meeting link.
	Himanshu Jindal	joined
	Rohit Kumar	Thanks
		As our discussion, we will connect on a Teams call in between 2 PM to 4 PM
	Himanshu Jindal	okay
		thanks
	Rohit Kumar	We will share the meeting invite on email and request you to join the meeting invite.
		Is there anything else I may help you with ?
		Are we connected?
		Are we connected?
		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.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
		<i>Rohit Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73931 tracy
Email: tracy@tjcbp.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 4 Mins 32 Secs
City: CUMMING
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Durati

tracy	Hello, I am your Acebuddy
Acebuddy	Hello Tracy White, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tracy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tracy	I'd like to report an Issue
Acebuddy	Please select an option!
tracy	Password Reset
Acebuddy	Please select an option below
tracy	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?

tracy	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
tracy	Hi I can't Log In to Quickbooks. I tried to reset password and it's telling me that the account has been restricted.
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Shivam Singh.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73581 Samantha Goldie
Email: accounting@mgvinc.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: DUNCAN
State: British Columbia
Country: CANADA

Chat Transcript

Chat Duration

Samantha Goldie	Hello, I am your Acebuddy
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Acebuddy	Hello Samantha Goldie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Samantha Goldie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Samantha Goldie	I'd like to raise a Request
Acebuddy	Please select your request type.
Samantha Goldie	Other Request
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.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74608 Gita Faust

Email: gita@fasttracconsulting.com 📞 na

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: 10 Secs

City: DOYLESTOWN

State: Pennsylvania

Country: UNITED STATES

2

Chat Transcript		Chat Duration
Gita Faust	Hello, I am your Acebuddy	
Acebuddy	Hello Gita, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Gita Faust	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Gita Faust	I'd like to report an Issue	
Acebuddy	Please select an option!	
Gita Faust	Password Reset	
Acebuddy	Please select an option below	
Gita Faust	Already Enrolled to Selfcare Portal	
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	
	Do you need any further assistance on the topic?	
Gita Faust	Yes	
Acebuddy	Please wait while we connect you to our Support Representative	
	<i>Acebuddy (bot) forwarded the chat request</i>	
Gita Faust	CID 73398	
	<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	
	Hii Gita	
Gita Faust	Never mind it worked. Have a great day!	
Manish Singh	Is there anything else I may help you with ?	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	
	<p>You may end this chat now. Once you end this chat, you will receive an email from us 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. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73561 Ryan Williams
Email: prother@sbcglobal.net ☎ 15017333655
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 44 Secs
City: MAYFLOWER
State: Arkansas
Country: UNITED STATES

Chat Transcript

Chat Duration

Ryan Williams	Hello, I am your Acebuddy
	64479
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Ryan Williams	644979
	we were disconnected 644979
Sharath Kumar	Hello again, Ryan. I was on the server making some changes.
Ryan Williams	Great
Sharath Kumar	Ryan, could you please allow me two more hours to get back to you with a resollution
	Since this is a shared server we usually make the changes during afterhours to minimize user disruption
	but I understand that this issue has been ongoing for a week or so and therefore I will prioritize this

		and try to get this resolved at the earliest
	Ryan Williams	I understand that but I asked for this to be done yesterday at 2:00 pm and is 8:22 the next day. I needed it working this ASAP.
	Sharath Kumar	Yes, I agree to that. We were hoping that the fix we did yesterday will make it work
		could you please provide me with a remote session right now?
		Are we still connected here?
	Ryan Williams	Yes
		yes i can give you remote session now
	Sharath Kumar	great! Could you please sign into the server first
		I will send the request for remote once you are signed in
	Ryan Williams	im in
	Sharath Kumar	sending the request now
		Prior providing the access, I would suggest you to close any important documents at your end.
	Ryan Williams	Are you emailing the request?
	Sharath Kumar	no ,it should be there on the server
	Ryan Williams	ok. You're in
	Sharath Kumar	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.
		Ryan, could you take over and open a company file
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74566 Jon Ruby
Email: msdn001jr@hotmail.com ☎ 14026701249
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 41 Secs
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Durati

Jon Ruby	Hello, I am your Acebuddy
Acebuddy	Hello Msdn001jr, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jon Ruby	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jon Ruby	I'd like to report an Issue
Acebuddy	Please select an option!
Jon Ruby	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jon Ruby	Please review most recent tickets, all the same. Same issue happening.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello, How are you doing today ?
Jon Ruby	Doing well. Yourself?
Rohan Prajapati	That's Great. I'm good too, thanks for asking
	Kindly allow me 5-6 minutes to check the same.

Jon Ruby	I would also like to get the administrative authority for a 2nd user.
	I will accept the disclaimer via email again.
Rohan Prajapati	You can confirm the same by sending another email on existing ticket
Jon Ruby	I will do that
	additional email sent.
Rohan Prajapati	Please allow me few minutes to check the same
	Please log off once from the server and login back
Jon Ruby	working on that
Rohan Prajapati	Sure take your time
Jon Ruby	working correctly
Rohan Prajapati	That's Great
	Is there anything else I may help you with ?
Jon Ruby	Not at this time.
	Thank you
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74681 Jennifer Herd
Email: jennifer@backstoptax.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
City: BEAVERTON
State: Oregon
Country: UNITED STATES

Chat Transcript

Chat Duration: 00:00:00

Jennifer Herd	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Herd, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Herd	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Herd	Restart
Acebuddy	Hello Jennifer Herd, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Herd	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Herd	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennifer Herd	Other Request
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.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Jennifer Herd	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
Acebuddy has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3

#74939 franz_deraad
Email: franz_deraad@comcast.net 📞 12487051999
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 1 Sec
City: ROYAL OAK
State: Michigan
Country: UNITED STATES

Chat Transcript

Chat Duratio

franz_deraad	Hello, I am your Acebuddy
Acebuddy	Hello Franz_deraad, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
franz_deraad	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
franz_deraad	I'd like to report an Issue
Acebuddy	Please select an option!
franz_deraad	Password Reset
Acebuddy	Please select an option below
franz_deraad	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.

	Do you need any further assistance on the topic?
franz_deraad	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
franz_deraad	I was on chat and just got cur off #670108
Shivam Singh	Allow me to look into it.
	As I can check you were asked to join the session for remote
franz_deraad	i was just before i was cut off.
Shivam Singh	Shall we restart the Remote session.
franz_deraad	sure thanks
	Will i see the request onscreen
Shivam Singh	I will be sharing a link, and you can join in to get connected
	allow me 2 minutes
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/9382789856
	Is there anything else I may help you with ?
	Hi there !
	Could you please come this chat
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1

#74031 evellynteng
Email: evellynteng@gmail.com 📞 +91-345-1942352
Department: Support(QB & App Hosting)
Operator: Rohit Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 52 Secs
City: SAMUNDRI
State: Punjab
Country: PAKISTAN

Chat Transcript

Chat Durati

evellynteng	Hello, I am your Acebuddy
Acebuddy	Hello Evellynteng, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
evellynteng	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
evellynteng	I'd like to report an Issue
Acebuddy	Please select an option!
evellynteng	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
evellynteng	Hi, can you provide an email on your site where you will respond to messages?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohit Kumar accepted the chat transfer request.</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
evellynteng	I want to place an order on your site. Will you share your email where you are working?
	Hello
Rohit Kumar	May I know which order you want to place?

		May I Know the details regarding your order?
	evellynteng	I want to place an order on your site. Please provide the email for it.
	Rohit Kumar	I will certainly help you with the details but I need to know about what type of order you will be placing?
	evellynteng	On this site of yours. https://www.acecloudhosting.com/
	Rohit Kumar	Do you want to setup a server for your application hosting? (Edited)
	evellynteng	Please share your email.
		I want to place an order for a guest post on your site.
	Rohit Kumar	May I please know about your order so I can share the email address and contact number?
		I am so sorry, but we do not allow the guest post on our site
	evellynteng	Link insertion
	Rohit Kumar	Do you have any existing business account with us? (Edited)
	evellynteng	No
	Rohit Kumar	Thanks.
		Unfortunately, due to policy restrictions we do not allow any guest promotions on our website.
		Please let us know if you are interested in signing up for any services from our end.
	evellynteng	I want to place an order on this site. Please share your email. Link insertion order
		Hello
	Rohit Kumar	If you want to enroll for any services with us, please confirm otherwise you can visit our website.
	evellynteng	Please share your email.
		Hello
	Rohit Kumar	Please visit the website and scroll down for email address details. (Edited)
		You will find the email address on Website
		https://www.acecloudhosting.com/
		Is there anything else I may help you with ?
	evellynteng	There is no email on this site.
	Rohit Kumar	Please scroll down and look at the bottom right of the webpage (Edited)
		Is there anything else I may help you with ?
		are we connected?
		are we connected?
		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.
		<i>Rohit Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74300 brian
Email: brian@wefixuglypools.com ☎ 6022534499
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 11 Secs
City: SALINAS
State: Arizona
Country: UNITED STATES

Chat Transcript

Chat Duratio

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

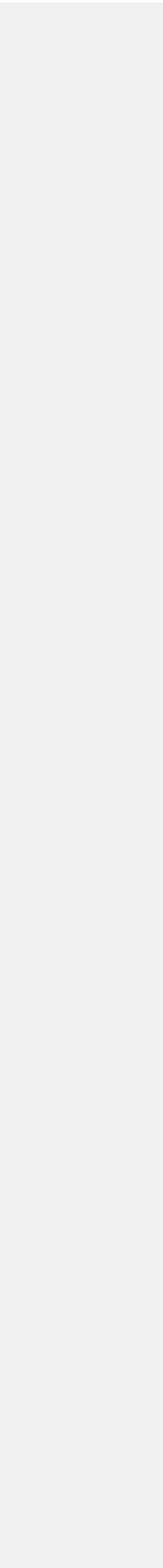
12 M

#73956 Tara Wright
Email: twright@cobbpllc.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: 1 Min 4 Secs
City: CHARLOTTE
State: North Carolina
Country: UNITED STATES

Chat Transcript

Chat Duration : 25

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



	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Tara Wright	657410
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Tara Wright	Hi Kumar. Can you please assist me with resetting my pw
Sharath Kumar	Looking into it Tara, one moment please
	Unfortunately, it is taking me some time to sign into the server so that I can unlock your account
	Please bear with me for a few more minutes, your patience is greatly appreciated
Tara Wright	no problem. Thank you!
Sharath Kumar	Account has been unlocked, could you please try signing in now
Tara Wright	ok, please give me a minute
Sharath Kumar	take your time
Tara Wright	I have changed it, but now it is taking me through verification again. just give me one more min.
Sharath Kumar	No worries, I am here to help if anything is required
Tara Wright	i reset my password and now the password expire notice is still up. Do I need to still create a new password? If no, How do I remove this from my screen?
Sharath Kumar	I suppose the changes you made are yet to be reflected on the server, my suggestion is to sign out and sign back in, that should do the trick
Tara Wright	It is still there. I am going to change it again and see what happens.
Sharath Kumar	Okay, let's try that.
Tara Wright	I am in. Thank you so much for your assistance!!
Sharath Kumar	Glad to hear that, anything else that I may assist you with?
Tara Wright	Nope that is all for today. thanks again
Sharath Kumar	My pleasure!
	<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. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p>

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

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

Sharath Kumar has ended this chat session