

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70909 Kayla Rhodes

Email: krhodes@willscpas.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 12 Secs

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Kayla Rhodes	Hello, I am your Acebuddy
Acebuddy	Hello Kayla Rhodes, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kayla Rhodes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kayla Rhodes	I'd like to report an Issue
Acebuddy	Please select an option!
Kayla Rhodes	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kayla Rhodes	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Kayla Rhodes	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Kayla Rhodes	I cannot logon to my QB file. It says: Administrator Permissions Needed. This action requires windows administrator permis
Shubham Kataria	I deeply apologize for the inconvenience caused to you. I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
Kayla Rhodes	yes server is: Wills and Associates Krhodes
Shubham Kataria	Could you please confirm your business name as well
Kayla Rhodes	Wills and Associates
Shubham Kataria	Thank you for the information Let me check
Kayla Rhodes	okay, thank you
Shubham Kataria	you're welcome May I take the remote access of your server?
Kayla Rhodes	sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Kayla Rhodes	i have closed out of everything
Shubham Kataria	Thank you Kindly accept the request
Kayla Rhodes	just did
Shubham Kataria	yes we are connected We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting issue is resolved, kindly give your confirmation on this chat.
Kayla Rhodes	take as much time as you need thank you so much for your help
Shubham Kataria	You're welcome Kindly re-login on the server, I will join the session again
Kayla Rhodes	okay
Shubham Kataria	I've made the required changes from backend

	kindly re-login on the server and try to access the company file
Kayla Rhodes	Thank you so much for getting me back in to the file
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
Kayla Rhodes	I am good, thank you for your help
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71038 Basil Ray Bamba

Email: basil@pennywisepm.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: 20 Secs

City: TAGAPO

State: Laguna

Country: PHILIPPINES

Chat Transcript

Basil Ray Bamba	Hello, I am your Acebuddy
Acebuddy	Hello Basil Ray Bamba, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Basil Ray Bamba	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Basil Ray Bamba	I'd like to raise a Request
Acebuddy	Please select your request type.
Basil Ray Bamba	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Basil Ray Bamba	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
	Do you need any further assistance on the topic?
Basil Ray Bamba	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>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Basil Ray Bamba	Hi Manish, I'm trying to set up in my mac but I'm stuck with the PC name. I asked the owner for the PC name but he doesn't
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your local computer?
Basil Ray Bamba	Yes.
Manish Singh	https://assist.acecloudhosting.com/join/6662656853
	Prior providing the access, I would suggest you to close any important documents at your end.
	Are you able to connect?
Basil Ray Bamba	Not yet. Stuck in loading
Manish Singh	Alright, take you time and please provide necessary permissions.
	You have logout from the session Basil.
Basil Ray Bamba	I'm still here
Manish Singh	

	Have you logout the remote session?
	Let me share the new link.
Basil Ray Bamba	I can't open the app. I tried reopening it
Manish Singh	https://assist.acecloudhosting.com/join/2972136041
	Kindly access this.
	Are we still connected here?
Basil Ray Bamba	Yes
Manish Singh	Are you not able to connect to the remote session?
Basil Ray Bamba	I'm connectd now
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
Basil Ray Bamba	That's my only concern. Thank you for your help
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.
	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 summary.
	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 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/)

Manish Singh has ended this chat session

Chat Transcript

I need to download current tax forms to Sage 50 Accounting.

Visitor Details

#71500 Marty Evans

Email: me@ecopile.com ☎ 904-757-5528

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Hosting&utm_adgroup=Primary&msclkid=0

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 22 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

Marty Evans I need to download current tax forms to Sage 50 Accounting

Amit Raina Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.

Marty, I will be glad to assist you.

Do you currently hold an account with us, if you may confirm.

Marty Evans Yes Ace is hosting for us. Company is Shoreline Plastics LLC

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

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.

I will surely help you with this issue.

Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur

Also, the registered email for your account with us is : hp@ecopile.com

Marty Evans Ok will do

Manish Singh Is there anything else I may help you with ?

Marty Evans thats it for now

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70984 Raymond Crump

Email: ray@raycrumpcpa.com **Phone:** 8045982500

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: 5 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Raymond Crump	Hello, I am your Acebuddy
Acebuddy	Hello Ray, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Raymond Crump	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raymond Crump	I'd like to report an Issue
Acebuddy	Please select an option!
Raymond Crump	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Raymond Crump	ticket 623642, i do not see email with microsoft credentials. i do not see restored user profile on desktop
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

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.

Raymond Crump thank you

Manish Singh As i can check this is regarding profile restoration.

Is it regarding O365 issue?

Raymond Crump yes and yes

Manish Singh Would you like a call back to resolve the issue in real time.

Regarding O365 issue.

Raymond Crump yes 804.839.1896

Manish Singh Alright, we have noted your request.

Is there anything else I may help you with ?

Raymond Crump what is the time expected for call?

Manish Singh Around 1-2 hour.

Is there any preferred time you would like us to call?

Raymond Crump around 12 noon eastern US time.

Manish Singh Alright, sure

Is there anything else I may help you with ?

Raymond Crump profile restore issue then too?

Manish Singh Yes

Over the call only.

Raymond Crump thanks

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri quality@acecloudhosting.com. Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70187 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 8 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
krisika	Quickbook not open in all pc
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
krisika	Priorware.myrealdata.net
Shubham Kataria	Thank you for the information.
	May I know if you are receiving any error while accessing QuickBooks
krisika	Quickbook not working
	Not open
Shubham Kataria	Does an error message appear when trying to access it, or does it simply keep loading?
	<i>6:26:40 PMkrisika is sharing a file with you 17361681574548509926656531072143.jpg - (Size:2.58 MB)</i>
	<i>Qb not open</i>
	<i>Loding</i>
	Okay
krisika	Can u proceed the server reboot
Shubham Kataria	Could you please confirm if you are the only user who is unable to access QuickBooks
	Yes sure I am checking it
krisika	Ok
Shubham Kataria	I have rebooted the server, Kindly check after two minutes also have done some changes from backend
krisika	Ok
	Quickbook open in all pc
Shubham Kataria	That's great
	Is there anything else I may help you with ?
krisika	Thank you
	No
	Thank you
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

quality@acecloudhosting.com. Thanks!

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71317 AccountsSavvy

Email: manishsahay@virtualemployee.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: PHUS MANDI

State: Punjab

Country: INDIA

Chat Transcript

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

	Please select an option!
AccountsSavvy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
AccountsSavvy	Lag or jitter observe while running RDP connection
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 Manish
AccountsSavvy	Hi
	I feel jitter while working in RDP
	Kindly solve this as soon as possible. I do have the fast internet plan as well.
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?
AccountsSavvy	Issue faced from today onwards
	AccountsSavvy CPAs
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
AccountsSavvy	Sure
Anurag Sharma	Could your please share us your CID?
AccountsSavvy	CID means
Anurag Sharma	It's your account ID
	You can find that in your invoice.
	Please confirm if your server name is AccountSavvyNew.myrealdatal.net?
AccountsSavvy	Is it possible for you to check via Manish.S@myrealdatal.net
Anurag Sharma	Thanks for the confirmation !
	Please stay connected. I am working on your issue.
AccountsSavvy	Sure
Anurag Sharma	Please try to access the server now
	Please confirm if the issue is now resolved.
AccountsSavvy	No Its too slow now
Anurag Sharma	Please confirm if I can reboot the server?

	As there are active users on the server.
AccountsSavvy	Please do
Anurag Sharma	Thanks for the confirmation ! Kindly allow me two minutes to check the same.
	I have successfully rebooted the server as per your request.
	Please try to login into the server and check if the issue is now resolved.
AccountsSavvy	Yah Seem fine now than earlier but it would be great if you are able to smooth the server
Anurag Sharma	Thanks for the confirmation. Manish as I can check the server seems to be working fine now.
AccountsSavvy	Okay then No issues
Anurag Sharma	If you want to make the server more smoother, then you may need to add some additional resources into the server Like
AccountsSavvy	Okay
Anurag Sharma	But, this will be chargeable.

manishsahay has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70526 Angelo Bocacao

Email: info@clmqbp.com ☎ 639157602689

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: SAN ANDRES

State: Rizal

Country: PHILIPPINES

Chat Transcript

Angelo Bocacao	Hello, I am your Acebuddy
Acebuddy	Hello Angelo Bocacao, 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 report an Issue
Acebuddy	Please select an option!
Angelo Bocacao	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Angelo Bocacao	I cant access the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
Angelo Bocacao	it says the certificate has expired or revoked
	No one is answering on the phone
Shashwat Verma	We deeply apologize for the inconvenience caused to you. We need to inform you that this is an ongoing issue at the back of this issue as soon as possible. As soon as we have the resolution, we will update you over the email.
Angelo Bocacao	Okay. so we cant login as of now?
Shashwat Verma	Yes, will soon update you.
	I deeply apologize for the inconvenience caused to you.
Angelo Bocacao	OKay.
Shashwat Verma	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 summary of our discussion.
	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 your cooperation. You can send it to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70093 gdk491

Email: gdk491@gmail.com ☎ 5737033040

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Secs

City: DONIPHAN

State: Missouri

Country: UNITED STATES

Chat Transcript

gdk491	Hello, I am your Acebuddy
Acebuddy	Hello Gdk491, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
gdk491	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
gdk491	I'd like to report an Issue
Acebuddy	Please select an option!
gdk491	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
gdk491	can not log in

Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	I will surely help you with this issue.
gdk491	thanks
	GregK.nent1
Shashwat Verma	May I know what is the exact error showing when trying to access the server?
gdk491	it says the log in attempt failed
	can you get on my computer and look at it
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
gdk491	already done im ready
<i>Shashwat Verma has requested the visitor to grant remote access to their screen.</i>	
Shashwat Verma	I will let you know once the remote connection is established.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	issue resolved on remote session
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	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 your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Visitor Details

#71670 Ashlee Swenson

Email: ashlee@equitablecpa.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 29 Secs

City: SPANISH FORK

State: Utah

Country: UNITED STATES

Chat Transcript

Ashlee Swenson	Hello, I am your Acebuddy
Acebuddy	Hello Ashlee Swenson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ashlee Swenson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashlee Swenson	I'd like to report an Issue
Acebuddy	Please select an option!
Ashlee Swenson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ashlee Swenson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ashlee Swenson	I'm receiving an error message when I try to login to one specific QB file - it's Error Code: 80070057
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?

Ashlee Swenson	EquitableAS.myrealdata.net myrealdata\AshleeSwe
Tushar Pharswan	Kindly allow me two minutes to check the same. May I take the remote access of your server? Prior providing the access, I would suggest you to close any important documents at your end.
Ashlee Swenson	yes done
Tushar Pharswan	We are connected now. Kindly open the file again. I will have to reboot the server now.
Ashlee Swenson	ok
Tushar Pharswan	Are you in contact with Cassie and connier? As I can see they are currently using their profile.
Ashlee Swenson	let me check with them, one minute please
Tushar Pharswan	Can you ask them to log off after saving their work. (Edited) Are we still connected here?
Ashlee Swenson	yes, sorry, still trying to get a hold of one of the people
Tushar Pharswan	I can see there are critical and maintenance update pending for QuickBooks 24 so we can schedule the update for night h a server reboot after that the issue will not persist if it does still persist kindly reach us out again.
Ashlee Swenson	sounds good, thank you
Tushar Pharswan	We will email you once its done. Is there anything else I may help you with ?
Ashlee Swenson	no, that's all - thank you!
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri quality@acecloudhosting.com. Thanks!
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70398 Toni Winkle

Email: toni@sierraviewequipment.com **Phone:** 17757833580
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 9 Secs
City: MINDEN
State: Nevada
Country: UNITED STATES

Chat Transcript

Toni Winkle	Hello, I am your Acebuddy
Acebuddy	Hello Toni Van Winkle, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Toni Winkle	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Toni Winkle	I'd like to report an Issue
Acebuddy	Please select an option!
Toni Winkle	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Toni Winkle	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?

Toni Winkle	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<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 Toni
Toni Winkle	I am unable to log in because it says I need to back up and its not letting me
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Toni are you able to login to the server?
Toni Winkle	got on the server but couldn't get into out QB
Anurag Sharma	Okay
	Kindly help me with your server name and user name? (Edited)
Toni Winkle	QBLive05.myrealdatal.net
	myrealdatal\ToniVanW.Q5
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Toni Winkle	ToniVanW.pro
Anurag Sharma	May I take the remote access of your server?
Toni Winkle	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Toni Winkle	ok
Anurag Sharma	Please accept the remote session request on the server.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting issue is resolved, kindly give your confirmation on this chat.
	Seems like there is some issue. I am logging you out from the server. Please login back to the server again.
	Are we still connected here?
	Issue seems to be resolved now.
	Is there anything else I may help you with ?
Toni Winkle	thank you for your help!
Anurag Sharma	I am unable to write on the remote session due to some technical glitch.
	Sorry for that.
Toni Winkle	its okay! have a blessed day!

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

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.

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 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/>)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71287 martha

Email: martha@wootoncpa.com  14058505592

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: ALBUQUERQUE

State: New Mexico

Country: UNITED STATES

Chat Transcript

martha Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

martha Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
martha	I'd like to raise a Request
Acebuddy	Please select your request type.
martha	Change in Applications
Acebuddy	Please select your desired option!
martha	Application Addition
Acebuddy	Please select your Application
martha	ATX
Acebuddy	Please send us an email at support@acecloudhosting.com from your registered email address with the below-mentioned information. <ul style="list-style-type: none"> • ATX Version/Year • Activation Code (If Any) • Please download the latest ATX Setup/Installer file from the Wolters Kluwer Application Portal and place it on your server.
	Do you need any further assistance on the topic?
martha	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70363 Sayr Jamil

Email: midnightzonevi@gmail.com **Phone:** 340-998-1171

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 3 Secs

City: ST THOMAS

State: Us Virgin Islands

Country: US VIRGIN ISLANDS

Chat Transcript

Sayr Jamil	Hello, I am your Acebuddy
Acebuddy	Hello Midnightzonevi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sayr Jamil	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sayr Jamil	I'd like to report an Issue
Acebuddy	Please select an option!
Sayr Jamil	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sayr Jamil	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Sayr Jamil	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
Sayr Jamil	Good Evening,
Shashwat Verma	Hello, How are you?
Sayr Jamil	My QB is frozen Please help
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Sayr Jamil	ok
Shashwat Verma	Midnightzonevi please confirm your business name that is registered with ACE.
Sayr Jamil	Midnight Zone First Stop Sayr J ENterprisies

Shashwat Verma	Thanks for the confirmation !
Sayr Jamil	thank you
Shashwat Verma	Kindly try now! (Edited)
Sayr Jamil	ok hold on
Shashwat Verma	Sure.
Sayr Jamil	Thank you. Its back on. Thank you
Shashwat Verma	Is there anything else I may help you with ?
Sayr Jamil	no thanks
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	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 your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71464 Kvanbeek

Email: kvanbeek@allamerican dreamhomes.com  17153309471

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

Average Response Time: 3 Mins 16 Secs

City: SURING

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Kvanbeek	Hello, I am your Acebuddy
Acebuddy	Hello Kimberly Van Beek, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kvanbeek	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kvanbeek	I'd like to report an Issue
Acebuddy	Please select an option!
Kvanbeek	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kvanbeek	Ticket #629278 the payroll update is NOT updating.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Kvanbeek	Ti
Sharath Kumar	Hello Kimberly
Kvanbeek	Hi it is not updating. [PS304] after trying to update means
	What is error code PS034 in QuickBooks? The setting of your firewall blocks the process of updating QuickBooks Fix Q Pay PS034 is a damaged file in the CPS folder. Your current payroll subscription status might be expired or inactive, which can
	Our subscription is active
	are tl
	Sharath are you still here?
Sharath Kumar	sorry to hear that. I was hoping the update would resolve the concern
	<i>2:58:55 AM Kvanbeek is sharing a file with you</i>
	<i><u>IMG_3054.jpeg</u> - (Size:560.52 KB)</i>
Kvanbeek	Did you get my email? I attached photos
Sharath Kumar	yes, I am looking into it

Kvanbeek	When I go to click troubleshoot payroll update it shows a blank page when click contact us. Always prior it had suggestions etc I am in quickbooks can I assist in anyway
Sharath Kumar	Kimberly I am working on it and will give you an update shortly As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70672 mkhan

Email: mkhan@tippfloor.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 20 Secs

City: RIDGEFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

mkhan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mkhan Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
mkhan	I'd like to report an Issue
Acebuddy	Please select an option!
mkhan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mkhan	Excel keeps crashing, Ticket number 619964
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.
mkhan	Hi menish, we spoke yesterday and you reinstalled O365 but i am still having the same issue. Excel keeps crashing
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
mkhan	ok
Manish Singh	I apologize for any delay. Thank you for your patience.
mkhan	its ok
Manish Singh	Kindly check now.
	Are we still connected here?
mkhan	yes
	hold on checking
Manish Singh	Kindly check now.
mkhan	it crashed again
Manish Singh	please allow me a moment
	i'm check
	checking*
mkhan	ok
	just making sure we are still connected
Manish Singh	Yes we are
	i've made some changes at the backend
	could you please check now
	and let me know if its working for you or not

mkhan	its working fine for now
Manish Singh	awesome
mkhan	normally it would have crashed by now
Manish Singh	thats good to hear
mkhan	Thank you for your help
Manish Singh	so i think we are all set
	you're welcome
	Is there anything else I may help you with ?
mkhan	no thank you.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70113 Teresa Zubrowski

Email: teresa@charlestonaccountingandtax.com  18438701891

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Teresa Zubrowski	Hello, I am your Acebuddy
Acebuddy	Hello Teresa Zubrowski, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Teresa Zubrowski	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Teresa Zubrowski	I'd like to raise a Request
Acebuddy	Please select your request type.
Teresa Zubrowski	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Teresa Zubrowski	Drake
Acebuddy	Kindly download the Drake setup file from your application portal and save it on your server desktop. Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email. Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you nee
	Do you need any further assistance on the topic?
Teresa Zubrowski	Yes
Acebuddy	Please wait while we connect you to our Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
	<i>Aarush Aneja is transferring the chat to Tushar Pharswan.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Teresa Zubrowski	Hi Aarush! I received an email that the full version of Drake tax for 2024 is available. It states that I only need to do steps three and four. Can you do this for me? I am nervous that I will mess something up.
	We can share screen, and I can show you the email, and provide all serial numbers, etc...
Aarush Aneja	We will surely assist you
Teresa Zubrowski	Thank you so much!

	Let me know what I need to do:)
Aarush Aneja	We are sharing a remote request on the server
Teresa Zubrowski	I don't know what that means.
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting issue is resolved, kindly give your confirmation on this chat.
Teresa Zubrowski	I just accepted it.
Aarush Aneja	We are connected back
Teresa Zubrowski	Well that was easy.
Aarush Aneja	We assisted in updating the Drake application You can access all the states now in Drake (Edited) We believe your issue is now resolved
Teresa Zubrowski	And it is good to go on the other two logins as well, correct? I just want to make sure my employees will not have any issues.
Aarush Aneja	You all are using the same application. So, it will work also on other logins as well (Edited)
Teresa Zubrowski	Awesome! Happy New Year, and I hope you have a wonderful weekend ahead of you.
Aarush Aneja	Welcome! Happy New Year 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 summary of our discussion.
	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 your cooperation. You can send the feedback to 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/)

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70914 Bryan Bwest

Email: bwest@gmail.com ☎ 15122645277

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Bryan Bwest	Hello, I am your Acebuddy
Acebuddy	Hello Bwest, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bryan Bwest	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

How do we get our account back? We are getting a mess
is disabled due to non payment and I am showing ever
paid

Visitor Details

#71560 Jeffrey Lenz

Email: jeff.lenz@celticrestorationgroup.com ☎ 13125051462

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud&utm_adgroup=Primary&gad_source=1

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Jeffrey Lenz How do we get our account back? We are getting a message that it is disabled due to non payment and I am showing eve

Amit Raina Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.

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

Aarush Aneja accepted the chat transfer request.

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

The visitor's email address and phone number were changed.

Jeffrey Lenz What invoices have we not paid? We setup our account on ACH. Celtic Restoration Group Inc. (CID67953)

Aarush Aneja I am transfer the chat to the Billing team. They will assist you

Aarush Aneja is transferring the chat to Billing.

We checked and found this is done by our Billing team. So, they will assist you with this issue

Jeffrey Lenz ok

Aarush Aneja Our Billing will be available after 9 PM IST. (Edited)

Jeffrey Lenz There is no one else?? We've been calling since yesterday and have not received a response

Aarush Aneja We sincerely apologise for the problem. (Edited)

Jeffrey Lenz I was told we were going to get a call back and no one called us back

We are trying to run a business this morning, this is a major inconvenience

Aarush Aneja Let me escalate the issue to be done on priority

7:02:59 PM Jeffrey Lenz is sharing a file with you

1_image.png - (Size:310.83 KB)

Jeffrey Lenz That is the message we are getting and we don't have a balance

It doesn't make sense, this is an error on your end

Aarush Aneja We are sorry to hear about the issue.

Jeffrey Lenz	We cannot wait that long for someone else to handle this. Who can help us there now?
Aarush Aneja	<p>We are checking from backend. We will surely provide a solution to the problem. Kindly provide 3-5 minutes to check this</p> <p><i>7:12:41 PMAarush Aneja is sharing a file with you</i> <u>image.png</u> - (Size:47.96 KB)</p> <p><i>I tried to re-enable your account from my end but it is locked for me</i></p>
	<p>I enabled your services with help from our other team</p> <p>You may access back the server now</p>
Jeffrey Lenz	<p>Do you know the password for Jeff_crg?</p> <p>Can we reset it for him?</p>
Aarush Aneja	<p>We checked and found the user is not enrolled on the self-care portal. You may reset the password either using Myportal c registered email address</p> <p>Jeffrey Lenz jeff.lenz@celticrestorationgroup.com (Edited)</p>
Jeffrey Lenz	How long does it take for that to be done?
Aarush Aneja	It will take few minutes
Jeffrey Lenz	How can he enroll in self care portal?
	<p><i>7:27:36 PMAarush Aneja is sharing a file with you</i> <u>SelfCare Portal.pdf</u> - (Size:848.54 KB)</p> <p>As for the credentials, who assigns those to him?</p>
Aarush Aneja	These credentials are provided in the server provisioning email (Edited)
Jeffrey Lenz	Can you send that to Jeff
Aarush Aneja	Sure, May I confirm the email for Jeff is jeff.lenz@celticrestorationgroup.com
	Are we still connected here?
Jeffrey Lenz	yes it is
Aarush Aneja	We updated the new password and SOP file to the request user on the approval email ticket (Edited)
	The user can easily access the server now
	Is there anything else I may help you with ?
	Are we still connected here?
Jeffrey Lenz	Yes- was the new password emailed to him?
Aarush Aneja	Yes
Jeffrey Lenz	Thank you!
	That is all we needed
Aarush Aneja	Welcome
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

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 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/>)

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71202 Dixie Klusener

Email: dixie@dlkaccounting.net  14176823391

Department: Support(QB & App Hosting)

Operator: Dharmendra Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: REPUBLIC

State: Missouri

Country: UNITED STATES

Chat Transcript

Dixie Klusener

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Dixie Klusener

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Dixie Klusener

I'd like to report an Issue

Acebuddy

Please select an option!

Dixie Klusener

Other Issue

Acebuddy

Please specify the issue you are facing before I connect you to an available suppo

Dixie Klusener

I logged into my cloud account and tried to access my Microsoft Excel program. It unlicensed product and most features have been turned off. I do not understand t to my Office programs. I have deadlines.

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Dixie Klusener

Ticket ID: 617139 Issue: DLK Accounting LLC : Regular MS office replacement with noticed that you currently have an Office365 subscription (Microsoft 365 Apps for Licenses) with us. However, your server is configured with a regular Microsoft Office Pro Plus license. In order to resolve this issue, we will need to remove the regular Office Pro Plus license from your server today & install Office365. Once the office365 installed on the server, you can use their Office365 login ID & password to access the office applications. Please find the Office365 login details.

Anurag Sharma accepted the chat transfer request.

Anurag Sharma

Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be

Dixie Klusener

I received the above email this afternoon which must be in regards to the problem with the program.

Anurag Sharma

I deeply apologize for the inconvenience caused to you.

Kindly allow me two minutes to check the same.

This message has been deleted

Let me transfer you to a specialist who can better address your concern.

Anurag Sharma is transferring the chat to Dharmendra Kumar.

Dharmendra Kumar accepted the chat transfer request.

Dharmendra Kumar

Hello Dixie,

I will be assisting you further on this.

Dixie Klusener

OK.

Dharmendra Kumar

we have installed Office365 on the server. Earlier you had regular MS Office 2016

since you already have office365 subscription with us & you have been paying \$1 same.

Please find below the list of 2 Office365 login ID(s).

1. DixieK@dlkaccounting.onmicrosoft.com
2. JerryK@dlkaccounting.onmicrosoft.com

You can login with your account & Office applications will start working.

Dixie Klusener

How do I access the program? My shortcuts are deleted from the desktop screen.

Dharmendra Kumar

I will help you on that, please accept my remote request on the server screen.

Dixie Klusener

If it is a Microsoft Account that I login to I do not know how to login to it.

Dharmendra Kumar

I will guide you how to login in there.

sending you my remote request on the server screen.

please do close any confidential document you have open.

Dixie Klusener

I was just going to ask about the other office programs. You helped me very much

I mainly use Word and Excel on the cloud.

Dharmendra Kumar

this is done, now you have access of Word & Excel,

communication is going on server side.

Dixie, all the issues have been taken care of.

please let me know if there is anything else i may assist you with today.

Dixie Klusener

Thank you, Dharmendra, for helping me resolve the issues I was having with the N
have access to what I need. Your service was prompt and got me headed in the ri

I do not have any other questions at this time.

I really appreciate your help.

Dharmendra Kumar

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

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

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

Dixie Klusener has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71673 rlangford

Email: rlangford@roistrategies.net ☎ 14046102218

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: ALPHARETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

rlangford	Hello, I am your Acebuddy
Acebuddy	Hello Rlangford, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rlangford	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rlangford	I'd like to raise a Request
Acebuddy	Please select your request type.
rlangford	Change in Applications
Acebuddy	Please select your desired option!
rlangford	Application Addition
Acebuddy	Please select your Application
rlangford	Other Application
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.co registered email address and we will update you via email.
	<ul style="list-style-type: none">• Application name and version• Setup/Installer download link (if any)• Activation Code / License information• Any other info/guide needed to install the application.
	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?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70871 Griselda Hernandez

Email: info@pie-ventures.com  7244672058

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: IRVING

State: Texas

Country: UNITED STATES

Chat Transcript

Griselda Hernandez

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71161 Daniel Pearlman

Email: daniel.l.pearl@gmail.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: 30 Secs

City: DURHAM

State: North Carolina

Country: UNITED STATES

Chat Transcript

Daniel Pearlman	Hello, I am your Acebuddy
Acebuddy	Hello Daniel Pearlman, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Daniel Pearlman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniel Pearlman	I'd like to report an Issue
Acebuddy	Please select an option!
Daniel Pearlman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Daniel Pearlman	I need remote assistance downloading RDP on my mac and I do not know the PC name
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be as
Daniel Pearlman	Thank you. I am attempting to download an RDP on my mac for remote work but I
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your local computer?
Daniel Pearlman	yes
Manish Singh	https://assist.acecloudhosting.com/join/5482924259
	Prior providing the access, I would suggest you to close any important documents
Daniel Pearlman	ok I have joined
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.
	Is there anything else I may help you with ?
Daniel Pearlman	Thank you thats all
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback and smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from our system with a summary of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).
<p><i>Manish Singh has ended this chat session</i></p>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71419 Thomas P Maher

Email: taxmanharrisburgpa@gmail.com ☎ 17178362175

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: HARRISBURG

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Thomas P Maher	Hello, I am your Acebuddy
Acebuddy	Hello Thomas Maher, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Thomas P Maher	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Thomas P Maher	I'd like to raise a Request
Acebuddy	Please select your request type.
Thomas P Maher	Change in Applications
Acebuddy	Please select your desired option!
Thomas P Maher	Application Addition
Acebuddy	Please select your Application
Thomas P Maher	Other Application
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.co registered email address and we will update you via email. • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application.
	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?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70777 eduardocantore

Email: eduardocantore@hotmail.com ☎ 17877917090

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 16 Secs

City: ROSARIO

State: Buenos Aires

Country: ARGENTINA

Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
eduardocantore	Retrasar
Acebuddy	Please select an option!
eduardocantore	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
eduardocantore	Some users cannot use qbook
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you with your issue.
eduardocantore	Hi, Manish
Manish Singh	I will surely help you with this issue.
eduardocantore	Several user permissions have been changed and now some users cannot use qbook.
Manish Singh	Kindly allow me two minutes to check the same.
eduardocantore	o
	ok
Manish Singh	We are working on it.
eduardocantore	Ok, thanks
Manish Singh	Please just connect with any of the user 1 or 2 randomly to verify all the permissions as per the recent Excel sheet shared by you.
eduardocantore	ok, You may need to restart the server for the changes to take effect.
Manish Singh	No need kindly check.
eduardocantore	The problem continues in a user who has full access.
9:52:20 PM eduardocantore is sharing a file with you 1.jpg - (Size:491.48 KB)	
Manish Singh	We are checking it from the backend.
eduardocantore	o
	ok
Manish Singh	This will take around 15-20 mins.
eduardocantore	ok
Manish Singh	We will call you as the issue will be resolved.
	Is there anything else I may help you with ?
eduardocantore	Please send email. Thank you

	no, thank you
Manish Singh	Kindly provide us with your contact details.
eduardocantore	eduardocantore@hotmail.com
Manish Singh	Contact number please
eduardocantore	+5493413974897
Manish Singh	Thanks for the details.
	Is there anything else I may help you with ?
eduardocantore	No thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from 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 manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70073 Kevin T Taylor

Email: ktaylor@cthumanities.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MIDDLETOWN
State: Connecticut
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71503 steven
Email: steven@perrottatax.com **Phone:** 15164763084
Department: Support(QB & App Hosting)
Operator: Aarush Aneja
Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: BLOOMFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

steven	Hello, I am your Acebuddy
Acebuddy	Hello Steven Perrotta, 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	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
steven	Other Application
Acebuddy	To begin the installation process, please download the setup file from your application to your server desktop.
	Following this, kindly inform us of the completion of this task by sending an email support@acecloudhosting.com.
	Generally, application upgrades are completed during the night hours to avoid any do specify if you need the request processed at a specific time.
	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>Aarush Aneja accepted the chat transfer request.</i>
steven	i need adobe reader 64 bit to work with my software and im currently on reader 3
Aarush Aneja	We will surely assist you
steven	ok how can we get started with that
Aarush Aneja	We require re-installing the application which will take 1-2 hours of time (Edited)

steven	ok
Aarush Aneja	We may re-install the application or in the night hours
steven	ok do you have my info in order to do that?
Aarush Aneja	Kindly share all the details on support@acecloudhosting.com
steven	ok ill send an email now thank you
Aarush Aneja	Sure
	Welcome
	, (Edited)
	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 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 manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
	<i>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71378 David Weinstein

Email: david@davidweinsteincpa.com ☎ 19149071180

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 59 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available suppo
David Weinstein	My contractor tax.info can't log in, but I can
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
	Hello David.
David Weinstein	Hello, Tushar
	Taxinfo@davidweinsteincpa.com can't log into the VPS. I tested it on my pc and it
Tushar Pharswan	Kindly elaborate what is VPS is it a company file or a folder on your server.
	Is the user able to log into server now?
David Weinstein	The server...I'm DavidWein and she is Tax.Info
	there isn't a password issue because I can log into Tax.info
Tushar Pharswan	Okay so you are able to login what is the issue after that as per our previous chat the user profile was not accessible on a laptop correct ? (Edited)
David Weinstein	Tax.info (not me) can't log in . She says she gets a white screen
	Her PC needs to be altered
	I can send her a login file to download so you can remot in to her computer

	I'm fine it's her... Her name is Debra Zavatsky
Tushar Pharswan	As I could see on server the user session of Tax was in disconnected state, so I log ask her to try to login again and check if the white screen issue is still their or not.
David Weinstein	She is trying to log in now
Tushar Pharswan	We will do that but first kindly as her to try again to login to see if the issue is still
David Weinstein	She has to use task manager to end tasks
Tushar Pharswan	No, just ask her to try login.
David Weinstein	The screen is white when she logs in
Tushar Pharswan	Okay let's try to connect over a remote session on her system then.
David Weinstein	let me have the remote computer
Tushar Pharswan	Kindly provide me an email address or will you be able to share the link with her?
David Weinstein	yes: Taxinfo@davidweinsteincpa.com
	email her there
Tushar Pharswan	I have sent the link.
	Kindly ask her to Click on the link and open the downloaded file.
	We are connected now I will now fix the issue on her end.
	Its working now.
	Is there anything else I may help you with ?
David Weinstein	it is, can she login
Tushar Pharswan	Yes.
David Weinstein	she says it is working
	thank you.. your guys are the best
Tushar Pharswan	Thank you she is going to log off and try to log back in just to make sure everything is good just confirmed with her.
	Everything is good just confirmed with her.
	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 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 manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71039 shadpittam

Email: shadpittam@gmail.com  13082490982

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

shadpittam Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

shadpittam Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

shadpittam I'd like to raise a Request

Acebuddy Please select your request type.

shadpittam Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of technicians will connect with you for further assistance.

If you are facing any issue/problem with your server, Please select the appropriate

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

#71204 Brandy Pauls

Email: bauls@topelforman.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 57 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Brandy Pauls	Hello, I am your Acebuddy
Acebuddy	Hello Brandy Pauls, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brandy Pauls	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brandy Pauls	I'd like to report an Issue
Acebuddy	Please select an option!
Brandy Pauls	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support agent.
Brandy Pauls	I have a request number of 625942. I was having issues with google authenticator on my new phone, and I received the response that it was reset and I can use it on my new phone. When I try to log into ACE it just prompts me to use my email only.
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 happy to assist you.
	Hello Brandy
Brandy Pauls	hi!
Anurag Sharma	I will be surely assisting you with this. Kindly allow me two minutes to check the same.
Brandy Pauls	sure!
Anurag Sharma	Just to confirm, we are discussing about the issue for the user BrandyP@myrealdomain.com
Brandy Pauls	yes!
Anurag Sharma	Please check it now.
Brandy Pauls	still just giving me the option to get a verification code to my email account. I dont have the google authenticator option anymore.
Anurag Sharma	Okay
	Let me check it again.

This message has been deleted

Brandy as I can check everything is perfect from the backend. You just need to enable Selfcare. Then the issue will be resolved.

<https://selfcare.acecloudhosting.com/authorization.do>

Brandy Pauls thank you!

Anurag Sharma This is the link which you can use to enroll yourself on Selfcare.

Is there anything else I may help you with ?

Brandy Pauls that should be it! thank you

Anurag Sharma I would greatly appreciate if you could spare a minute to give your valuable feedback in the 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 our system with a summary of the conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manager can review it. 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 website (<https://selfcare.acecloudhosting.com>).

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71363 Bonnie Crabtree

Email: bonnie@crabtreebookkeeping.com **Phone:** 12095526490

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 35 Secs

City: YUBA CITY

State: California

Country: UNITED STATES

Chat Transcript

Bonnie Crabtree	Hello, I am your Acebuddy
Acebuddy	Hello Bonnie Crabtree, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bonnie Crabtree	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bonnie Crabtree	I'd like to report an Issue
Acebuddy	Please select an option!
Bonnie Crabtree	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available suppo
Bonnie Crabtree	OneDrive will not login
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
	Hello Bonnie, How are you doing today ?
Bonnie Crabtree	My remote computer will not login into OneDrive
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
Bonnie Crabtree	This has happened before.
Rohan Prajapati	Bonnie, Please allow me some time, I'm checking the same.
	May I take the remote access of your server?
Bonnie Crabtree	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents
Bonnie Crabtree	I cannot resync anything. I do not have the time.

	<p>Let's be careful</p>
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, you can resync and give your confirmation on this chat.
Bonnie Crabtree	I understand. Just DO NOT cause me to have to resync. It can be resolved otherwise.
Rohan Prajapati	Bonnie, I do understand your Concern. Kindly show me the issue once.
Bonnie Crabtree	It's not logging in
Rohan Prajapati	May i sign out you from the server once and you can login back to check if that resolves the issue.
Bonnie Crabtree	sure
Rohan Prajapati	Please login back
	Bonnie, Please login back
	Are we still connected here?
Bonnie Crabtree	Sorry.
	Logging back in
Rohan Prajapati	No Problem Bonnie.
	It seems to be good now right ?
Bonnie Crabtree	Thank you
Rohan Prajapati	Is there anything else I may help you with ?
Bonnie Crabtree	That's it. Now I can get back to work. I've been sick and I am way behind.
	Have a nice evening
Rohan Prajapati	I'm glad that I was able to fix your issue
	Thanks for the confirmation !
	I would request you to please give your Valuable feedback after ending the 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 our system with a summary of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71196 mmeier

Email: mmeier@eclcofnj.org

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: PISCATAWAY

State: New Jersey

Country: UNITED STATES

Chat Transcript

mmeier	Hello, I am your Acebuddy
Acebuddy	Hello Mmeier, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mmeier	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mmeier	I'd like to report an Issue
Acebuddy	Please select an option!
mmeier	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
mmeier	Ticket ID: 623270
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma

Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be

Hello

mmeier

Hi!

This is Michael

Anurag Sharma

Kindly allow me two minutes to check the same.

Thank you for your patience.

I would like to inform you that our agent is currently working on this application re

We will revert back to you once it is completed.

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 (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

#70878 jackhung

Email: jackhung@jonaglobal.com ☎ 16265893869

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: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

jackhung	Hello, I am your Acebuddy
Acebuddy	Hello Jackhung, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
jackhung	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jackhung	I'd like to raise a Request
Acebuddy	Please select your request type.
jackhung	Change in Applications
Acebuddy	Please select your desired option!
jackhung	Application Addition
Acebuddy	Please select your Application
jackhung	Other Application
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.co registered email address and we will update you via email. <ul style="list-style-type: none">• Application name and version• Setup/Installer download link (if any)• Activation Code / License information• Any other info/guide needed to install the application.
	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?
	As we haven't got any response from your end, We are closing this chat. If you still Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70407 Robert Zeigen

Email: rzeigen@szcpa.tax ☎ 15613920620

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Robert Zeigen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Robert Zeigen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Robert Zeigen I'd like to raise a Request

Acebuddy Please select your request type.

Robert Zeigen Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of technicians will connect with you for further assistance.

If you are facing any issue/problem with your server, Please select the appropriate

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70110 Elaine Alford

Email: elaine.alford@squyres.cpa

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 12 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Elaine Alford Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Welcome to Ace Support.

Please chose an option :

Elaine Alford Technical Support (QB & App Hosting)

I'd like to report an Issue

Acebuddy Please select an option!

Elaine Alford QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Elaine Alford QuickBooks Update

Acebuddy Quickbooks update related alerts can be caused due to various reasons. Although application updates at the backend and apply the necessary patches as and when 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 with support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.

Do you need any further assistance on the topic?

Elaine Alford

Yes

Acebuddy

Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Elaine Alford

613454

Shubham Kataria

Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be happy to assist you with your issue.

Kindly allow me two minutes to check the same.

*8:43:34 PM Elaine Alford is sharing a file with you
[image.png](#) - (Size: 18.0 KB)*

I deeply apologize for the inconvenience caused to you.

I have checked the ticket and found that your QB has already been updated. However, you are encountering the same error. Kindly allow me two more minutes to check QB on the server.

Elaine Alford

thank you

Shubham Kataria

You're welcome

I have checked QuickBooks and found that it is already updated, with no major problems.

Elaine Alford

but it didn't all install

Shubham Kataria

The error you're encountering may be due to some minor updates. To resolve this, we can schedule the update for the night hours. I apologize for the inconvenience in advance.

Elaine Alford

can we do it now? i diverted bookkeepers yesterday and i don't want to lose another day waiting on this

we'll have to force the whole firm to log out temporarily i understand

Shubham Kataria

Yes, we can schedule the update right now. Could you please ask the users to log off and initiate the update

Elaine Alford

i'm going to lose this chat...how do i get you back?

Shubham Kataria

If you allow, I can start working on it and proactively inform you via email once the update is completed. However, please note that in order to update QuickBooks, we will need to disconnect from the server for approximately 20 minutes.

Elaine Alford

understood

i've sent out a message to all to logoff

Shubham Kataria

Thank you for your understanding and patience. I will initiate the update once all users are off.

Elaine Alford

who is still on?

8:59:19 PM Shubham Kataria is sharing a file with you

[image.png](#) - (Size:17.46 KB)

multiple users still logged in

Shubham Kataria

Still two users are logged in

Are we still connected here?

Are we still connected here?

As there are disconnecting from the chat , we are ending the chat now. You may recall us at (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70172 asajwani

Email: asajwani@gmail.com ☎ 416-319-6811

Department: Support(QB & App Hosting)

Operator: Gaurav kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Secs

City: THORNHILL

State: Ontario

Country: CANADA

Chat Transcript

asajwani

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
asajwani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
asajwani	I'd like to report an Issue
Acebuddy	Please select an option!
asajwani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
asajwani	unable to rdp
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar accepted the chat transfer request.</i>
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.
	Hello Ahmed.
asajwani	Hi Gaurav
	can you please reboot machine as unable to rdp on ras1.myrealdatalabs.com
	i rdp but it is waiting for 5 mins on "Please wait"
Gaurav Kumar	I will surely help you with this issue.
	Ahmed as I can check the server is running, fine.
	May I take the remote access of your local computer and check the issue from your end?
asajwani	sure
Gaurav Kumar	Prior providing the access, I would suggest you to close any important documents.
asajwani	sure
Gaurav Kumar	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6162387663
	We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.
	Is there anything else I may help you with ?
asajwani	Thank you
Gaurav Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us containing a summary of the conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manager: working. I will appreciate that. or you may send your feedback at quality@aceclou Thanks!

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

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

asajwani really appreciated your help

Gaurav Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71741 Wendy Delamater

Email: accounting@royalgraniteandmarble.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: SALISBURY

State: Maryland

Country: UNITED STATES

Chat Transcript

Wendy Delamater Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Wendy Delamater Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
Wendy Delamater	I'd like to report an Issue
Acebuddy	Please select an option!
Wendy Delamater	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available suppo
Wendy Delamater	Ticket ID: 631705
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 b today.
Wendy Delamater	Cool the Uniprint file will not download on my computer
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and i
Wendy Delamater	AAPS2
Shubham Kataria	Thank you
	Kindly confirm if you would like to install uni print client on your local computer
Wendy Delamater	yes
Shubham Kataria	Okay, I will surely assist you
	May I take the remote access of your local computer?
Wendy Delamater	I had to purchase a new computer and it is giving me error message
Shubham Kataria	No problem, I will help you for this
	May I take the remote access of your local computer to install uniprint
Wendy Delamater	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents
	https://assist.acecloudhosting.com/join/7712458684
	Kindly join this link after closing important documents at your end
	Thank you for your patience
	As per our remote conversation, your issue has been resolved
	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 (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70176 team

Email: team@infiniteaccountants.com  2125440001

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

team Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

team Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

team I'd like to report an Issue

Acebuddy Please select an option!

team QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

allen cruz has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70104 Keyvette Oliver

Email: koliver@atabss.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: 6 Secs

City: FT WASHINGTON

State: Maryland

Country: UNITED STATES

Chat Transcript

Keyvette Oliver Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Keyvette Oliver Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Keyvette Oliver I'd like to raise a Request

Acebuddy Please select your request type.

Keyvette Oliver Change in Users

Acebuddy Please select your desired option!

Keyvette Oliver User Removal

Acebuddy	Kindly email us the username that needs to be deleted to support@acecloudhosting.com and we'll update you once the request has been processed.
	Do you need any further assistance on the topic?
Keyvette Oliver	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be happy to assist you.
Keyvette Oliver	Good Morning
Tushar Pharswan	Good morning
Keyvette Oliver	We have a recently terminated employee who saved documents on her ACE cloud account. Is there any way for us to retrieve those documents?
Tushar Pharswan	I will have to check that.
	Kindly help me with your server name and user name?
Keyvette Oliver	username: keyvette.o@myrealdata.net Server: ABSSInc.myrealdata.net
	is that what you're asking for?
Tushar Pharswan	Yes
Keyvette Oliver	great
	ABSSInc.myrealdata.net
	sorry, forgot an S
Tushar Pharswan	May I know the username whose document you want to get.
Keyvette Oliver	it's for Nina Esoda, is there a way I can confirm her user name?
	one sec
Tushar Pharswan	NinaEs
	I found one user with this name.
Keyvette Oliver	yes, that's her
Tushar Pharswan	We can share her whole profile data but as per our policy's we will need an email id from her. Can he send an email to rhenderson@abssolutionsinc.com to support@acecloudhosting.com
Keyvette Oliver	ok perfect, should he just send an email requesting her profile data?
Tushar Pharswan	Yes
	Is there anything else I may help you with ?
Keyvette Oliver	that's all, thank you!
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback.

smileys at the end of this chat.

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 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 manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
Thanks!

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71650 Fenil Shah

Email: tax@sktaxaddison.com  8473508121

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Fenil Shah

Managed IT

Acebuddy

Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Suneetha Barre accepted the chat transfer request.

Suneetha Barre

Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assistir may i help you?

Fenil Shah

So this is my new rdp , i want all my data to be on this rdp too asap

?

Suneetha Barre

Hi Sanghavi

I will surely assist you on this

Kindly confirm your business name

Fenil Shah

So this is my new rdp , i want all my data to be on this rdp too asap

Sk Tax Addison

Suneetha Barre

Thank you for sharing details with us

Fenil Shah

Yes

Suneetha Barre

Kindly allow me to transfer this chat to concern team

Fenil Shah

okay

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

Aarush Aneja accepted the chat transfer request.

Aarush Aneja

Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be as

Fenil Shah

So this is my new rdp , i want all my data to be on this rdp too asap

Aarush Aneja

Hello Het

Fenil Shah

as it is there on other rdps

hello Aarush

Aarush Aneja

We will surely assist you

Fenil Shah

Sure

Aarush Aneja

I will be surely assisting you with this. Kindly help me with your new user name or

Fenil Shah

Its Sktax addison 8

Aarush Aneja

Thank you for the details. Kindly provide 2-3 minutes to check this further

Fenil Shah

Yeah sure

Aarush Aneja

May I take the remote access of your server? (Edited)

Fenil Shah

	YEs sure
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents
Fenil Shah	ok
Aarush Aneja	https://assist.acecloudhosting.com/join/7802032173
	Kindly paste this link in the browser of local computer and join the session.
Fenil Shah	sure
Aarush Aneja	https://assist.acecloudhosting.com/join/7892778525
	Kindly open this new remote link for the remote connection
Fenil Shah	done
	relogged in the server'
Aarush Aneja	ok, try connecting on to the drive now
Fenil Shah	showing you do not have the permission to access the file
Aarush Aneja	We will surely assist you
Fenil Shah	yeah sure
Aarush Aneja	https://assist.acecloudhosting.com/join/7892778525
	We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.
	We are connected back
	We checked and found that the drive require elevated permissions.
	Our escalation team will work and email you or call you to fully setup the drive. We can also assist you over the phone at +91 9694494006 in case it is required
	Het, Is there anything else I may help you with ?
	Are we still connected here?
	We checked and found you disconnected the chats session. We are also disconnected from the remote session.
	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 our system with a summary of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70813 fazrin.firous

Email: fazrin.firous@mgvinc.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

fazrin.firous Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

fazrin.firous Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

fazrin.firous I'd like to report an Issue

Acebuddy Please select an option!

fazrin.firous QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

fazrin.firous

QuickBooks Login Issue

Acebuddy

I understand that you are unable to login to your QuickBooks company file. The fo help you with resolving the issue

Was that helpful?

fazrin.firous

No

Acebuddy

No issues, please wait while I connect you to one our support engineers who'd ass

Acebuddy (bot) forwarded the chat request

fazrin.firous

CID73814

Manish Singh accepted the chat transfer request.

2:14:06 AMfazrin.firous is sharing a file with you

[image.png](#) - (Size:6.66 KB)

Manish Singh

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

fazrin.firous

Hi Manish, I cannot log into qb. it says iam logged in already

Manish Singh

I will surely help you with this issue.

fazrin.firous

appreciate it

Manish Singh

Kindly allow me two minutes to check the same.

Okay, Is this the first time you are facing this issue and is the issue faced by other

fazrin.firous

not others.

yes, this is the 1st time

just me

Manish Singh

Kindly try to access now.

fazrin.firous

sounds good, hang on a sec

Perfet

worked Manish!

Manish Singh

Is there anything else I may help you with ?

fazrin.firous

all is good for now sir!

Manish Singh

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70453 Jocelyn

Email: jjsaccounting@gmail.com **Phone:** 12087095347

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: 17 Secs

City: BLACKFOOT

State: Idaho

Country: UNITED STATES

Chat Transcript

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

Please select an option!

Jocelyn

QuickBooks Issue

Acebuddy

What type of QuickBooks Issue are you facing?

Jocelyn

Other QB related issue

Acebuddy

Please specify the issue you are facing before I connect you to an available support representative.

Jocelyn

Can't access payroll forms, it says it's loading, then it quits and QB shuts down

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan

Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you with your issue.

Jocelyn

Good afternoon

Tushar Pharswan

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

Jocelyn

myrealdata

JocelynJ.NPRE1

Tushar Pharswan

Kindly allow me two minutes to check the same.

Jocelyn

OK

Tushar Pharswan

Thank you for waiting.

We will have to update the payroll at our end we will schedule the payroll update for you.

Is there anything else I may help you with ?

Jocelyn

I thought that was already done. I'm still getting the Critical Update waiting when I click on File Forms.

Tushar Pharswan

Okay the issue is different then.

Kindly allow me two minutes to check the critical update error.

Jocelyn

But when I click on File Forms, that's when it tries to load the payroll forms and kicks off the critical update.

Tushar Pharswan

May I take the remote access of your local computer?

Jocelyn

Yes

Tushar Pharswan

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

Jocelyn

Done

This is doing this for everyone one of my clients company data files.

Tushar Pharswan

Let's see once we connect to remote session.

<https://assist.acecloudhosting.com/join/3592438474>

Kindly Click on the link and open the downloaded file.

Jocelyn

Are you connected?

Tushar Pharswan	No
Jocelyn	When I click on the download it says that Zoho is running
Tushar Pharswan	can you share the screenshot of your screen.
Jocelyn	When I click to allow it to use my computer nothing happens. What do you want me to do?
Tushar Pharswan	are you logged in to server?
Jocelyn	yes
Tushar Pharswan	I will share the prompt kindly accept that.
Jocelyn	ok
Tushar Pharswan	Kindly close the QuickBooks and try to start over.
Jocelyn	I accepted it, are you in?
	Do you want me to click on process payroll forms
Tushar Pharswan	yes, so that I can observe what the issue is.
Jocelyn	When I click on don't send, it closes QB
Tushar Pharswan	It seems QuickBooks has released the new update, and we will have to run the update. Since you are on a shared server, we cannot do the update right now and this will take several hours.
Jocelyn	Ok
Tushar Pharswan	Rest assured we will make sure your issue is resolved.
	Is there anything else I may help you with ?
Jocelyn	No
Tushar Pharswan	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 our support team, 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 manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
<i>Tushar Pharswan has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70690 dritz

Email: dritz@saratogaconstruction.net  5185870100

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: 3 Secs

City: SARATOGA SPRINGS

State: New York

Country: UNITED STATES

Chat Transcript

dritz	Hello, I am your Acebuddy
Acebuddy	Hello Dritz, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
dritz	Technical Support (QB & App Hosting)
Acebuddy Welcome to Ace Support.	
Please chose an option :	
dritz	I'd like to report an Issue
Acebuddy	Please select an option!
dritz	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
dritz	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBoc
Was that helpful?	

dritz	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd ass
<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 as
dritz	please end my frozen session. DebbieR.q14 from Saratoga Construction
Manish Singh	I will surely help you with this issue.
Okay, Is this the first time you are facing this issue and is the issue faced by other	
dritz	yes
Manish Singh	Which user is facing this issue?
Other than your.	
dritz	DebbieR.q14
Manish Singh	Kindly check now.
We have made the required changes.	
When was the last time you had this issue?	
dritz	I do not remeber, all set now, thanks
Manish Singh	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 (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 -----

#71259 duane

Email: duane@cartercpatax.com **Phone:** 19703907348

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: NORTH MYRTLE BEACH

State: North Carolina

Country: UNITED STATES

Chat Transcript

duane	Hello, I am your Acebuddy
Acebuddy	Hello S Duane Carter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
duane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
duane	I'd like to report an Issue
Acebuddy	Please select an option!
duane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
duane	same issue Ticket ID: 627053 Issue: ATX Payroll 2024 install update incomplete
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 happy to assist you.
	Kindly allow me two minutes to check the same.
duane	sure
Tushar Pharswan	Thank you for waiting as I can see on the ticket it was updated.
duane	it still is not updated, all the person did was restart the server-do you have update individually? My server is cartercpatax1.myrealdatal.net
	I can send you a screenshot that states "Installshield Wizard Did Not Complete"

Tushar Pharswan	Yes, in each server it requires update.
duane	ok, please update cartercpatax1.myrealdatal.net and cartercpatax3.myrealdatal.net
Tushar Pharswan	We will update the rest of the server and let you over the email once its complete
	Is there anything else I may help you with ?
duane	that's it for now, thanks
Tushar Pharswan	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 our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70389 rosa.galvan

Email: rosa.galvan@wildcatpowergen.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: 12 Secs

City: MAYETTA

State: Kansas

Country: UNITED STATES

Chat Transcript

rosa.galvan	Hello, I am your Acebuddy
Acebuddy	Hello Rosa Galvan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rosa.galvan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rosa.galvan	I'd like to report an Issue
Acebuddy	Please select an option!
rosa.galvan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
rosa.galvan	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although application updates at the backend and apply the necessary patches as and when 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 with support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.
	Do you need any further assistance on the topic?
rosa.galvan	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be happy to help you with your issue.
rosa.galvan	ok
	We requested that the update to be completed during non office hours. We got confirmation from the vendor that they would cancel the QB update and yet we still can't access it
	<i>10:20:52 PMrosa.galvan is sharing a file with you 1_image.png - (Size:50.85 KB)</i>
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the ticket 617648.
rosa.galvan	thank you
Tushar Pharswan	Thank you for waiting as I can see the update was first on 1st Jan after which there were some issues.

	update we will update it again.
rosa.galvan	we requested that it to be done during non working hours
	I've been unable to work all morning
Tushar Pharswan	We can update it right away but for that all users must be logged out.
rosa.galvan	they are\
Tushar Pharswan	Okay I will update it right now.
	Currently critical fixes are running.
rosa.galvan	ok
	how much longer
Tushar Pharswan	Its updated.
	I have just rebooted the server.
rosa.galvan	so i van log in now
Tushar Pharswan	So that everything works fine.
rosa.galvan	can
Tushar Pharswan	Kindly login now server is rebooted successfully.
	<i>10:59:07 PMrosa.galvan is sharing a file with you 1_image.png - (Size:35.9 KB)</i>
	Kindly wait as it is finalizing the update.
	<i>10:59:20 PMTushar Pharswan is sharing a file with you image.png - (Size:7.12 KB)</i>
rosa.galvan	won't log in
	<i>11:01:00 PMTushar Pharswan is sharing a file with you image.png - (Size:18.2 KB)</i>
Tushar Pharswan	Kindly log back in QuickBooks is updated.
rosa.galvan	Family1224!
	ok I am in
	thank you
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
rosa.galvan	no thank ou
	you
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
rosa.galvan	I apprecite the assistance

Tushar Pharswan

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70501 Scott

Email: scott@preservationwc.com  8594967350

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Sec

City: FLORENCE

State: Kentucky

Country: UNITED STATES

Chat Transcript

Scott Hello, I am your Acebuddy

Acebuddy Hello Scott, 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 report an Issue
Acebuddy	Please select an option!
Scott	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Scott	Getting a message that the Remote Desktop Gateway server's certificate has expired
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 happy to assist you with your issue.
	Are we still connected here?
Scott	yes
Anurag Sharma	Thanks for the confirmation !
	I will be surely assisting you with this. Kindly help me with your server name and issue details.
Scott	PWCLLC1.myrealdata.net
	StephenSH
Anurag Sharma	Thanks for the confirmation !
	Please try to login back to the server now.
	I have fixed the issue from the backend. It should be resolved now.
	Please confirm if the issue is now resolved.
Scott	I was able to login. Could you also make sure my two other servers are okay?
Anurag Sharma	Yes, I have fixed the issue for all. You will just need to log off and login back if you are still facing issues.
Scott	Okay. Thank you.
Anurag Sharma	Is there anything else I may help you with ?
Scott	No. All good. Have a great day!
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	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 our system, 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 manager can review it. I am working on improving our service. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com

Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71156 Alan

Email: tiffanyh_rcm@myrealdata.net

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: LA PORTE

State: Texas

Country: UNITED STATES

Chat Transcript

Alan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Alan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Alan I'd like to report an Issue

Acebuddy

	Please select an option!
Alan	Password Reset
Acebuddy	Please select an option below
Alan	Restart
Acebuddy	Hello Alan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alan	I'd like to raise a Request
Acebuddy	Please select your request type.
Alan	Password Reset
Acebuddy	Please select an option below
Alan	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the user name 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 Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71256 Raymond Crump

Email: ray@raycrumpcpa.com  8045982500

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: GLEN ALLEN

State: Virginia

Country: UNITED STATES

Chat Transcript

Raymond Crump	Hello, I am your Acebuddy
Acebuddy	Hello Ray Crump, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Raymond Crump	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raymond Crump	I'd like to report an Issue
Acebuddy	Please select an option!
Raymond Crump	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support agent
Raymond Crump	password reset
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 happy to assist you.
	Hello Ray
Raymond Crump	heloo
	hello
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and IP address.
Raymond Crump	RWCCP1
	I am raymond Crump; trying to get SUSAN logged in. so i need a password reset on my account
Anurag Sharma	Okay
	After this chat. I will send you an email. You can just revert back to that email with the primary contact so that I can proceed with this request.
	Is there anything else I may help you with ?

Raymond Crump	thanks for you rhel
	help
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	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 our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71427 assembly

Email: assembly@rortax.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 41 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

assembly	Hello, I am your Acebuddy
Acebuddy	Hello Ezra Dilger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
assembly	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sushant accepted the chat transfer request.</i>
Sushant	Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting How may I help you
assembly	Hello! Lacerte 24 needs an update, so we need help facilitating that
Sushant	May I know your company name please?
assembly	ROR Tax Professionals
Sushant	Please wait while we connect you to concern team.
	<i>Sushant is transferring the chat to Support(QB & App Hosting).</i>
assembly	Ok
	<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
assembly	Hello!
Sharath Kumar	I am logging into the server to update the application. Please bear with me for a moment
assembly	Ok!
Sharath Kumar	I see Brad and Larry are on the server and currently using the Lacerte 24
assembly	I will make sure they log off
Sharath Kumar	I will need them to sign off in order to update the application
	Thank you
assembly	they are logging off now
	They should be out now
Sharath Kumar	yes, they are, I have just started the update
assembly	thank you!
Sharath Kumar	update completed 25% so far
	I will keep you posted once the update is fully downloaded and installed

assembly	thanks!
Sharath Kumar	Alright, the application has been successfully updated
	you may sign in now and access it. Let me know if you require any further assistance.
assembly	I think that should do it. Thank you!
Sharath Kumar	My pleasure.
	You may end this chat now. Once you end this chat, you will receive an email from our system with a summary of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. 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 Self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
	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

#71479 Deanna Logoteta

Email: dlogoteta@awakenjustice.org ☎ 7752196737

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Deanna Logoteta	Hello, I am your Acebuddy
Acebuddy	Hello Deanna Logoteta, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Deanna Logoteta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Deanna Logoteta	I'd like to report an Issue
Acebuddy	Please select an option!
Deanna Logoteta	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Deanna Logoteta	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
	<i>6:18:11 AM Deanna Logoteta is sharing a file with you image.png - (Size:362.19 KB)</i>
	<i>This is the screen that is not allowing me to move forward</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Deanna Logoteta	When I'm trying to efile our 1099's through Qbks and their 3rd party provider, the
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be happy to help you with your issue.
	Hello Deanna
Deanna Logoteta	Hello Shashwat
Shashwat Verma	I will surely help you with this issue.
Deanna Logoteta	thank you
Shashwat Verma	Kindly allow me two minutes to check the same.
	Kindly check now.
Deanna Logoteta	ok trying now
Shashwat Verma	Okay
Deanna Logoteta	thank you that worked
Shashwat Verma	Great

	Is there anything else I may help you with ?
Deanna Logoteta	no, thank you
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from our system with a summary of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I am working on a few other tickets right now. 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>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71676 Ezra Dilger

Email: reception@rortax.com  7633189052

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: 57 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Ezra Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Ezra Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ezra Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Ezra Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support agent.
Ezra Dilger	When logged in, we are receiving a black screen instead of a regular desktop
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Ezra Dilger	Thank you
Sharath Kumar	Let me help you with your issue, what is the server's name that you are logged into?
Ezra Dilger	RORTax
Sharath Kumar	allow me a moment to sign into the server
Ezra Dilger	ok
Sharath Kumar	reception.ror, is that the user account you are signed in with?
Ezra Dilger	yes
Sharath Kumar	I have signed you out of the server. could you please try signing back in and let me know if it is accessible or not.
Ezra Dilger	That worked, thank you
Sharath Kumar	could you let me know if you just close the remote session from the top bar or do you need to click the icon on the desktop
Ezra Dilger	close from the top bar
Sharath Kumar	So that could be the issue, when you have to end the remote connection to the session you need to click the log off option. I understand you couldn't do it this time since there were no icons on the desktop.
	but in the future please do that
Ezra Dilger	Ok, will do. thank you
Sharath Kumar	Is there anything else I may help you with ?

Ezra Dilger

Not at this time, thank you

Sharath Kumar

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

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

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

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

#70410 Chris

Email: marketingphenom@gmail.com **Phone:** 8017060309

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: LEHI

State: Utah

Country: UNITED STATES

Chat Transcript

Chris

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?	
Chris	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris	I'd like to raise a Request
Acebuddy	Please select your request type.
Chris	Other Request
Acebuddy	Please drop an email to support@aceclouddhosting.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 category below :
	As we haven't got any response from your end, We are closing this chat. If you require further assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

