

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jan, 1:03:40 AM

#71115 Bookkeeping
Email: bookkeeping@atysolutions.com 📞 (605) 951-7987
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 48 Secs
City: SIOUX FALLS
State: South Dakota
Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 55 Secs

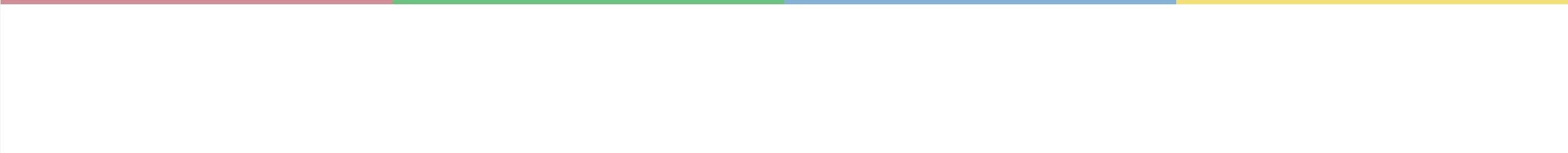
Bookkeeping	Hello, I am your Acebuddy	22 Jan, 1:03:41 AM
Acebuddy	Hello John Balleweg, I'm your Ace Buddy. I'll be happy to assist you!	1:03:43 AM
	Whom Would You Like to Connect With?	1:03:43 AM
Bookkeeping	Technical Support (QB & App Hosting)	1:03:53 AM
Acebuddy	Welcome to Ace Support.	1:03:53 AM
	Please chose an option :	1:03:53 AM
Bookkeeping	I'd like to report an Issue	1:04:04 AM
Acebuddy	Please select an option!	1:04:04 AM
Bookkeeping	Other Issue	1:04:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:04:08 AM
Bookkeeping	Need help getting logged into Microsoft 365	1:04:25 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:04:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:04:26 AM
	<i>Gaurava Tyagi declined the transfer request.</i>	1:04:41 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	1:04:41 AM

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1:04:53 AM
	Hello John, could you please help me with your company name	1:05:20 AM
Bookkeeping	Accountable To You, Inc	1:05:37 AM
	This is in regards of the Xfreight server	1:05:45 AM
Sharath Kumar	allow me a moment	1:06:02 AM
Bookkeeping	I am in the Xfreight #7 server. I use to be able to use Excel but now it wants me to set up a microsoft account. I reached out previously with ticket# 5999553 and received some emails and passwords but I was still not able to get into the microsoft account so I can use Excel on the server	1:08:08 AM
Sharath Kumar	Understood	1:08:51 AM
Bookkeeping	I also received an email saying I need to use the portal and I could not get that to work. That ticket number was #617003	1:08:58 AM
Sharath Kumar	let me quickly check that ticket too	1:09:47 AM
Bookkeeping	Thank you	1:09:57 AM
Sharath Kumar	John, what is the email address that you are using to sign into O365?	1:10:40 AM
Bookkeeping	The email for O365 on the server or outside of the server?	1:11:15 AM
	<i>1:12:52 AMBookkeeping is sharing a file with you</i> <i>image.png - (Size:59.83 KB)</i>	1:12:52 AM
	<i>I received these emails and passwords but I could not get them to work. I can't use them outside of the</i>	
Sharath Kumar	on the server, I see you are leasing a few from us	1:12:53 AM
Bookkeeping	I use server "Xfreight#7"	1:13:16 AM
	All of the emails listed on the photo i sent are employees of the company I do the bookkeeping for. I would assume I would need to use the Admin email or a different email?	1:14:16 AM
	<i>1:15:03 AMBookkeeping is sharing a file with you</i> <i>image.png - (Size:139.16 KB)</i>	1:15:03 AM
	<i>This is what pops up when I try to open excel on the server</i>	
Sharath Kumar	Okay	1:15:17 AM
	Click on the sign in option and try signing in with the Admin credentials	1:15:38 AM
	<i>1:16:28 AMBookkeeping is sharing a file with you</i> <i>image.png - (Size:13.58 KB)</i>	1:16:28 AM
	<i>This is the error</i>	
	John, let me quickly sing into the server and see if the applications are properly setup	1:19:00 AM
	are other also facing this same issue?	1:19:08 AM
Bookkeeping	They have not mentioned that they have had a problem but they are aware I have the problem. Our ATY servers have been working just fine for Excel. I use to be able to use excel on this server until January this year	1:20:07 AM
Sharath Kumar	John, am having some trouble signing into the server	1:24:50 AM

	Please bear with me	1:24:53 AM
Bookkeeping	Okay	1:25:14 AM
Sharath Kumar	have you tried other applications, such as MS Word	1:29:51 AM
	does that also comes up with the same error?	1:30:08 AM
Bookkeeping	I receive the same error	1:30:18 AM
Sharath Kumar	I am checking with the O365 team now	1:32:23 AM
	checking to see if the admin account has appropriate permissions	1:32:43 AM
Bookkeeping	Sounds good	1:33:36 AM
Sharath Kumar	John, may I have someone call you back today to look into your issue.	1:38:20 AM
Bookkeeping	Yes they can at 605-988-8610 or email me at John@atysolutions.com	1:39:18 AM
Sharath Kumar	and what would be an appropriate time to reach you?	1:39:42 AM
Bookkeeping	Any time before 4PM Central time. If not, I will be available between 8AM-4PM central time tomorrow	1:41:03 AM
Sharath Kumar	noted! I will have someone try for today, otherwise definitely tomorrow. Incase, I can figure out the issue, I will keep you posted on the email	1:42:42 AM
Bookkeeping	Thank you!	1:43:10 AM
Sharath Kumar	anything else that I may assist you with, sir	1:43:41 AM
Bookkeeping	Nope, just the excel issue	1:44:07 AM
Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:45:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:45:18 AM

John Balleweg has ended this chat session

1:47:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jan, 8:02:07 PM

#70963 Raymond Crump

Email: ray@raycrumpcpa.com ☎ 8045982500

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: GLEN ALLEN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Months 6 Days

Raymond Crump	Hello, I am your Acebuddy	18 Jan, 8:02:08 PM
Acebuddy	Hello Raymond Crump, I'm your Ace Buddy. I'll be happy to assist you!	8:02:10 PM
	Whom Would You Like to Connect With?	8:02:10 PM
Raymond Crump	Technical Support (QB & App Hosting)	8:02:13 PM
Acebuddy	Welcome to Ace Support.	8:02:13 PM
	Please chose an option :	8:02:13 PM
Raymond Crump	I'd like to report an Issue	8:02:19 PM
Acebuddy	Please select an option!	8:02:19 PM
Raymond Crump	Other Issue	8:02:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:02:22 PM
Raymond Crump	server down	8:02:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:02:30 PM
	Acebuddy (bot) forwarded the chat request	8:02:30 PM
	Vignesh Arul has not responded for the transfer request.	8:04:31 PM
	Chat request was not picked up by the operators	8:04:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 10:59:05 PM

#70792 info
Email: info@brkimcpa.com 📞 9729724930
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: 7 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 53 Secs

info	Hello, I am your Acebuddy	15 Jan, 10:59:06 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	10:59:06 PM
	Whom Would You Like to Connect With?	10:59:06 PM
info	Technical Support (QB & App Hosting)	10:59:19 PM
Acebuddy	Welcome to Ace Support.	10:59:19 PM
	Please chose an option :	10:59:19 PM
info	I'd like to report an Issue	10:59:24 PM
Acebuddy	Please select an option!	10:59:24 PM
info	Other Issue	10:59:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:59:27 PM
info	i can't print it out	10:59:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:59:35 PM
	Acebuddy (bot) forwarded the chat request	10:59:35 PM

info	I keep having same issue.	11:00:06 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:00:06 PM
	it bothers me a lot.	11:00:10 PM
	i can print out out of server, but I can't print it out in the server	11:00:31 PM
Tushar Pharswan	Have you initiated a second chat?	11:00:54 PM
info	no. but I contacted with cloud in the morning, too	11:01:13 PM
Tushar Pharswan	I just have another chat session with the same email and username let me transfer this chat.	11:03:21 PM
	<i>Tushar Pharswan is transferring the chat to Anurag Sharma.</i>	11:03:32 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:04:12 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:04:14 PM
info	I can't print it out	11:04:24 PM
	this issue keeps occurring	11:04:38 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:05:37 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:05:59 PM
info	Bongryong.myrealddata.net. User name : Donna_BK	11:06:19 PM
Anurag Sharma	Thanks for the confirmation !	11:07:15 PM
	Kindly allow me 3-4 minutes to check the same.	11:07:27 PM
info	okay	11:11:45 PM
Anurag Sharma	Please stay connected. I am working on your issue.	11:13:36 PM
info	okay.	11:15:29 PM
Anurag Sharma	May I take the remote access of your local computer?	11:16:00 PM
info	yes	11:16:20 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	11:16:30 PM
info	okay	11:16:37 PM
Anurag Sharma	https://assist.acecloudhosting.com/join/9932897353	11:16:47 PM
	Kindly paste this link in the browser of local computer and join the session.	11:16:52 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:20:19 PM
info	do we connect?	11:31:46 PM
Anurag Sharma	As discussed over the remote session. Please re-initiate another chat from your local computer. So that we can assist you with this printing issue.	11:31:50 PM
	<i>info has ended this chat session</i>	11:31:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 10:05:55 PM

#70850 Jennifer Brown
Email: mytaxexpertinc@gmail.com 📞 18018499699
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 3 Secs
City: HERRIMAN
State: Utah
Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 8 Secs

Jennifer Brown	Hello, I am your Acebuddy	16 Jan, 10:05:56 PM
Acebuddy	Hello Jennifer Brown, I'm your Ace Buddy. I'll be happy to assist you!	10:05:57 PM
	Whom Would You Like to Connect With?	10:05:57 PM
Jennifer Brown	Technical Support (QB & App Hosting)	10:06:02 PM
Acebuddy	Welcome to Ace Support.	10:06:02 PM
	Please chose an option :	10:06:02 PM
Jennifer Brown	I'd like to report an Issue	10:06:07 PM
Acebuddy	Please select an option!	10:06:08 PM
Jennifer Brown	Other Issue	10:06:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:06:12 PM
Jennifer Brown	I chatted with someone yesterday about two of the users on my server not having access to drake 2024 it was given to one user but not the other and now today it is not on either users desktop again	10:07:03 PM

Acebuddy	Please wait while we connect you to a Support Representative	10:07:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:07:04 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:08:28 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:08:30 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:08:41 PM
	Are we still connected here?	10:12:06 PM
Jennifer Brown	yes	10:12:51 PM
	my server name is mytaxexpert.myrealdata.net	10:13:15 PM
	usernames with issues are myrealdata\marlarichman and myrealdata\haileybroad	10:13:53 PM
Tushar Pharswan	Kindly check your desktop there will an icon for Drake24.	10:13:56 PM
	Kindly let me know if the issue is still there or not.	10:14:11 PM
Jennifer Brown	one moment please	10:15:20 PM
Tushar Pharswan	Sure, please take your time	10:15:31 PM
Jennifer Brown	I see it on both desktops thank you	10:16:14 PM
Tushar Pharswan	Is there anything else I may help you with ?	10:16:43 PM
Jennifer Brown	Im just a little worried we are going to have the same problem tomorrow. Do you know why they were there yesterday and gone today?	10:17:23 PM
Tushar Pharswan	Previously the support engineer tried to be provided you the application icon privately, this time I have provided it on the correct location.	10:18:19 PM
Jennifer Brown	okay thank you	10:18:32 PM
Tushar Pharswan	The issue should not arise again.	10:18:40 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:18:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:19:01 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:19:03 PM
	<i>Tushar Pharswan has ended this chat session</i>	10:19:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 2:10:47 AM

#71274 susanromo999
Email: susanromo999@gmail.com 📞 512-848-4970
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: 12 Secs
City: HUTTO
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 43 Secs

susanromo999	Hello, I am your Acebuddy	24 Jan, 2:10:47 AM
Acebuddy	Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you!	2:10:48 AM
	Whom Would You Like to Connect With?	2:10:48 AM
susanromo999	Technical Support (QB & App Hosting)	2:10:51 AM
Acebuddy	Welcome to Ace Support.	2:10:51 AM
	Please chose an option :	2:10:51 AM
susanromo999	I'd like to report an Issue	2:10:55 AM
Acebuddy	Please select an option!	2:10:56 AM
susanromo999	QuickBooks Issue	2:11:00 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:11:00 AM
susanromo999	Other QB related issue	2:11:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:11:05 AM
susanromo999	qbs is freezing up I was disconnected from my previous chat	2:11:31 AM

Acebuddy	Please wait while we connect you to a Support Representative	2:11:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:11:31 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:11:37 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:11:39 AM
	Hello Susan	2:11:46 AM
susanromo999	I was just disconnected from the chat about this problem	2:12:12 AM
	myrealdata\SusanR.npro1	2:12:26 AM
Anurag Sharma	Yes, I have logged you off from the server.	2:12:40 AM
	Please try to re-login into the server.	2:12:49 AM
susanromo999	ok	2:12:54 AM
Anurag Sharma	And let me know if the issue is now fixed.	2:13:07 AM
susanromo999	one moment please	2:13:27 AM
Anurag Sharma	Sure, please take your time	2:13:32 AM
susanromo999	Quickbooks will not open from the blue screen	2:14:46 AM
Anurag Sharma	May I take the remote access of your local computer?	2:15:04 AM
susanromo999	yes	2:15:15 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:15:24 AM
susanromo999	done	2:15:31 AM
Anurag Sharma	https://assist.acecloudhosting.com/join/1282973657	2:15:42 AM
	Kindly paste this link in the browser of local computer and join the session.	2:15:47 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:16:45 AM
susanromo999	Thank you for your help	2:21:44 AM
Anurag Sharma	The issue seems to be resolved now	2:21:46 AM
	Is there anything else I may help you with ?	2:21:49 AM
susanromo999	No thank you for helping	2:21:56 AM
Anurag Sharma	Thanks for the confirmation !	2:22:19 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:22:22 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:22:26 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

Thanks!

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

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

2:22:28 AM

Anurag Sharma has ended this chat session

2:22:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 11:40:27 PM

#70583 tanya oubre
Email: toubre@dieselpartsdirect.com 📞 2259281913
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 6 Secs
City: ORANGE BEACH
State: Alabama
Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 5 Secs

tanya oubre	Hello, I am your Acebuddy	13 Jan, 11:40:28 PM
Acebuddy	Hello Tanya Oubre, I'm your Ace Buddy. I'll be happy to assist you!	11:40:30 PM
	Whom Would You Like to Connect With?	11:40:30 PM
tanya oubre	Technical Support (QB & App Hosting)	11:40:39 PM
Acebuddy	Welcome to Ace Support.	11:40:39 PM
	Please chose an option :	11:40:39 PM

tanya oubre	I'd like to raise a Request	11:40:43 PM
Acebuddy	Please select your request type.	11:40:43 PM
tanya oubre	Setback	11:40:55 PM
Acebuddy	Welcome to Ace Support.	11:40:55 PM
	Please chose an option :	11:40:55 PM
tanya oubre	I'd like to report an Issue	11:40:59 PM
Acebuddy	Please select an option!	11:40:59 PM
tanya oubre	Other Issue	11:41:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:41:05 PM
tanya oubre	ticket 619590, need different representative that i talked to on the phone	11:41:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:41:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:41:59 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:42:19 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:42:21 PM
	Hello Tanya.	11:43:24 PM
tanya oubre	hello	11:43:32 PM
Tushar Pharswan	As I can see the ticket 619590 is in escalation process.	11:43:51 PM
tanya oubre	we are having an issue with the security certificate on the server.	11:43:54 PM
	he said it would take 24 hours and we cannot wait 24 hours for this to be corrected	11:44:18 PM
	the consultant i am talking to now said it looks like ACE changed the TLS	11:44:36 PM
	she is the consultant for our software on the server	11:45:58 PM
Tushar Pharswan	Kindly allow me two minutes to check this.	11:46:17 PM
	We initially thought the issue might be related to TLS, but after reviewing it, we've confirmed that it's not the cause. Our escalation team is currently investigating the case further. If you could kindly provide your contact number and preferred time, including your time zone, we will schedule a callback to discuss the matter. If necessary, we can also arrange a three-way call to assist with resolving the issue with the application support as well.	11:52:51 PM
tanya oubre	my direct line is 225-706-0722, you can call me any time, i am on the phone with our consultant, but it does not appear to be an application issue.	11:54:39 PM
	i can put in a help ticket with the application, so they can weigh in on the issue also.	11:55:34 PM
	i have also given our IT support your number and the ticket number to see if they can help.	11:55:52 PM
Tushar Pharswan	Thank you for your response.	11:59:11 PM
	I will add all these details in the email as well you will receive an email shortly.	11:59:41 PM

	Is there anything else I may help you with ?	11:59:47 PM
tanya oubre	no	14 Jan, 12:00:04 AM
Tushar Pharswan	Rest assured we are working on your issue.	12:00:19 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:00:21 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:00:31 AM
	<i>Tushar Pharswan has ended this chat session</i>	12:00:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 2:16:22 AM

#71275 jeanette

Email: jeanette@creative-awnings.com 📞 15419881099

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: 51 Secs

City: SPRINGFIELD

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 20 Secs

jeanette	Hello, I am your Acebuddy	24 Jan, 2:16:23 AM
Acebuddy	Hello Jeanette, I'm your Ace Buddy. I'll be happy to assist you!	2:16:24 AM
	Whom Would You Like to Connect With?	2:16:24 AM
jeanette	Technical Support (QB & App Hosting)	2:16:52 AM
Acebuddy	Welcome to Ace Support.	2:16:52 AM
	Please chose an option :	2:16:52 AM
jeanette	I'd like to raise a Request	2:16:58 AM
Acebuddy	Please select your request type.	2:16:58 AM
jeanette	Other Request	2:17:07 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:17:07 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:17:07 AM
jeanette	Yes, I'm facing issues with my server	2:17:13 AM
Acebuddy	Please select an option!	2:17:13 AM
jeanette	QuickBooks Issue	2:17:16 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:17:16 AM
jeanette	Other QB related issue	2:17:23 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:17:23 AM
jeanette	Intuit is telling me that I need to uninstall Quickbooks, and reinstall it, so that we can apply our new license and product code. Is this something you can do for us, and just upgrade it to the most current version at the same time?	2:18:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:18:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:18:07 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:19:08 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:19:11 AM
	Hello Jeanette	2:19:16 AM
jeanette	Hello	2:19:21 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:19:37 AM
jeanette	creativeawnings	2:19:43 AM
	jcarbaugh	2:19:51 AM
Anurag Sharma	Thanks for the confirmation !	2:21:58 AM
	Kindly allow me 2-3 minutes to check the same.	2:22:08 AM
	We can surely do that for you. Could you please confirm what issue you were facing with QB.	2:25:08 AM

	Are we still connected here?	2:28:58 AM
	Are we still connected here?	2:33:38 AM
	Are we still connected here?	2:35:34 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:35:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:35:39 AM
	Anurag Sharma has ended this chat session	2:35:44 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jan, 4:00:36 AM

#70088 info

Email: info@brkimcpa.com 📞 9729724930

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript


Chat Duration : 45 Mins 23 Secs

info	Hello, I am your Acebuddy	3 Jan, 4:00:38 AM
Acebuddy	Hello Add User, I'm your Ace Buddy. I'll be happy to assist you!	4:00:39 AM
	Whom Would You Like to Connect With?	4:00:39 AM
info	Technical Support (QB & App Hosting)	4:00:47 AM
Acebuddy	Welcome to Ace Support.	4:00:47 AM
	Please chose an option :	4:00:47 AM

info	I'd like to raise a Request	4:00:54 AM
Acebuddy	Please select your request type.	4:00:54 AM
info	Other Request	4:01:10 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:01:10 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:01:10 AM
info	Yes, I'm facing issues with my server	4:01:30 AM
Acebuddy	Please select an option!	4:01:30 AM
info	Other Issue	4:01:35 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:01:35 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:46:01 AM

Ended due to chat idle timeout

4:46:01 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71591 Kyle Dhanani

Email: kyle.asianengineparts@gmail.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: 1 Min 34 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 19 Secs

Kyle Dhanani	Hello, I am your Acebuddy	29 Jan, 10:58:11 PM
Acebuddy	Hello Kyle Dhanani, I'm your Ace Buddy. I'll be happy to assist you!	10:58:12 PM
	Whom Would You Like to Connect With?	10:58:12 PM
Kyle Dhanani	Technical Support (QB & App Hosting)	10:58:14 PM
Acebuddy	Welcome to Ace Support.	10:58:15 PM
	Please chose an option :	10:58:15 PM
Kyle Dhanani	I'd like to report an Issue	10:58:19 PM
Acebuddy	Please select an option!	10:58:19 PM
Kyle Dhanani	QuickBooks Issue	10:58:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:58:23 PM
Kyle Dhanani	QuickBooks Login Issue	10:58:28 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:58:28 PM
	Was that helpful?	10:58:28 PM
Kyle Dhanani	No	10:58:33 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:58:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:58:36 PM
Kyle Dhanani	ok	10:59:04 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:00:29 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:00:32 PM
Kyle Dhanani	tushar	11:00:54 PM
	cant login again bc "company file in use"	11:01:04 PM
Tushar Pharswan	Hello Kyle, as per your issue it seems someone else is also using the company file.	11:02:06 PM
Kyle Dhanani	yes	11:02:34 PM
	everyday someone is	11:02:41 PM
	this shouldnt be a problem	11:02:45 PM
	fire up a a share screen	11:04:05 PM
	let's get this figured out please	11:04:10 PM
Tushar Pharswan	I can check the server and tell who is logged in on server after that you can communicate with them. (Edited)	11:05:22 PM
Kyle Dhanani	this was never a problem on rightworks	11:06:09 PM
	we never had to log back in and out	11:06:16 PM

Tushar Pharswan	We will check it.	11:09:35 PM
	There are two users logged in.	11:11:40 PM
	May I know your user name?	11:11:48 PM
Kyle Dhanani	larissa	11:11:56 PM
	<i>11:13:44 PMTushar Pharswan is sharing a file with you</i> <i>image.png - (Size:3.08 KB)</i> <i>There are two users active at the moment you can ask the user to use the company file in multiuser mode</i>	11:13:44 PM
	im going to tell you again	11:14:00 PM
	no one is ever in single user	11:14:08 PM
	neve	11:14:15 PM
	and if they do, they warn us a day in advance	11:14:24 PM
	<i>11:14:41 PMKyle Dhanani is sharing a file with you</i> <i>1_image.png - (Size:11.45 KB)</i> this is my current message	11:14:41 PM
Tushar Pharswan	It is not related to single user mode or multiuser mode as per the screenshot you shared.	11:15:38 PM
	The user Sherry brown is performing some tasks which is causing this issue	11:16:05 PM
Kyle Dhanani	but what i am saying is that this was never a problem before	11:16:22 PM
Tushar Pharswan	You can ask her to log of and after that you can check if the issue still oersists or not	11:16:31 PM
Kyle Dhanani	she's doing the same thing as she did before	11:16:40 PM
	we do not want to keep having to log in and out every day	11:16:50 PM
	that's not normal	11:16:57 PM
Tushar Pharswan	Regarding this you can contact Intuit as they will have better understanding of the application. I f they ask for any server-side change then we will be happy to assist you regarding the server.	11:18:12 PM
Kyle Dhanani	lol	11:18:27 PM
	<i>Kyle Dhanani has ended this chat session</i>	11:18:31 PM



Chat Transcript

Hello, I am your Acebuddy

#70089 Daniel Rey

Email: daniel.rey@reytechnologies.com 📞 18473139688

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: GENEVA

State: Illinois

Country: UNITED STATES

Daniel Rey	Hello, I am your Acebuddy	3 Jan, 4:08:49 AM
Acebuddy	Hello Daniel.rey, I'm your Ace Buddy. I'll be happy to assist you!	4:08:50 AM
	Whom Would You Like to Connect With?	4:08:50 AM
Daniel Rey	Technical Support (QB & App Hosting)	4:10:13 AM
Acebuddy	Welcome to Ace Support.	4:10:13 AM
	Please chose an option :	4:10:13 AM
Daniel Rey	I'd like to raise a Request	4:10:20 AM
Acebuddy	Please select your request type.	4:10:20 AM
Daniel Rey	Restart	4:10:31 AM
Acebuddy	Hello Daniel.rey, I'm your Ace Buddy. I'll be happy to assist you!	4:10:31 AM
	Whom Would You Like to Connect With?	4:10:31 AM
Daniel Rey	Technical Support (QB & App Hosting)	4:10:37 AM
Acebuddy	Welcome to Ace Support.	4:10:37 AM
	Please chose an option :	4:10:37 AM
Daniel Rey	I'd like to report an Issue	4:10:44 AM
Acebuddy	Please select an option!	4:10:44 AM
Daniel Rey	Other Issue	4:10:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:10:55 AM
Daniel Rey	I have not logged on to my remote desktop for a long time. My password to access the remote desktop does not seem to work. How do I reset it?	4:12:03 AM

Acebuddy	Please wait while we connect you to a Support Representative	4:12:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:12:04 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:13:30 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:13:32 AM
	Hello Daniel	4:14:20 AM
Daniel Rey	Happy New Year, I am looking forward to working with yuou.	4:14:21 AM
Anurag Sharma	Happy New Year to you too.	4:14:38 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:14:52 AM
Daniel Rey	The user account is: Qblive16.myrealdata..net (remote PC_ and RDG.myrealdata.net (gateway). My user name is: myrealdata\DanielR.q16	4:16:39 AM
Anurag Sharma	Thanks for the confirmation !	4:18:22 AM
	Kindly allow me two minutes to check the same.	4:18:30 AM
Daniel Rey	take your time	4:18:42 AM
Anurag Sharma	Daniel could you please confirm. When was the last time you were able to login to the server?	4:20:00 AM
Daniel Rey	I really don't remember exactly. It has been a number of months. If I had to guess I would say I logged on last year sometimes in spring.	4:21:56 AM
Anurag Sharma	Okay. No problem	4:22:51 AM
	May I take the remote access of your local computer?	4:22:56 AM
Daniel Rey	Sure	4:23:04 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	4:23:13 AM
	https://assist.acecloudhosting.com/join/5242843355	4:23:30 AM
	Kindly paste this link in the browser of local computer and join the session.	4:23:36 AM
	Please allow the permissions for the remote session.	4:26:01 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:28:10 AM
	The issue seems to be resolved now.	4:36:49 AM
	Is there anything else I may help you with ?	4:36:51 AM
Daniel Rey	Thank you very much! I have everything I need at the moment.	4:37:30 AM
Anurag Sharma	Thanks for the confirmation !	4:37:35 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:37:39 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:37:43 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

conversation, along with a ticket number and survey feedback form.

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

Thanks!


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/>)

4:37:46 AM

Anurag Sharma has ended this chat session

4:37:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 9:55:34 AM

#71395 Joseph Collett

Email: joe.collett@lpctax.com ☎ 16504497145

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: 24 Secs

City: MOUNTAIN VIEW

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 3 Secs

Joseph Collett	Hello, I am your Acebuddy	27 Jan, 9:55:35 AM
Acebuddy	Hello Joe.collett, I'm your Ace Buddy. I'll be happy to assist you!	9:55:37 AM
	Whom Would You Like to Connect With?	9:55:37 AM
Joseph Collett	VDI/DaaS Support	9:55:39 AM
Acebuddy		

	Please wait while we connect you to an available Representative.	9:55:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:55:39 AM
	<i>Suneetha Barre accepted the chat transfer request.</i>	9:55:45 AM
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?	9:55:54 AM
Joseph Collett	I am having trouble setting up access to the virtual desktop for a new employee	9:56:13 AM
	i got some instructions and installed Ace Connect but the connection fails	9:56:31 AM
Suneetha Barre	Hi Joe	9:56:50 AM
	I will surely assist you on this Kindly confirm your business name	9:56:51 AM
Joseph Collett	LPC Tax	9:56:57 AM
Suneetha Barre	Thank you for sharing details with us	9:57:26 AM
	Kindly allow me to transfer this chat to concerned team	9:57:56 AM
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>	9:58:09 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:58:17 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:58:21 AM
	Hello Joe	9:58:26 AM
Joseph Collett	hi	9:58:39 AM
Shashwat Verma	I will surely help you with this issue.	9:59:12 AM
	Do you have the access of joe.collett@lpctax.com email?	9:59:31 AM
Joseph Collett	yes	9:59:38 AM
Shashwat Verma	May I take the remote access of your local computer?	9:59:46 AM
Joseph Collett	yes	9:59:55 AM
Shashwat Verma	Pc in which you want to setup the user profile.	10:00:29 AM
	Do you have the access of that Pc?	10:00:39 AM
Joseph Collett	yes	10:00:42 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:00:47 AM
Joseph Collett	done	10:00:54 AM
Shashwat Verma	https://assist.acecloudhosting.com/join/8212782310	10:01:37 AM
	Kindly Click on the link and open the downloaded file.	10:01:44 AM
	Issue resolved on remote session, as we have download the RDP file	10:19:31 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:19:34 AM

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

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

Thanks!


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/>)

10:19:36 AM

Shashwat Verma has ended this chat session

10:19:39 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jan, 5:35:30 AM

#70181 ann lopez

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

Department: Support(QB & App Hosting)

Operator: Gaurav kumar

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 2 Secs

City: CHANDLER

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 41 Secs

ann lopez	Hello, I am your Acebuddy	6 Jan, 5:35:32 AM
Acebuddy	Hello Annlopez, I'm your Ace Buddy. I'll be happy to assist you!	5:35:34 AM
	Whom Would You Like to Connect With?	5:35:34 AM
ann lopez	Technical Support (QB & App Hosting)	5:35:37 AM

Acebuddy	Welcome to Ace Support.	5:35:37 AM
	Please chose an option :	5:35:37 AM
ann lopez	I'd like to report an Issue	5:35:43 AM
Acebuddy	Please select an option!	5:35:43 AM
ann lopez	QuickBooks Issue	5:35:46 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:35:46 AM
ann lopez	Other QB related issue	5:35:51 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:35:51 AM
ann lopez	I have the following error message in QB and cannot proceed:	5:36:13 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:36:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:36:14 AM
	<i>Gaurav Kumar accepted the chat transfer request.</i>	5:36:23 AM
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.	5:36:34 AM
ann lopez	Thank you	5:36:46 AM
Gaurav Kumar	Hello Annlopez	5:36:50 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:37:20 AM
ann lopez	qbnxtpre; user name AnnL	5:37:56 AM
Gaurav Kumar	Thank you for the information and allow 2-3 minutes to check the same. (Edited)	5:38:09 AM
ann lopez	??	5:41:16 AM
Gaurav Kumar	May I take the remote access of your server?	5:41:20 AM
ann lopez	yes	5:41:24 AM
Gaurav Kumar	I am sending the request on your screen please accept that.	5:41:54 AM
	This seems to be working. please recheck.	5:43:29 AM
ann lopez	Let me try to open a different company while you are logged in.	5:43:56 AM
Gaurav Kumar	sure.	5:44:01 AM
ann lopez	Well the error seems to have corrected itself, but I am concerned it will return. Are you able to download the latest QB update?	5:44:52 AM
Gaurav Kumar	Sure , I will schedule it for the night hours.	5:45:11 AM
ann lopez	Thank you	5:45:19 AM
Gaurav Kumar	Is there anything else I may help you with ?	5:45:42 AM
ann lopez	no thanks	5:45:49 AM
Gaurav Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:46:08 AM

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

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

Thanks!

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/>)

5:46:11 AM

Gaurav Kumar has ended this chat session

5:46:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 10:47:06 PM

#70855 Akiva
Email: david@healthdirectny.com 📞 7187103117
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
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 21 Secs

Akiva	Hello, I am your Acebuddy	16 Jan, 10:47:07 PM
Acebuddy	Hello Akiva, I'm your Ace Buddy. I'll be happy to assist you!	10:47:07 PM
	Whom Would You Like to Connect With?	10:47:07 PM
Akiva	Technical Support (QB & App Hosting)	11:04:37 PM
Acebuddy		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 9:51:16 PM

#71510 justin

Email: justin@hrosscpa.com 📞 17033568808

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: 1 Min 11 Secs

City: GAITHERSBURG

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 38 Secs

justin	Hello, I am your Acebuddy	28 Jan, 9:51:19 PM
Acebuddy	Hello Daveross, I'm your Ace Buddy. I'll be happy to assist you!	9:51:20 PM
	Whom Would You Like to Connect With?	9:51:20 PM
justin	Technical Support (QB & App Hosting)	9:51:26 PM
Acebuddy	Welcome to Ace Support.	9:51:26 PM
	Please chose an option :	9:51:26 PM
justin	I'd like to raise a Request	9:51:34 PM
Acebuddy	Please select your request type.	9:51:34 PM
justin	Setback	9:51:56 PM
Acebuddy	Welcome to Ace Support.	9:51:56 PM
	Please chose an option :	9:51:56 PM
justin	I'd like to report an Issue	9:52:00 PM
Acebuddy	Please select an option!	9:52:00 PM
justin	Other Issue	9:52:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:52:05 PM

justin	i m trying to install Ace Connect and it will not launch	9:52:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:52:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:52:25 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:52:39 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:52:43 PM
justin	hello	9:52:53 PM
	i have installed the Ace Connect.msi and the shortcut shows up on my desktop. But when i launch the shortcut from desktop, nothing happens	9:53:19 PM
Manish Singh	I will surely help you with this issue.	9:53:33 PM
	May I take the remote access of your local computer?	9:53:37 PM
justin	sure	9:53:45 PM
Manish Singh	https://assist.acecloudhosting.com/join/3152909842	9:53:59 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:54:02 PM
justin	i am connected	9:55:36 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:55:48 PM
	Is there anything else I may help you with ?	10:18:46 PM
justin	can i try to install the uniprint before you leave?	10:19:25 PM
Manish Singh	Sure	10:20:28 PM
justin	testing it now	10:22:50 PM
	when i printed from my server, it said Uniprint could not find suitable way to transfer to local computer	10:24:31 PM
Manish Singh	Checking.	10:28:27 PM
	<i>10:30:35 PMManish Singh is sharing a file with you</i> UniPrint Client Installion SOP - Copy - Copy - Copy - Copy.pdf - (Size:682.04 KB)	10:30:35 PM
justin	the pdf just talks about install. i followed those steps.	10:31:32 PM
Manish Singh	Alright, checking.	10:33:01 PM
	Is there anything else I may help you with ?	10:35:20 PM
	Are we still connected here?	10:36:11 PM
justin	sorry. i think eveyrthing is okay now. if anything else comes up i will contact you.	10:36:34 PM
	thank you	10:36:37 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:36:53 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

Thanks!


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

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

10:36:56 PM

Manish Singh has ended this chat session

10:36:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 8:27:33 PM

#71735 Christopher Jepseen

Email: chris.aeroconcrete@gmail.com 📞 3093147264

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: DURANT

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 44 Secs

Christopher Jepseen	Hello, I am your Acebuddy	31 Jan, 8:27:34 PM
Acebuddy	Hello Chris Jepsen, I'm your Ace Buddy. I'll be happy to assist you!	8:27:36 PM
	Whom Would You Like to Connect With?	8:27:36 PM
Christopher Jepseen	Technical Support (QB & App Hosting)	8:27:47 PM
Acebuddy	Welcome to Ace Support.	8:27:47 PM
	Please chose an option :	8:27:47 PM

Christopher Jepseen	I'd like to raise a Request	8:27:53 PM
Acebuddy	Please select your request type.	8:27:53 PM
Christopher Jepseen	Restart	8:27:56 PM
Acebuddy	Hello Chris Jepsen, I'm your Ace Buddy. I'll be happy to assist you!	8:27:56 PM
	Whom Would You Like to Connect With?	8:27:56 PM
Christopher Jepseen	Technical Support (QB & App Hosting)	8:28:03 PM
Acebuddy	Welcome to Ace Support.	8:28:03 PM
	Please chose an option :	8:28:03 PM
Christopher Jepseen	I'd like to raise a Request	8:28:07 PM
Acebuddy	Please select your request type.	8:28:07 PM
Christopher Jepseen	Password Reset	8:28:12 PM
Acebuddy	Please select an option below	8:28:12 PM
Christopher Jepseen	Not Enrolled to Selfcare Portal	8:28:15 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	8:28:15 PM
	Do you need any further assistance on the topic?	8:28:15 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:12:19 PM
	Ended due to chat idle timeout	9:12:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 9:05:14 PM

#70773 linda

Email: linda@netmoresolutions.com 📞 6153737331

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: NOLENSVILLE
State: Tennessee
Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 26 Secs

linda	Hello, I am your Acebuddy	15 Jan, 9:05:16 PM
Acebuddy	Hello Linda Shepher, I'm your Ace Buddy. I'll be happy to assist you!	9:05:17 PM
	Whom Would You Like to Connect With?	9:05:17 PM
linda	Technical Support (QB & App Hosting)	9:05:24 PM
Acebuddy	Welcome to Ace Support.	9:05:25 PM
	Please chose an option :	9:05:25 PM
linda	I'd like to raise a Request	9:05:34 PM
Acebuddy	Please select your request type.	9:05:34 PM
linda	Application Version Upgrade	9:05:45 PM
Acebuddy	Please select the application you would like to upgrade :	9:05:45 PM
linda	QuickBooks	9:05:49 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	9:05:49 PM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	9:05:49 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	9:05:49 PM
	Do you need any further assistance on the topic?	9:05:49 PM
linda	No	9:22:42 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:22:42 PM
	<i>Acebuddy has ended this chat session</i>	9:22:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 12:31:09 AM

#71042 Darren Story
Email: darren@strong.ag 📞 14156097482
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: WATSONVILLE
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 22 Secs

Darren Story	Hello, I am your Acebuddy	21 Jan, 12:31:10 AM
Acebuddy	Hello Darren, I'm your Ace Buddy. I'll be happy to assist you!	12:31:11 AM
	Whom Would You Like to Connect With?	12:31:11 AM
Darren Story	Technical Support (QB & App Hosting)	12:31:27 AM
Acebuddy	Welcome to Ace Support.	12:31:27 AM
	Please chose an option :	12:31:27 AM
Darren Story	I'd like to raise a Request	12:31:36 AM
Acebuddy	Please select your request type.	12:31:51 AM
Darren Story	Application Update	12:32:00 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:32:00 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:32:00 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:06:32 AM
	Ended due to chat idle timeout	1:06:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 1:37:03 AM

#71699 Patrick Wiesner
Email: pwiesner@maxmar.com ☎ 720-626-2229
Department: Support(QB & App Hosting)
Operator: Malkeet Nagpal
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 39 Secs
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 37 Secs

Patrick Wiesner	Hello, I am your Acebuddy	31 Jan, 1:37:04 AM
Acebuddy	Hello Patrick Wiesner, I'm your Ace Buddy. I'll be happy to assist you!	1:37:06 AM
	Whom Would You Like to Connect With?	1:37:06 AM
Patrick Wiesner	Technical Support (QB & App Hosting)	1:37:09 AM
Acebuddy	Welcome to Ace Support.	1:37:10 AM
	Please chose an option :	1:37:10 AM
Patrick Wiesner	I'd like to report an Issue	1:37:13 AM
Acebuddy	Please select an option!	1:37:13 AM
Patrick Wiesner	Other Issue	1:37:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:37:18 AM
Patrick Wiesner	Malkeet please	1:37:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:37:25 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	1:37:25 AM
Patrick Wiesner	Malkeet please	1:37:30 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	1:37:38 AM
	Malkeet please	1:37:44 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1:37:53 AM
Patrick Wiesner	Malkeet please	1:38:03 AM
	My account is locked up agfain	1:38:12 AM
	again	1:38:14 AM
	New Profile Patrick_GAI@myrealddata.net	1:38:28 AM
	this is getting ridiculous	1:39:01 AM
Sharath Kumar	Hello, Patrick. I have informed Malkeet about this. He's working on it	1:39:48 AM
Patrick Wiesner	Thank you.	1:40:01 AM
Sharath Kumar	let me quickly transfer you over to Malkeet	1:41:05 AM
	One moment please	1:41:09 AM
	<i>Sharath Kumar is transferring the chat to Malkeet Nagpal.</i>	1:41:20 AM
	<i>Malkeet Nagpal accepted the chat transfer request.</i>	1:41:29 AM
Malkeet Nagpal	Thank you for contacting Ace Cloud Hosting. My name is Malkeet Nagpal. I will be assisting you today.	1:41:38 AM
	Hi @Patrick, I have read your recent mail and would you allow me take your remote session for a minute?	1:42:34 AM
Patrick Wiesner	yes	1:43:19 AM
	720-626-2229	1:43:26 AM
	I am not installing any software	1:43:57 AM
Malkeet Nagpal	Let me share a MS Teams meeting link to you and we'll connect on it via browser.	1:44:07 AM
Patrick Wiesner	ok	1:44:24 AM
Malkeet Nagpal	https://teams.microsoft.com/l/meetup-join/19%3ameeting_YjE3OTExNzltNDI3NS00YzRhLWEzMTgtOTQzMDg3MGI5OTI4%40thread.v2/0?context=%7b%22Tid%22%3a%2223b65983-5670-4f14-a752-784cd5cf0cd7%22%2c%22Oid%22%3a%2205b30224-d6dc-4f95-8f25-7abc91c7b1b3%22%7d	1:44:27 AM
	Is there anything else I may help you with ?	2:04:07 AM
Patrick Wiesner	No, thank you.	2:04:26 AM
Malkeet Nagpal	As the issue was fixed after applying flush DNS on the local computer.	2:04:27 AM
Patrick Wiesner	ok. Thank you.	2:04:38 AM
	<i>Patrick Wiesner has ended this chat session</i>	2:04:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 8:33:54 AM

#71065 Raymond Crump
Email: ray@raycrumpcpa.com 📞 8045982500
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: 19 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 54 Secs

Raymond Crump	Hello, I am your Acebuddy	21 Jan, 8:33:56 AM
Acebuddy	Hello Raymond W Crump, I'm your Ace Buddy. I'll be happy to assist you!	8:33:58 AM
	Whom Would You Like to Connect With?	8:33:58 AM
Raymond Crump	Technical Support (QB & App Hosting)	8:34:00 AM
Acebuddy	Welcome to Ace Support.	8:34:00 AM
	Please chose an option :	8:34:00 AM
Raymond Crump	I'd like to report an Issue	8:34:05 AM
Acebuddy	Please select an option!	8:34:06 AM
Raymond Crump	Other Issue	8:34:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:34:10 AM
Raymond Crump	i am attempting to login to "my portal" for the first time. i have my CID user name; but upon clicking "forgot my password", i am not getting a reset link to my email: ray@raycrumpcpa.com	8:35:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:35:05 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:35:05 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:35:12 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:35:15 AM
	Hello Raymond	8:35:21 AM
	I will surely help you with this issue.	8:35:36 AM
Raymond Crump	it is ticket 623058	8:35:37 AM
Shashwat Verma	Let me check.	8:35:46 AM
	Kindly allow me two minutes to check the same.	8:35:48 AM
	Currently, you are facing issue with Myportal login correct?	8:37:17 AM
Raymond Crump	yes, first time logging in. i have the username provided; but do not know password, and the forgot is not going to my email	8:38:13 AM
Shashwat Verma	Okay, let me try once	8:39:04 AM
	May I take the remote access of your local computer?	8:39:05 AM
Raymond Crump	yes,	8:39:15 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:39:30 AM
	https://assist.acecloudhosting.com/join/4002896450	8:39:32 AM
	Kindly Click on the link and open the downloaded file.	8:39:34 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:40:53 AM
	As per the remote session, we have noted your issue of not receiving code of mypotal, hence we are forwarding the request to concern team, also we have suggested you to share the user name whom you want to remove, hence we are waiting for your email confirmation.	8:49:37 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:49:43 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	8:49:45 AM
	<i>Shashwat Verma has ended this chat session</i>	8:49:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


27 Jan, 8:16:30 PM

#71407 ANDREW LEWIS KLEIN
Email: burro7777@aol.com 📞 15034903553
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: 52 Secs
City: LAKE OSWEGO
State: Oregon
Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 55 Secs

ANDREW LEWIS KLEIN	Hello, I am your Acebuddy	27 Jan, 8:16:31 PM
Acebuddy	Hello Burro7777, I'm your Ace Buddy. I'll be happy to assist you!	8:16:32 PM
	Whom Would You Like to Connect With?	8:16:32 PM
ANDREW LEWIS KLEIN	Technical Support (QB & App Hosting)	8:16:42 PM
Acebuddy	Welcome to Ace Support.	8:16:42 PM
	Please chose an option :	8:16:42 PM
ANDREW LEWIS KLEIN	I'd like to report an Issue	8:16:49 PM
Acebuddy	Please select an option!	8:16:50 PM
ANDREW LEWIS KLEIN	Other Issue	8:16:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:16:54 PM
ANDREW LEWIS KLEIN	Cannot log on to server	8:17:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:17:06 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:17:06 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:17:25 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:17:33 PM
ANDREW LEWIS KLEIN	Hi Manish. I'm getting an error while trying to log on to the server	8:18:01 PM
Manish Singh	I will surely help you with this issue.	8:18:33 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	8:18:37 PM
ANDREW LEWIS KLEIN	First time.	8:19:28 PM
	<i>8:19:42 PMANDREW LEWIS KLEIN is sharing a file with you</i> <i>Screenshot 2025-01-27 064904.png - (Size:11.81 KB)</i>	8:19:42 PM
Manish Singh	I will surely help you with this issue.	8:21:48 PM
	May I take the remote access of your local computer?	8:22:11 PM
ANDREW LEWIS KLEIN	Thanks	8:22:13 PM
	yes	8:22:19 PM
Manish Singh	https://assist.acecloudhosting.com/join/3022454250	8:23:24 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:23:27 PM
ANDREW LEWIS KLEIN	Do you have control?	8:24:55 PM
Manish Singh	Actually, as I have confirmed there is work going on regarding QuickBooks issue on the server that's why no one is able to access Server. Kindly give us 30 minutes to check the same.	8:25:49 PM
	Kindly try to login after 30 minutes.	8:26:12 PM
ANDREW LEWIS KLEIN	Got it. Thanks	8:26:12 PM
Manish Singh	You can disconnect the session for now.	8:26:22 PM
	Is there anything else I may help you with ?	8:26:27 PM
	Are we still connected here?	8:30:05 PM
	Are we still connected here?	8:31:16 PM
	Are we still connected here?	8:32:17 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:32:25 PM
	<i>Manish Singh has ended this chat session</i>	8:32:26 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 4:25:09 AM

#71476 Mila Madzarevic

Email: mila@edballdesigns.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: KRALJEVO

State: Juznobacki Okrug

Country: SERBIA

Chat Transcript

Chat Duration : 15 Mins 54 Secs

Mila Madzarevic	Hello, I am your Acebuddy	28 Jan, 4:25:10 AM
Acebuddy	Hello Mila Madzarevic, I'm your Ace Buddy. I'll be happy to assist you!	4:25:11 AM
	Whom Would You Like to Connect With?	4:25:11 AM
Mila Madzarevic	Technical Support (QB & App Hosting)	4:25:21 AM
Acebuddy	Welcome to Ace Support.	4:25:21 AM
	Please chose an option :	4:25:21 AM
Mila Madzarevic	I'd like to raise a Request	4:25:29 AM
Acebuddy	Please select your request type.	4:25:29 AM
Mila Madzarevic	Setback	4:25:43 AM
Acebuddy	Welcome to Ace Support.	4:25:43 AM
	Please chose an option :	4:25:43 AM
Mila Madzarevic	I'd like to report an Issue	4:25:48 AM
Acebuddy	Please select an option!	4:25:48 AM
Mila Madzarevic	Other Issue	4:25:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:25:53 AM

Mila Madzarevic	Remote Desktop Setup	4:26:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:26:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:26:04 AM
	<i>Manish Singh accepted the chat transfer request.</i>	4:26:12 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	4:26:18 AM
Mila Madzarevic	Thank you!	4:26:25 AM
	I have managed to setup the remote desktop on my Windows but I cannot manage on my Mac Laptop	4:26:53 AM
Manish Singh	May I take the remote access of your local computer?	4:27:22 AM
Mila Madzarevic	yes	4:28:26 AM
Manish Singh	https://assist.acecloudhosting.com/join/9372438366	4:28:36 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:28:38 AM
Mila Madzarevic	I think I have installed	4:31:03 AM
	Screen shre	4:31:12 AM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:31:24 AM
	Is there anything else I may help you with ?	4:40:28 AM
Mila Madzarevic	Thank you!!!	4:40:46 AM
	No not at all!	4:40:52 AM
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 chat.	4:40:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:40:59 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	4:41:02 AM
Mila Madzarevic	Will do!	4:41:03 AM
	<i>Manish Singh has ended this chat session</i>	4:41:05 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jan, 12:41:47 AM

#71112 tyler.peldo
Email: tyler.peldo@wescominc.com ☎ 12183432638
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: DULUTH
State: Minnesota
Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 23 Secs

tyler.peldo	Hello, I am your Acebuddy	22 Jan, 12:41:48 AM
Acebuddy	Hello Tyler.peldo, I'm your Ace Buddy. I'll be happy to assist you!	12:41:48 AM
	Whom Would You Like to Connect With?	12:41:48 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:12:11 AM
	Ended due to chat idle timeout	1:12:12 AM



Chat Transcript

Hello, I am your Acebuddy

21 Jan, 9:48:22 PM

Visitor Details

#71091 Linda

Email: admin@kauffmankimcpa.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: 30 Secs


City: EFFORT

State: Pennsylvania

Country: UNITED STATES

Chat Duration : 8 Mins 23 Secs

Linda	Hello, I am your Acebuddy	21 Jan, 9:48:24 PM
Acebuddy	Hello Linda, I'm your Ace Buddy. I'll be happy to assist you!	9:48:25 PM
	Whom Would You Like to Connect With?	9:48:25 PM
Linda	Technical Support (QB & App Hosting)	9:48:31 PM
Acebuddy	Welcome to Ace Support.	9:48:31 PM
	Please chose an option :	9:48:31 PM
Linda	I'd like to report an Issue	9:48:37 PM
Acebuddy	Please select an option!	9:48:37 PM
Linda	QuickBooks Issue	9:48:41 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:48:41 PM
Linda	Other QB related issue	9:48:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:48:47 PM
Linda	When I open my QB desktop there are no companies in it	9:49:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:49:09 PM
	Acebuddy (bot) forwarded the chat request	9:49:09 PM
	Manish Singh accepted the chat transfer request.	9:50:25 PM
	Manish Singh is transferring the chat to Sharath Kumar.	9:50:31 PM
	Sharath Kumar accepted the chat transfer request.	9:50:34 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:50:55 PM
	Hi Linda, could you please let me know if this is first time you are facing this issue with QuickBooks	9:51:25 PM

	Are we still connected here?	9:52:57 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:56:36 PM
	<i>Sharath Kumar has ended this chat session</i>	9:56:47 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 9:52:10 PM

#71237 Vicki Bernstein
Email: ealvarez@mvp-west.com 📞 18475089496
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: ELMHURST
State: Illinois
Country: UNITED STATES

Chat Transcript


Chat Duration : 40 Mins 2 Secs

Vicki Bernstein	Hello, I am your Acebuddy	23 Jan, 9:52:10 PM
Acebuddy	Hello Ealvarez, I'm your Ace Buddy. I'll be happy to assist you!	9:52:11 PM
	Whom Would You Like to Connect With?	9:52:11 PM
Vicki Bernstein	Technical Support (QB & App Hosting)	9:52:16 PM
Acebuddy	Welcome to Ace Support.	9:52:16 PM
	Please chose an option :	9:52:16 PM
Vicki Bernstein	I'd like to report an Issue	9:52:24 PM
Acebuddy	Please select an option!	9:52:24 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance,	10:32:13 PM

Kindly re-initiate the chat.

Ended due to chat idle timeout

10:32:13 PM



Chat Transcript

I already have ace remote access on my laptop from a prior company that is no longer working. How to I get my new company on that remote? Can you send me a access link? Following the instruction by email is impossible for me.

Visitor Details

29 Jan, 5:29:45 AM

#71550 Tamara Bills

Email: tamara@smithtaxadvisors.com 📞 8015995526

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 27 Secs

Tamara Bills	I already have ace remote access on my laptop from a prior company that is no longer working. How to I get my new company on that remote? Can you send me a access link? Following the instruction by email is impossible for me.	29 Jan, 5:29:47 AM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	5:30:02 AM
Tamara Bills	Hello.	5:30:16 AM
Dev Dubey	Hello Tamara, how are you doing today?	5:30:48 AM
Tamara Bills	I'll be great once I get this working.	5:31:27 AM
Dev Dubey	Could you please help me with your registered Business Name or CID Number?	5:31:33 AM
Tamara Bills		

	Smith Tax Advisors LLC	5:32:13 AM
Dev Dubey	Understood, I am going ahead and transferring the chat to a support representative to help you with this.	5:32:24 AM
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	5:32:30 AM
Tamara Bills	thanks	5:32:39 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	5:32:40 AM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	5:32:44 AM
	Hello Tamara, How are you doing today ?	5:32:54 AM
Tamara Bills	great	5:33:05 AM
Ankit Kumar	Kindly allow me 1- 2 minutes, So that I can check your account details.	5:33:32 AM
Tamara Bills	sure	5:33:51 AM
Ankit Kumar	Thank you for your time and patience. Please confirm if this is your username : TamaraBills@myrealdata.net ?	5:35:22 AM
Tamara Bills	yes	5:35:35 AM
Ankit Kumar	Thanks for the confirmation !	5:36:09 AM
	Tamara, please confirm if you need an RDP connector to access the server from your computer.	5:37:38 AM
Tamara Bills	Have no idea I'm on my laptop. I have the remote access already from prior company.	5:38:34 AM
	do you want me to send you that connection info?	5:39:40 AM
Ankit Kumar	Please elaborate on the issue once. May I know if you are able to access the server from your local computer? Or you need assistance with this?	5:40:21 AM
	As I can check, you are not logged into the server as of now.	5:41:13 AM
Tamara Bills	I need the icon to log into ace cloud where every thng is stored to work.	5:41:44 AM
Ankit Kumar	Thank you for the details.	5:42:03 AM
	May I take the remote access of your local computer?	5:42:18 AM
Tamara Bills	Can you log i	5:42:24 AM
	opps yes	5:42:31 AM
Ankit Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	5:42:44 AM
	https://assist.acecloudhosting.com/join/4612379994	5:43:03 AM
Tamara Bills	done	5:43:04 AM
Ankit Kumar	Tamara, Please let me know if you need any assistance for remote.	5:46:38 AM
Tamara Bills	I THINK ITS DONE	5:48:18 AM
Ankit Kumar	We are still unable to establish a remote connection.	5:48:46 AM

	I am unable to see your screen.	5:48:59 AM
Tamara Bills	ok let me try again	5:49:05 AM
Ankit Kumar	Sure, please take your time	5:49:13 AM
Tamara Bills	it's not working. I get a warning on the download. what app should I open it with?	5:51:29 AM
Ankit Kumar	Would it be okay if I share the file over email? You can try downloading it and check if it works. Please let me know here in this chat.	5:52:50 AM
Tamara Bills	I see he download but I can't access.	5:53:03 AM
	sure	5:53:03 AM
Ankit Kumar	Kindly allow me 4-5 minutes to share the same.	5:53:24 AM
Tamara Bills	tamara@smithtaxadvisors.com	5:53:26 AM
Ankit Kumar	Thank you for the details.	5:53:41 AM
Tamara Bills	it just opened	5:54:18 AM
	ZA loaded	5:55:10 AM
Ankit Kumar	Okay, you can proceed with the remote connection. Once I can see your screen, I will guide you further.	5:55:31 AM
Tamara Bills	trying to find it	5:56:17 AM
	nothing is happnring.	5:57:42 AM
Ankit Kumar	Thank you for waiting.	5:58:55 AM
	I have shared an email with an RDP file attached.	5:59:31 AM
Tamara Bills	ok	6:00:04 AM
Ankit Kumar	Please download the same and try accessing the server using your current password.	6:00:16 AM
Tamara Bills	doing that now	6:02:25 AM
Ankit Kumar	Okay.	6:02:36 AM
Tamara Bills	it worked. Will the iron be on my desk top. I will look.	6:03:53 AM
Ankit Kumar	Awesome	6:04:02 AM
	Yes !! You can save the file on desktop.	6:04:22 AM
	In case if you need to access from different computer, you can download the same from the email.	6:04:59 AM
Tamara Bills	ok let log out of ace and see.	6:05:00 AM
	I need the link on my dwktop please	6:05:42 AM
Ankit Kumar	You can copy the file from the download folder and paste it on desktop.	6:06:33 AM
Tamara Bills	the one that is there now is the old business.	6:06:38 AM
	let me try. I'm not to good at this.	6:07:06 AM

Ankit Kumar	Okay, while downloading the file from the email, please change the save location to Desktop. This will ensure the file is automatically saved there.	6:08:58 AM
Tamara Bills	I j?ust dragged it over will that work	6:09:49 AM
Ankit Kumar	Yes. It will.	6:10:06 AM
Tamara Bills	Thank you so much.	6:10:36 AM
Ankit Kumar	Is there anything else I may help you with?	6:10:44 AM
Tamara Bills	I appreciate your patience with me.	6:11:09 AM
Ankit Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:11:14 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	6:11:17 AM
Tamara Bills	no all good.	6:11:19 AM
Ankit Kumar		6:11:28 AM
	Ankit Kumar has ended this chat session	6:11:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70751 Cheryl

Email: clientsupport@silversfs.com 📞 7905922798

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

15 Jan, 2:26:01 PM

Device: Desktop
Average Response Time: 1 Sec
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 45 Secs

Cheryl	Hello, I am your Acebuddy	15 Jan, 2:26:03 PM
Acebuddy	Hello Cheryl Miller, I'm your Ace Buddy. I'll be happy to assist you!	2:26:05 PM
	Whom Would You Like to Connect With?	2:26:05 PM
Cheryl	Technical Support (QB & App Hosting)	2:27:20 PM
Acebuddy	Welcome to Ace Support.	2:27:20 PM
	Please chose an option :	2:27:20 PM
Cheryl	I'd like to report an Issue	2:27:29 PM
Acebuddy	Please select an option!	2:27:29 PM
Cheryl	Other Issue	2:27:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:27:35 PM
Cheryl	my server is slow and my outlook is classic thee mail are sent twice and some wrong information are sent to client	2:29:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:29:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:29:28 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	2:29:58 PM
	<i>Aarush Aneja is transferring the chat to Shashwat Verma.</i>	2:30:08 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:30:12 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:30:15 PM
	Hello Cheryl	2:30:22 PM
Cheryl	Hi Shashwat	2:30:26 PM
Shashwat Verma	I will surely help you with this issue.	2:30:45 PM
	Is this the first time you are facing this issue and is the issue faced by other users too?	2:31:08 PM
Cheryl	i think Dina is also having issues	2:31:59 PM
Shashwat Verma	Okay	2:32:16 PM
	May I take the remote access of your local computer?	2:32:25 PM
Cheryl	I am on call with Michael can you give me 5min?	2:33:03 PM

Shashwat Verma	Sure.	2:33:08 PM
	Cheryl, are we still connected?	2:39:18 PM
	Are we still connected here?	2:41:20 PM
	Are we still connected here?	2:43:23 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:45:38 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:45:42 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	2:45:45 PM
	<i>Shashwat Verma has ended this chat session</i>	2:45:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71443 nicoleh

Email: nicoleh@brite-electrical.com ☎ 8018561814

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

28 Jan, 12:12:32 AM

nicoleh	Hello, I am your Acebuddy	28 Jan, 12:12:33 AM
Acebuddy	Hello Nicole Hanson, I'm your Ace Buddy. I'll be happy to assist you!	12:12:34 AM
	Whom Would You Like to Connect With?	12:12:34 AM
nicoleh	Technical Support (QB & App Hosting)	12:12:50 AM
Acebuddy	Welcome to Ace Support.	12:12:50 AM
	Please chose an option :	12:12:50 AM
nicoleh	I'd like to report an Issue	12:13:10 AM
Acebuddy	Please select an option!	12:13:10 AM
nicoleh	Other Issue	12:13:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:13:17 AM
nicoleh	I cannot set up the remote desktop. now it is saying I cannot connect because it is already connected	12:14:03 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:14:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:14:03 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:16:02 AM
Tushar Pharswan	This message has been deleted	12:16:04 AM
	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	12:16:13 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:16:26 AM
nicoleh	Server is RDG.myrealdata.net	12:18:01 AM
	user is Nicole.H	12:18:08 AM
	<i>12:18:20 AMnicoleh is sharing a file with you</i> <i>image.png - (Size:27.94 KB)</i>	12:18:20 AM
	this is what it is saying	12:18:33 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	12:19:25 AM
	Thank you for waiting.	12:28:58 AM
	May I take the remote access of your local computer?	12:29:21 AM
nicoleh	yes	12:29:37 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	12:30:19 AM
nicoleh	dont have open. my computer is new and i dont have it set up yet	12:30:47 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/2822161836	12:31:15 AM

	Kindly Click on the link and open the downloaded file.	12:31:20 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:32:57 AM
nicoleh	did it connect you?	12:37:12 AM
Tushar Pharswan	It is not letting me access.	12:38:43 AM
	12:39:05 AMTushar Pharswan is sharing a file with you image.png - (Size:37.12 KB)	12:39:05 AM
	12:40:39 AMnicoleh is sharing a file with you 1_image.png - (Size:40.61 KB)	12:40:39 AM
nicoleh	it acts like you are in?	12:40:47 AM
Tushar Pharswan	Let me check again.	12:41:10 AM
nicoleh	thank you	12:49:33 AM
Tushar Pharswan	As per our conversation we checked and provided the correct icon to login on your desktop witch resolved the issue.	12:55:01 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:55:03 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:55:05 AM
	Tushar Pharswan has ended this chat session	12:55:08 AM



#70323 Matthew Bell

Email: matt.bell@southjerseycpas.com 📞 16093509776

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: JUPITER

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 24 Secs

Matthew Bell	Hello, I am your Acebuddy	8 Jan, 7:07:55 PM
Acebuddy	Hello Matthew Bell, I'm your Ace Buddy. I'll be happy to assist you!	7:07:58 PM
	Whom Would You Like to Connect With?	7:07:58 PM
Matthew Bell	Technical Support (QB & App Hosting)	7:08:03 PM
Acebuddy	Welcome to Ace Support.	7:08:03 PM
	Please chose an option :	7:08:03 PM
Matthew Bell	I'd like to raise a Request	7:08:15 PM
Acebuddy	Please select your request type.	7:08:15 PM
Matthew Bell	Other Request	7:08:21 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:08:21 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:08:21 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:44:20 PM
	Ended due to chat idle timeout	7:44:20 PM



#70155 Jeanette Chavarria Torres

Email: jeanette@dchhauling.com 📞 17738531070

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: 14 Secs

City: ROCKVILLE

State: Virginia

Country: UNITED STATES

Jeanette Chavarria Torres	Hello, I am your Acebuddy	4 Jan, 8:23:05 PM
Acebuddy	Hello Jeanette, I'm your Ace Buddy. I'll be happy to assist you!	8:23:07 PM
	Whom Would You Like to Connect With?	8:23:07 PM
Jeanette Chavarria Torres	Technical Support (QB & App Hosting)	8:24:20 PM
Acebuddy	Welcome to Ace Support.	8:24:20 PM
	Please chose an option :	8:24:20 PM
Jeanette Chavarria Torres	I'd like to report an Issue	8:24:51 PM
Acebuddy	Please select an option!	8:24:52 PM
Jeanette Chavarria Torres	Other Issue	8:25:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:25:10 PM
Jeanette Chavarria Torres	I am trying to open an excel sheet and I get this error message	8:25:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:25:39 PM
	Acebuddy (bot) forwarded the chat request	8:25:39 PM
	8:25:43 PMJeanette Chavarria Torres is sharing a file with you 1_image.png - (Size:360.47 KB)	8:25:43 PM
	Tushar Pharswan accepted the chat transfer request.	8:26:40 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	8:26:50 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:27:23 PM

Jeanette Chavarria Torres	JeanetteCT	8:28:21 PM
Tushar Pharswan	May I know the company name also.	8:30:44 PM
Jeanette Chavarria Torres	DCH Construction & Hauling, LLC	8:31:23 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	8:31:59 PM
Jeanette Chavarria Torres	ok	8:32:07 PM
Tushar Pharswan	I just checked you don't have access to Excel	8:36:19 PM
	Kindly email us at support@acecloudhosting.com with your authorised email address for your account asking for Excel.	8:37:12 PM
	Are we still connected here?	8:37:18 PM
	Are we still connected here?	8:38:06 PM
Tushar Pharswan has ended this chat session		8:50:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 15 Jan, 12:15:25 AM

#70702 katherine
Email: katherine@lbsdallas.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: CARROLLTON
State: Texas
Country: UNITED STATES

Chat Transcript Chat Duration : 37 Mins 40 Secs

katherine	Hello, I am your Acebuddy	15 Jan, 12:15:26 AM
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Acebuddy	Hello Katherine, I'm your Ace Buddy. I'll be happy to assist you!	12:15:27 AM
	Whom Would You Like to Connect With?	12:15:27 AM
katherine	Technical Support (QB & App Hosting)	12:15:35 AM
Acebuddy	Welcome to Ace Support.	12:15:35 AM
	Please chose an option :	12:15:35 AM
katherine	I'd like to raise a Request	12:15:42 AM
Acebuddy	Please select your request type.	12:15:42 AM
katherine	Other Request	12:15:48 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:15:49 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:15:49 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:53:07 AM
	Ended due to chat idle timeout	12:53:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70957 Cody Cupp

Email: cody@skygroupacct.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DURANGO

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 29 Secs

Cody Cupp	Hello, I am your Acebuddy	18 Jan, 6:48:01 AM
Acebuddy	Hello Cody Cupp, I'm your Ace Buddy. I'll be happy to assist you!	6:48:02 AM
	Whom Would You Like to Connect With?	6:48:02 AM
Cody Cupp	Technical Support (QB & App Hosting)	6:48:17 AM
Acebuddy	Welcome to Ace Support.	6:48:17 AM
	Please chose an option :	6:48:17 AM
Cody Cupp	Setback	6:48:30 AM
Acebuddy	Hello Cody Cupp, I'm your Ace Buddy. I'll be happy to assist you!	6:48:31 AM
	Whom Would You Like to Connect With?	6:48:31 AM
Cody Cupp	Technical Support (QB & App Hosting)	6:48:38 AM
Acebuddy	Welcome to Ace Support.	6:48:38 AM
	Please chose an option :	6:48:38 AM
Cody Cupp	I'd like to raise a Request	6:48:44 AM
Acebuddy	Please select your request type.	6:48:44 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:19:31 AM
	Ended due to chat idle timeout	7:19:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----15 Jan, 9:41:28 PM

#70779 susanromo999
Email: susanromo999@gmail.com 📞 512-848-4970
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: 5 Secs
City: HUTTO
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 38 Secs

susanromo999	Hello, I am your Acebuddy	15 Jan, 9:41:29 PM
Acebuddy	Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you!	9:41:31 PM
	Whom Would You Like to Connect With?	9:41:31 PM
susanromo999	Technical Support (QB & App Hosting)	9:41:34 PM
Acebuddy	Welcome to Ace Support.	9:41:34 PM
	Please chose an option :	9:41:34 PM
susanromo999	I'd like to report an Issue	9:41:41 PM
Acebuddy	Please select an option!	9:41:41 PM
susanromo999	QuickBooks Issue	9:41:49 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:41:49 PM
susanromo999	QuickBooks Login Issue	9:41:58 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:41:58 PM
	Was that helpful?	9:41:58 PM
susanromo999	No	9:42:11 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:42:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:42:11 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:42:24 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:42:28 PM
susanromo999	Thank You, company name is Melissa Banuelos my user ID is SusanR.npro1.rdp	9:42:57 PM
	When I try to open any of my 40 company files, I get an error that says: This action requires windows administrator permissions (Error codes (-12,0)	9:43:42 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	9:43:44 PM
	Thank you for waiting.	9:47:06 PM
	May I know the QuickBooks version.	9:47:22 PM
susanromo999	QB pro 2011 I believe	9:47:44 PM
Tushar Pharswan	Its QuickBooks 2020 Can you login and confirm it?	9:48:44 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 8:30:49 PM

#71499 bwhite
Email: bwhite@cfbhomes.com 📞 14074178737
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: ORLANDO
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Secs

bwhite	Hello, I am your Acebuddy	28 Jan, 8:30:51 PM
Acebuddy	Hello Beatriz White, I'm your Ace Buddy. I'll be happy to assist you!	8:30:53 PM
	Whom Would You Like to Connect With?	8:30:53 PM
bwhite	Technical Support (QB & App Hosting)	8:31:01 PM
Acebuddy	Welcome to Ace Support.	8:31:01 PM
	Please chose an option :	8:31:01 PM
bwhite	I'd like to raise a Request	8:31:12 PM
Acebuddy	Please select your request type.	8:31:12 PM
bwhite	Password Reset	8:31:16 PM
Acebuddy	Please select an option below	8:31:16 PM
bwhite	Not Enrolled to Selfcare Portal	8:31:27 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	8:31:27 PM
	Do you need any further assistance on the topic?	8:31:27 PM
bwhite	No	8:31:38 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:31:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jan, 2:20:02 AM

#70144 Lisa Aly
Email: lisa@360-cpa.com 📞 15026494437
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: SALEM
State: Indiana
Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 35 Secs

Lisa Aly	Hello, I am your Acebuddy	4 Jan, 2:20:02 AM
Acebuddy	Hello Lisa, I'm your Ace Buddy. I'll be happy to assist you!	2:20:04 AM
	Whom Would You Like to Connect With?	2:20:04 AM
Lisa Aly	Technical Support (QB & App Hosting)	2:21:34 AM
Acebuddy	Welcome to Ace Support.	2:21:34 AM
	Please chose an option :	2:21:34 AM
Lisa Aly	I'd like to raise a Request	2:24:12 AM
Acebuddy	Please select your request type.	2:24:12 AM
Lisa Aly	Password Reset	2:24:16 AM
Acebuddy	Please select an option below	2:24:16 AM
Lisa Aly	Not Enrolled to Selfcare Portal	2:24:33 AM
Acebuddy		

	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	2:24:33 AM
	Do you need any further assistance on the topic?	2:24:33 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:00:38 AM

Ended due to chat idle timeout

3:00:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 12:49:00 AM

#71385 bstedmancpa

Email: bstedmancpa@ideaone.net ☎ 7013563101

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: WEST FARGO

State: North Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 52 Secs

bstedmancpa	Hello, I am your Acebuddy	27 Jan, 12:49:01 AM
Acebuddy	Hello Brad Stedman, I'm your Ace Buddy. I'll be happy to assist you!	12:49:03 AM
	Whom Would You Like to Connect With?	12:49:03 AM
bstedmancpa	Technical Support (QB & App Hosting)	12:49:12 AM
Acebuddy	Welcome to Ace Support.	12:49:12 AM
	Please chose an option :	12:49:12 AM
bstedmancpa	I'd like to raise a Request	12:49:31 AM

Acebuddy	Please select your request type.	12:49:32 AM
bstedmancpa	Application Update	12:49:41 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:49:41 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:49:41 AM
bstedmancpa	No	12:49:54 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:49:54 AM
	<i>Acebuddy has ended this chat session</i>	12:49:54 AM



Chat Transcript

I am unable to access the server

Visitor Details

28 Jan, 2:26:02 AM

#71460 erin
Email: erin@advocate-accounting.com 📞 12062164629
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/knowledgebase/category/accessebility-issues/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 40 Secs
City: OLYMPIA
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 7 Mins

erin	I am unable to access the server	28 Jan, 2:26:04 AM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	2:26:10 AM
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	2:26:21 AM

	<i>Sharath Kumar accepted the chat transfer request.</i>	2:26:39 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	2:26:47 AM
erin	oh someone called me	2:26:58 AM
Sharath Kumar	Please let me know the servername and the user account you are signing in with	2:27:08 AM
	From Ace? were they able to resolve your concern?	2:27:49 AM
erin	oh actually no, they say they couldn't help and then hung up on me	2:28:41 AM
	so.... if you can help, let's try	2:28:50 AM
Sharath Kumar	Sure	2:29:44 AM
erin	do we need to set up a remote access? I am unable to connect to server	2:30:21 AM
	I'll send you a screen shot in a second	2:30:41 AM
Sharath Kumar	when was the last time you were able to access?	2:30:44 AM
	<i>2:30:54 AMerin is sharing a file with you</i> image.png - (Size:24.77 KB)	2:30:54 AM
	and what is the username that you are signing in with?	2:30:58 AM
erin	Like an hour ago	2:31:01 AM
	just the user name that pre-populated when I opened the RDC	2:31:28 AM
	<i>2:31:31 AMerin is sharing a file with you</i> image.png - (Size:27.28 KB)	2:31:31 AM
Sharath Kumar	one moment, checking your account	2:32:35 AM
erin	I just got a new laptop so I am trying to access on new laptop, access needs urgent given the upcoming deadline	2:33:32 AM
	Ticket ID: #628703	2:33:54 AM
	Im very curious why it would let me in once, and then stop working	2:34:14 AM
Sharath Kumar	that is strange, your account has all the necessary permissions to sign in	2:34:57 AM
	let me send you a link to get us connected remotely	2:35:45 AM
	Please make sure to close out any confidential information	2:35:57 AM
erin	I tried to see if it was firewall settings but couldn't resolve / didn't know how to	2:36:30 AM
	but i am fine to connect remotely to resolve thank you	2:36:51 AM
Sharath Kumar	one moment please while I setup the remote connection	2:37:26 AM
erin		2:37:46 AM
Sharath Kumar	https://assist.acecloudhosting.com/join/8482719917	2:40:33 AM
erin	hi@	2:41:55 AM
	!	2:41:56 AM

Sharath Kumar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:41:59 AM
	There you go, Erin	2:44:20 AM
	The gateway was not mentioned in that particular RDP dile	2:44:36 AM
	I have configured it and saved that info to your desktop	2:44:54 AM
erin	thank you! Would it be possible to send information on what you just did? like an email with the steps? I am collecting troubleshooting info for myself and my team	2:44:57 AM
	trying to avoid this type of hangup during tax season	2:45:14 AM
Sharath Kumar	Absolutely, just give me some time and I'll send that information via email	2:45:26 AM
erin	can you actually stay on the remote view for one minute?	2:45:30 AM
Sharath Kumar	Sure	2:45:34 AM
erin	I want to check something, an issue I've been having. I just got a new computer so I don't know if it will recur, but if it does, I'd like your thoughts on it	2:45:51 AM
	I am going to log into Paryoll 2024, and I'm checking to see if I can view the app correctly. If I see the same issue I'll point it out to you	2:46:19 AM
Sharath Kumar	okay, I am watching your screen	2:47:01 AM
erin	well, looks like I have a different issue now one minuste	2:47:42 AM
Sharath Kumar	take your time	2:47:51 AM
erin	ah yes, it's recurring. I think I need WAY more ram for all of my users, ATX recommends 16 and I was SHOCKED that as a product that advertisese to be an ATX hoster that your included RAM is so far below basic system requirements.	2:49:37 AM
	In any case, please watch me navigate the tool menus. Is this a RAM issue?	2:49:51 AM
	I cant use the dropdown menus or see them unless i use my keyboard, if I do that I still cant see the menus but I acn select with arrows and enter	2:50:35 AM
Sharath Kumar	let me change the display settings from the connector, lets see if that resolves your concern	2:53:20 AM
	The usage on the server is optimal so I am not sure if this is due RAM or any other resource usage	2:54:11 AM
erin	then why is this app using 65% of it?	2:54:50 AM
	https://support.atxinc.com/includes/ATX%202024%20System%20Requirements.pdf	2:55:18 AM
	sorry, you are the expert so Im happy fo ryouto resolve this particular issue with display settings!	2:55:36 AM
	Just want to also address the RAM issue.	2:55:43 AM
	since either way i am only at 50% of what is recommended, and my employees are at even less	2:56:16 AM
Sharath Kumar	my apologies, I just saw your message on the other app	2:56:19 AM
	I will have check with someone on this	2:56:45 AM
	for the meantime, am changing the display settings	2:57:02 AM

erin	I dont think i have any choice but to but the bullet but I cant believe your base RAM amount is only 5, when one of your most commonly hosted apps requires 8 and recommends 16	2:57:04 AM
	Your rep told me they would increase our ram to 8 free of charge, but they only increased it for me and not my employees, and 8 isn't enough anyway	2:57:31 AM
	thats interesting, why is more than half my ram in use with nothing open	2:58:40 AM
	lol	3:00:39 AM
	nightmare of a day	3:00:47 AM
Sharath Kumar	try ATX again	3:06:22 AM
erin	can we update mine to 16 RAM so we can see?	3:08:10 AM
	then I can think about upgrading the others?	3:08:20 AM
	Are there any discounts, based ont he pricing I received 16 ram for everyone is going to be a gigantic price increase	3:08:40 AM
	that frankly make me reconsider continuing with Ace in 2026	3:09:00 AM
Sharath Kumar	Erin for the pricing part I will have to discuss it with the appropriate team	3:09:43 AM
erin	yeah, the price I got sounded like it would be like \$2,000 more, per month. Am I missing something	3:11:40 AM
Sharath Kumar	I am checking with the team for a resolution/workaround	3:15:15 AM
erin	Notes for the sales people: My bad \$600. but that is still astronomical. team needs 48 RAM, and only has 18, so would need 30. I was quoted 4 gb for \$80 per month. So $30 / 4 = 7.5 \times \$80 = \600 . So to get adequate RAM they want to charge me \$7k extra in a year? This can't be right	3:15:25 AM
	base requirement RAM should not be premium service at almost \$1,000/mo	3:16:10 AM
	Thank you!	3:16:25 AM
Sharath Kumar	waiting to hear from them	3:17:24 AM
	may I have someone reach out to you for this who can provide you with more information	3:18:30 AM
	Please let me know what will be an appropriate phone number and time to reach you	3:21:27 AM
	I have disconnected from the remote session for now	3:22:24 AM
erin	1-360-951-4072 would work, that's my cell	3:22:55 AM
	But I often miss calls or have it on silent, it would be helpful if they can text or email me before calling. Or, at least give me the number / area code the call may come from. I'll forget and not answer an unknown number	3:23:32 AM
	My millenial is showing	3:23:40 AM
Sharath Kumar	Sure, I will ask the person to check for your availability first.	3:24:23 AM
	anything else that I may assist you with?	3:24:47 AM
erin	Not for now, but I expect there'll be more later! Thank you very much for all your help. I will keep an eye out for someone to reach out to me about the RAM, and for an email from you containing the troubleshooting steps we took in order to fix the RDC	3:27:45 AM

Sharath Kumar	I will do that	3:29:00 AM
erin	p.s. re RAM. I did just get a new computer, so it is clear that it's not my RAM. I updated my laptop from 16 to 48, if that is useful for the notes	3:29:57 AM
	have a good rest of your day and thank you again	3:30:12 AM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:33:12 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:33:17 AM
	<i>Sharath Kumar has ended this chat session</i>	3:33:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70555 Robert Zeigen

Email: rzeigen@szcpa.tax ☎ 15613920620

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 26 Secs

Robert Zeigen	Hello, I am your Acebuddy	13 Jan, 8:57:21 PM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	8:57:23 PM
	Whom Would You Like to Connect With?	8:57:23 PM
Robert Zeigen	Technical Support (QB & App Hosting)	8:57:26 PM
Acebuddy	Welcome to Ace Support.	8:57:26 PM
	Please chose an option :	8:57:26 PM
Robert Zeigen	I'd like to report an Issue	8:57:32 PM
Acebuddy	Please select an option!	8:57:32 PM
Robert Zeigen	Other Issue	8:57:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:57:36 PM
Robert Zeigen	Restart	8:57:50 PM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	8:57:50 PM
	Whom Would You Like to Connect With?	8:57:50 PM
Robert Zeigen	Technical Support (QB & App Hosting)	8:57:58 PM
Acebuddy	Welcome to Ace Support.	8:57:58 PM
	Please chose an option :	8:57:58 PM
Robert Zeigen	I'd like to raise a Request	8:58:02 PM
Acebuddy	Please select your request type.	8:58:02 PM
Robert Zeigen	Reboot your Server	8:58:07 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	8:58:07 PM
	Do you need any further assistance on the topic?	8:58:07 PM
Robert Zeigen	Yes	8:58:20 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:58:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:58:20 PM
Robert Zeigen	I need my server restarted. I was promised last night that an autologon would be created so that a needed servie would run continuously. Apparently that did not happen.	8:59:18 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:00:05 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:00:10 PM
	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue.	9:00:43 PM
	Would you like me to reboot the server?	9:01:09 PM

Robert Zeigen	yes	9:01:12 PM
	I think you did it?	9:03:44 PM
Manish Singh	Yes	9:03:47 PM
Robert Zeigen	Thank you	9:03:53 PM
Manish Singh	And regarding Auto logon user creation our team is working on it.	9:04:15 PM
	Once the user is created, we will inform you via email.	9:04:35 PM
Robert Zeigen	I don't really understand the process nor the pros and cons. Hopefully there are no cons	9:04:59 PM
Manish Singh	There is not Robert, we will try to give the best service for your convenience.	9:06:12 PM
	Is there anything else I may help you with ?	9:06:17 PM
Robert Zeigen	No thank you.	9:06:30 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:06:42 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:06:45 PM

Manish Singh has ended this chat session

9:06:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70976 Raymond Crump

Email: ray@raycrumpcpa.com ☎ 8045982500

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

19 Jan, 4:42:32 AM

Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 8 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 12 Secs

Raymond Crump	Hello, I am your Acebuddy	19 Jan, 4:42:34 AM
Acebuddy	Hello Raymond Crump, I'm your Ace Buddy. I'll be happy to assist you!	4:42:36 AM
	Whom Would You Like to Connect With?	4:42:36 AM
Raymond Crump	Technical Support (QB & App Hosting)	4:42:47 AM
Acebuddy	Welcome to Ace Support.	4:42:47 AM
	Please chose an option :	4:42:47 AM
Raymond Crump	I'd like to report an Issue	4:42:53 AM
Acebuddy	Please select an option!	4:42:53 AM
Raymond Crump	Other Issue	4:43:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:43:01 AM
Raymond Crump	ticket 623058	4:43:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:43:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:43:20 AM
Raymond Crump	status of ticket. i do not see an email with microsoft login credentials, i do not believe profies were restored as my desktop on username CHRISTY is not showing customized icons	4:44:20 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:44:25 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:44:28 AM
	Hello Raymond	4:44:48 AM
Raymond Crump	hello, same issue as yesterday; checking items listed above.	4:45:14 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	4:45:45 AM
	Kindly allow me 2-3 minutes to check the same.	4:45:55 AM
	Raymond, as I can check the OS repair has been completed.	4:49:48 AM
	Could you please confirm that do you want to only reset the password? or you want to create a new username or the password?	4:50:54 AM
Raymond Crump	i need to reset the password on all users for microsoft subscription; as i did not save credentials. so i	4:51:48 AM

	also need the usernames.....	
Anurag Sharma	Do you have the admin email with you?	4:52:37 AM
Raymond Crump	like, my email ray@raycrumpcpa.com?	4:53:36 AM
	there was a longer username that referred to the server i believe.	4:54:03 AM
Anurag Sharma	Do you have the access to this email?	4:56:11 AM
Raymond Crump	yes	4:56:24 AM
Anurag Sharma	You would have received an one time password on your mail.	4:57:06 AM
Raymond Crump	i see an email	4:57:08 AM
Anurag Sharma	Kindy share that to me.	4:57:12 AM
Raymond Crump	code is 035836	4:57:29 AM
Anurag Sharma	Thankyou !	4:57:57 AM
	Please stay connected.	4:59:54 AM
	Raymond, I will be sending you the details over the email for your O365 login.	5:04:06 AM
	Also I am restoring your data to your profile.	5:05:19 AM
	You can expect an email from our end within 2 hours.	5:05:33 AM
Raymond Crump	perfect, hopefully for all users	5:05:35 AM
Anurag Sharma	Yes	5:05:46 AM
Raymond Crump	the email with microsoft credentials, 2 hours?	5:05:56 AM
Anurag Sharma	No, I am working on restoring your data as well.	5:06:24 AM
	You data is large in size. And will take time to be restored.	5:07:05 AM
	You can expect this within 2 hours.	5:07:18 AM
Raymond Crump	ok, just restoring the user profiles, correct?	5:07:28 AM
Anurag Sharma	Yes and will send you the credentials along with that.	5:07:44 AM
	Is there anything else I may help you with ?	5:08:00 AM
Raymond Crump	it will take 2 hours to get microsoft credentials?	5:08:25 AM
Anurag Sharma	We are working on it. The Gdap role to manage your admin access was expired. We are recreating and then will share the credentials to you.	5:09:50 AM
Raymond Crump	thanks	5:10:16 AM
Anurag Sharma	Is there anything else I may help you with ?	5:10:27 AM
Raymond Crump	looking forward to an email. thank for your help	5:11:00 AM
Anurag Sharma	Thanks for the confirmation !	5:11:39 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:11:42 AM

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

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

Thanks!


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/>)

5:11:44 AM

Anurag Sharma has ended this chat session

5:11:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jan, 1:06:51 AM

#70069 Alireza Honarvartorshizi

Email: alireza@woodprosoftware.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MAPLE RIDGE

State: British Columbia

Country: CANADA

Chat Transcript

Chat Duration : 1 Min 5 Secs

Alireza Honarvartorshizi	Hello, I am your Acebuddy	3 Jan, 1:06:52 AM
Acebuddy	Hello Alireza Honarvartorshizi, I'm your Ace Buddy. I'll be happy to assist you!	1:06:54 AM
	Whom Would You Like to Connect With?	1:06:54 AM
Alireza Honarvartorshizi	Technical Support (QB & App Hosting)	1:07:23 AM

kate	Hello, I am your Acebuddy	22 Jan, 10:43:18 PM
Acebuddy	Hello Kate McGraw, I'm your Ace Buddy. I'll be happy to assist you!	10:43:19 PM
	Whom Would You Like to Connect With?	10:43:19 PM
kate	Technical Support (QB & App Hosting)	10:43:51 PM
Acebuddy	Welcome to Ace Support.	10:43:51 PM
	Please chose an option :	10:43:51 PM
kate	I'd like to report an Issue	10:44:00 PM
Acebuddy	Please select an option!	10:44:00 PM
kate	Other Issue	10:44:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:44:09 PM
kate	email not sending out	10:44:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:44:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:44:29 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:45:23 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:45:26 PM
	Hello Kate	10:45:30 PM
kate	Hi	10:45:38 PM
	I am having trouble sending out emails it is saying opearitions has failed	10:46:22 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:46:33 PM
	Kate could you please confirm that are you facing issues while sending email from QB?	10:46:54 PM
	Are we still connected here?	10:48:03 PM
	Are we still connected here?	10:49:27 PM
	Are we still connected here?	10:50:57 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:51:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:51:10 PM
	<i>Anurag Sharma has ended this chat session</i>	10:51:14 PM



Chat Transcript

I need a password reset for my user BByers

Visitor Details

#71223 Sam Dubs

Email: sdubs@bluetekusa1.com 📞 17175022144

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

Website: https://www.acecloudhosting.com/knowledgebase/how-to-reset-password-from-the-server-screen/

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: MECHANICSBURG


State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 50 Secs

Sam Dubs	I need a password reset for my user BByers	23 Jan, 7:04:27 PM
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.	7:04:31 PM
	Amit Raina is transferring the chat to Support(QB & App Hosting).	7:04:45 PM
	Tushar Pharswan accepted the chat transfer request.	7:05:04 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	7:05:06 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:05:19 PM
Sam Dubs	myrealdata\B	7:05:32 PM
	myrealdata\BillB	7:05:37 PM
	Server name i don't know. Its for WL Byers	7:05:45 PM
Tushar Pharswan	Thank you for the details.	7:06:21 PM
	7:09:08 PMTushar Pharswan is sharing a file with you How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)	7:09:08 PM
	Kindly reach out to Mr. Sam Dubs to reset your password through MyPortal, If he is not able to then k.	
Sam Dubs	I am MR SAM DUBS	7:09:27 PM
Tushar Pharswan	Hello Sam, you can use MyPortal to reset any user's password from your side.	7:10:11 PM
Sam Dubs	Great, how?	7:10:16 PM

Tushar Pharswan	https://myportal.acecloudhosting.com/login	7:10:48 PM
	Kindly log in to this link the username will be CID70263.	7:11:12 PM
	After successful login Click Manage Account and then select Users on the top-right corner of the portal.	7:12:40 PM
	You will see all your users on account.	7:13:14 PM
	<i>The visitor's email address and phone number were changed.</i>	7:13:40 PM
	Click on Select Action button in right side of the user's name and you can then reset the password.	7:14:09 PM
	If you face any issue still, then kindly email us at support@acecloudhosting.com and we will help you further with the password reset.	7:15:15 PM
	Is there anything else I may help you with ?	7:15:20 PM
	Are we still connected here?	7:16:29 PM
	Are we still connected here?	7:17:14 PM
	Are we still connected here?	7:18:18 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:19:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:19:16 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	7:19:18 PM
	<i>Tushar Pharswan has ended this chat session</i>	7:19:22 PM
		

#71171 James Nowlin

Email: jim@remodelingconcepts.biz 📞 2814999948

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: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 46 Secs

James Nowlin	Hello, I am your Acebuddy	22 Jan, 11:42:37 PM
Acebuddy	Hello James Nowlin, I'm your Ace Buddy. I'll be happy to assist you!	11:42:38 PM
	Whom Would You Like to Connect With?	11:42:38 PM
James Nowlin	Technical Support (QB & App Hosting)	11:42:48 PM
Acebuddy	Welcome to Ace Support.	11:42:48 PM
	Please chose an option :	11:42:48 PM
James Nowlin	I'd like to raise a Request	11:42:58 PM
Acebuddy	Please select your request type.	11:42:59 PM
James Nowlin	Application Version Upgrade	11:43:10 PM
Acebuddy	Please select the application you would like to upgrade :	11:43:10 PM
James Nowlin	QuickBooks	11:43:14 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	11:43:14 PM
	<ul style="list-style-type: none">QuickBooks YearVariant : Pro / Premier / Enterprise / AccountantLicense NumberProduct Code	11:43:14 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	11:43:14 PM
	Do you need any further assistance on the topic?	11:43:14 PM
James Nowlin	No	11:45:23 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:45:23 PM
	Acebuddy has ended this chat session	11:45:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jan, 10:43:07 PM

#70472 duane
Email: duane@cartercpatax.com 📞 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: 2 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 13 Secs

duane	Hello, I am your Acebuddy	11 Jan, 10:43:09 PM
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!	10:43:10 PM
	Whom Would You Like to Connect With?	10:43:10 PM
duane	Technical Support (QB & App Hosting)	10:43:18 PM
Acebuddy	Welcome to Ace Support.	10:43:18 PM
	Please chose an option :	10:43:18 PM
duane	I'd like to report an Issue	10:43:34 PM
Acebuddy	Please select an option!	10:43:35 PM
duane	Other Issue	10:43:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:43:42 PM
duane	2024 ATX payroll server needs to restarted	10:44:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:44:13 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:44:14 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:44:40 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:44:46 PM
	I will surely help you with this issue.	10:44:52 PM
duane	Thank you	10:45:13 PM
Tushar Pharswan	Kindly help me with your server name and user name?	10:45:29 PM
duane	CarterCPAATX2.myrealdata.net	10:46:28 PM
	Amanda	10:46:32 PM
Tushar Pharswan	Kindly allow me two minutes to check the details till then could you tell me why it's needed a restart. (Edited)	10:47:11 PM
duane	I am currently on cloud server, we may disconnect	10:47:41 PM
	program will not open	10:48:14 PM
	correction, error message says can not connect	10:49:13 PM
	error on screen currently	10:49:42 PM
Tushar Pharswan	Okay for this error I will have to restart the primary server.	10:49:45 PM
duane	ok, thank you	10:50:00 PM
Tushar Pharswan	Serer is rebooting.	10:50:24 PM
	I will let you once its done.	10:50:33 PM
	Thank you for waiting the server is up and running. (Edited)	11:02:05 PM
	Kindly check now if the issue is resolved or not.	11:02:34 PM
duane	Thank you for your help, I am logged in	11:02:35 PM
Tushar Pharswan	Application is running fine?	11:02:55 PM
	Are we still connected here?	11:04:58 PM
	Are we still connected here?	11:05:42 PM
	Are we still connected here?	11:06:44 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:07:14 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:07:17 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p>	11:07:19 PM

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

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

Tushar Pharswan has ended this chat session

11:07:22 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 9:01:00 PM

#71739 Michael Emmert

Email: mike@sewelltech.com 📞 2148458198

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 56 Secs

City: LAKE DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 2 Secs

Michael Emmert	Hello, I am your Acebuddy	31 Jan, 9:01:03 PM
Acebuddy	Hello Michael Emmert, I'm your Ace Buddy. I'll be happy to assist you!	9:01:04 PM
	Whom Would You Like to Connect With?	9:01:04 PM
Michael Emmert	Technical Support (QB & App Hosting)	9:01:15 PM
Acebuddy	Welcome to Ace Support.	9:01:15 PM
	Please chose an option :	9:01:15 PM
Michael Emmert	I'd like to report an Issue	9:01:40 PM
Acebuddy	Please select an option!	9:01:40 PM

Michael Emmert	Other Issue	9:01:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:01:46 PM
Michael Emmert	I need an update on Ticket ID: 630771	9:02:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:02:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:02:07 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	9:02:32 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:02:42 PM
	Hi Michael, allow me a moment to look into the ticket for you	9:03:13 PM
Michael Emmert	Good Morning Sharath. I need an update on Ticket ID: 630771	9:03:14 PM
	thank you!	9:03:21 PM
Sharath Kumar	I see the ticket was scheduled for a call yesterday but it was missed	9:05:16 PM
	I understand the criticality and will reach out to the appropriate team to call Debbie or Taylor at the earliest today	9:06:26 PM
Michael Emmert	Ok they spoke to Yash Kalra yesterday via Chat and he was going to escalate this ticket to a Senior Engineer.	9:07:17 PM
	Has that not been done?	9:07:33 PM
Sharath Kumar	yes, the ticket is with a senior engineer	9:07:40 PM
	he's in today but currently in an another call	9:08:13 PM
	I'll inform him about the ticket and he will reach out to you guys as soon as possible	9:08:55 PM
Michael Emmert	Ok thank you. I'll let them know to expect his call.	9:10:08 PM
Sharath Kumar	absolutely!	9:11:37 PM
Michael Emmert	Also, if he can't reach them, have them call me at 214-845-8198 extension 204.	9:11:52 PM
Sharath Kumar	this is noted	9:12:28 PM
	anything else that I may assist you with	9:12:41 PM
Michael Emmert	Thank you! Have a good day!	9:12:46 PM

Michael Emmert has ended this chat session

9:13:06 PM



Hello, I am your Acebuddy

Visitor Details 31 Jan, 8:42:00 PM

Visitor Details _____ 31 Jan, 8:42:00 PM

#71736 Saray Rodriguez

Email: saray@areatexas.com ☎ 18322877499

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 29 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Duration : 22 Mins 38 Secs

Saray Rodriguez	Hello, I am your Acebuddy	31 Jan, 8:42:01 PM
Acebuddy	Hello Saray, I'm your Ace Buddy. I'll be happy to assist you!	8:42:03 PM
	Whom Would You Like to Connect With?	8:42:03 PM
Saray Rodriguez	Technical Support (QB & App Hosting)	8:42:10 PM
Acebuddy	Welcome to Ace Support.	8:42:11 PM
	Please chose an option :	8:42:11 PM
Saray Rodriguez	I'd like to raise a Request	8:42:19 PM
Acebuddy	Please select your request type.	8:42:19 PM
Saray Rodriguez	Other Request	8:42:29 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:42:29 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:42:29 PM
Saray Rodriguez	Yes, I'm facing issues with my server	8:42:43 PM
Acebuddy	Please select an option!	8:42:43 PM
Saray Rodriguez	Other Issue	8:42:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:42:49 PM
Saray Rodriguez	I can't log into server. message says domain failed	8:43:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:43:20 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:43:20 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	8:44:35 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	8:44:38 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:44:45 PM
Saray Rodriguez	Hi	8:44:47 PM
	I think server name is ATR	8:45:25 PM
	username Saray R	8:45:32 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	8:45:49 PM
Saray Rodriguez	ok thank you	8:45:59 PM
Tushar Pharswan	Thank you for waiting.	8:48:53 PM
	May I take the remote access of your local computer?	8:48:58 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:49:00 PM
Saray Rodriguez	ok one second	8:49:41 PM
	ok ready	8:50:45 PM
Tushar Pharswan	https://assist.acecloudhosting.com/join/3162352307	8:51:08 PM
	Kindly Click on the link and open the downloaded file.	8:51:11 PM
Saray Rodriguez	ok done	8:53:15 PM
Tushar Pharswan	We are connected now.	8:53:22 PM
	Kindly enter he password.	8:54:26 PM
	Kindly try again.	8:56:56 PM
	Kindly allow me two minutes.	8:58:50 PM
Saray Rodriguez	ok	8:58:56 PM
Tushar Pharswan	Thank you for waiting.	9:03:49 PM
	It is working now.	9:04:14 PM
	Is there anything else I may help you with ?	9:04:17 PM
Saray Rodriguez	no thats it. thank you	9:04:32 PM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:04:37 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	9:04:38 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal	

(<https://selfcare.acecloudhosting.com>).

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

Tushar Pharswan has ended this chat session

9:04:40 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 3:53:30 AM

#71199 celeste

Email: celeste@creativeshelters.com ☎ 541-988-1099

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 16 Secs

City: SPRINGFIELD

State: Oregon

Country: UNITED STATES

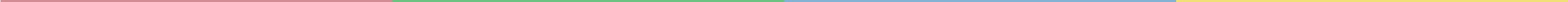
Chat Transcript

Chat Duration : 23 Mins 50 Secs

celeste	Hello, I am your Acebuddy	23 Jan, 3:53:31 AM
Acebuddy	Hello Celeste, I'm your Ace Buddy. I'll be happy to assist you!	3:53:32 AM
	Whom Would You Like to Connect With?	3:53:32 AM
celeste	Technical Support (QB & App Hosting)	3:53:34 AM
Acebuddy	Welcome to Ace Support.	3:53:35 AM
	Please chose an option :	3:53:35 AM
celeste	I'd like to report an Issue	3:53:39 AM
Acebuddy	Please select an option!	3:53:39 AM

celeste	QuickBooks Issue	3:53:45 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:53:45 AM
celeste	Other QB related issue	3:53:51 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:53:51 AM
celeste	I am trying to open my QB and it says I have to register -it then says contact QB support . It is registered and liscense is up to date'	3:55:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:55:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:55:40 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:57:31 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:57:34 AM
	Hello Celeste	3:57:50 AM
celeste	Hi , I cannot get into QB each time it says it needs to be registered but my boss already did that and there is a new license. . She thought that it needed my need to be rebooted	4:00:42 AM
Anurag Sharma	Are we still connected here?	4:00:44 AM
celeste	yes	4:00:58 AM
Anurag Sharma	Okay	4:01:04 AM
	So you want me to reboot the server?	4:01:10 AM
celeste	Please - I am at a loss	4:01:22 AM
	as to what to do	4:01:27 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	4:01:44 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:01:53 AM
celeste	Creative Shelters	4:02:58 AM
Anurag Sharma	Thanks for the confirmation !	4:03:35 AM
celeste	It might be Creative Awnings	4:04:17 AM
Anurag Sharma	Okay	4:04:22 AM
	As I can see there is a active user on the server	4:04:32 AM
	Please confirm if I can proceed with the server reboot.	4:04:47 AM
celeste	No one here is on it - it is only me here	4:05:26 AM
	Confirm	4:05:32 AM
Anurag Sharma	Okay	4:05:37 AM
	Rebooting the server now.	4:05:42 AM
	I would like to inform you that I have successfully rebooted the server.	4:06:17 AM
	Is there anything else I may help you with ?	4:06:24 AM

celeste	Can you wait and let me see if it worked	4:06:51 AM
Anurag Sharma	Sure, please take your time	4:06:56 AM
	Please confirm if the issue is now fixed.	4:08:44 AM
	Are we still connected here?	4:09:29 AM
	Are we still connected here?	4:10:06 AM
	Are we still connected here?	4:11:04 AM
celeste	yes	4:11:18 AM
Anurag Sharma	Please confirm if the issue is now fixed.	4:11:30 AM
celeste	No it still says that it has to be registered	4:12:00 AM
Anurag Sharma	Celeste, I would like to request you to please contact intuit support regarding this issue. As it is a application specific issue which we cannot resolve.	4:13:11 AM
	Is there anything else I may help you with ?	4:13:15 AM
	Are we still connected here?	4:14:25 AM
celeste	ok thank you	4:14:26 AM
Anurag Sharma	Is there anything else I may help you with ?	4:14:37 AM
	Are we still connected here?	4:15:21 AM
	Are we still connected here?	4:16:26 AM
	Are we still connected here?	4:17:13 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:17:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:17:18 AM
Anurag Sharma has ended this chat session		4:17:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70653 dritz

14 Jan, 5:57:17 PM

Email: dritz@saratogaconstruction.net 📞 5185870100

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: 3 Secs

City: SARATOGA SPRINGS

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 22 Secs

dritz	Hello, I am your Acebuddy	14 Jan, 5:57:18 PM
Acebuddy	Hello Dritz, I'm your Ace Buddy. I'll be happy to assist you!	5:57:20 PM
	Whom Would You Like to Connect With?	5:57:20 PM
dritz	Technical Support (QB & App Hosting)	5:57:26 PM
Acebuddy	Welcome to Ace Support.	5:57:26 PM
	Please chose an option :	5:57:26 PM
dritz	I'd like to report an Issue	5:57:35 PM
Acebuddy	Please select an option!	5:57:35 PM
dritz	QuickBooks Issue	5:57:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:57:39 PM
dritz	QuickBooks Login Issue	5:57:47 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	5:57:47 PM
	Was that helpful?	5:57:47 PM
dritz	No	5:57:54 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:57:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:57:54 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	5:58:23 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	5:58:28 PM
dritz	Please fix my quickbooks, I am getting this message:	5:59:26 PM
	Hold tight, We're updating your Quickbooks	5:59:43 PM

Shubham Kataria	I deeply apologize for the inconvenience caused to you.	5:59:46 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:59:49 PM
dritz	DebbieRq.14 from Saratoga Construction	6:00:06 PM
Shubham Kataria	thank you for the information.	6:00:24 PM
	Kindly allow me two minutes to check the same.	6:00:28 PM
dritz	thanks	6:00:35 PM
Shubham Kataria	May I know on which version of QuickBooks you are receiving this error	6:01:05 PM
dritz	Contractor 2024	6:01:24 PM
Shubham Kataria	okay	6:01:31 PM
	let me check	6:01:33 PM
	Please stay connected, we are working on it	6:06:33 PM
dritz	ok	6:06:38 PM
Shubham Kataria	thank you	6:06:45 PM
	Kindly try to access now	6:07:43 PM
	Are we still connected here?	6:10:43 PM
dritz	yea nd it works	6:10:54 PM
	and	6:10:58 PM
	also who do I have to email about doing updates during our business hours? Our hours are 7:00 am until 4:00pm EST	6:11:56 PM
Shubham Kataria	As you are on a shared server, all updates are scheduled to run during the night hours. Kindly confirm if you would like to update your QuickBooks.	6:13:25 PM
	We can update the QuickBooks tonight and will inform you once completed	6:14:09 PM
	Are we still connected here?	6:16:26 PM
	As you are disconnected from the chat, we are ending the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:17:30 PM
Shubham Kataria has ended this chat session		6:17:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jan, 9:59:57 PM

#70052 rhiannon

Email: rhiannon@thebeaconadvisors.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: 1 Sec

City: PLYMOUTH

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 54 Secs

rhiannon	Hello, I am your Acebuddy	2 Jan, 9:59:58 PM
Acebuddy	Hello Rhiannon Murray, I'm your Ace Buddy. I'll be happy to assist you!	9:59:59 PM
	Whom Would You Like to Connect With?	9:59:59 PM
rhiannon	Technical Support (QB & App Hosting)	10:00:05 PM
Acebuddy	Welcome to Ace Support.	10:00:05 PM
	Please chose an option :	10:00:05 PM
rhiannon	Restart	10:00:18 PM
Acebuddy	Hello Rhiannon Murray, I'm your Ace Buddy. I'll be happy to assist you!	10:00:18 PM
	Whom Would You Like to Connect With?	10:00:18 PM
rhiannon	Technical Support (QB & App Hosting)	10:00:31 PM
Acebuddy	Welcome to Ace Support.	10:00:31 PM
	Please chose an option :	10:00:31 PM
rhiannon	I'd like to report an Issue	10:00:36 PM
Acebuddy	Please select an option!	10:00:36 PM
rhiannon	Other Issue	10:00:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:00:42 PM
rhiannon	i need to connect new email address to microsoft authenticator	10:01:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:01:05 PM
	Acebuddy (bot) forwarded the chat request	10:01:05 PM

	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:01:34 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:01:40 PM
rhiannon	hi	10:01:48 PM
	i am trying to log into my new email address and need a code from microsoft authenticator app, but the email address isnt connected to the app yet and there is no QR code to scan	10:02:24 PM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:02:48 PM
rhiannon	sorry one minute	10:05:36 PM
	trying to get info	10:05:46 PM
Tushar Pharswan	Okay, take your time	10:06:15 PM
rhiannon	sorry will contact later	10:07:50 PM
	<i>rhiannon murray has ended this chat session</i>	10:07:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 4:30:38 PM

#70542 support

Email: support@silversfs.com ☎ +919084599218

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript	Chat Duration : 12 Mins 26 Secs
support	Hello, I am your Acebuddy
	13 Jan, 4:30:39 PM

Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!	4:30:40 PM
	Whom Would You Like to Connect With?	4:30:40 PM
support	Technical Support (QB & App Hosting)	4:30:42 PM
Acebuddy	Welcome to Ace Support.	4:30:42 PM
	Please chose an option :	4:30:42 PM
support	I'd like to raise a Request	4:30:50 PM
Acebuddy	Please select your request type.	4:30:50 PM
support	Other Request	4:31:00 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:31:00 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:31:00 PM
support	Yes, I'm facing issues with my server	4:31:09 PM
Acebuddy	Please select an option!	4:31:09 PM
support	Other Issue	4:31:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:31:14 PM
support	Unable to login	4:31:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:31:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:31:26 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	4:31:32 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	4:31:35 PM
support	Hi Aarush	4:31:46 PM
	i am unable to login to the server	4:31:57 PM
	<i>Aarush Aneja is transferring the chat to Shubham Kataria.</i>	4:31:59 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	4:32:01 PM
	Shubham helped me an hour ago	4:32:08 PM
Shubham Kataria	Hello Disha	4:32:23 PM
support	Hi Shubham	4:32:30 PM
Shubham Kataria	Could you please specify the error which you are receiving at login page	4:32:45 PM
support	sure	4:32:54 PM
	<i>4:33:16 PMsupport is sharing a file with you</i> <i>image.png - (Size:49.89 KB)</i>	4:33:16 PM
Shubham Kataria	I will surely help you with this issue.	4:33:50 PM
	May I take the remote access of your local computer?	4:33:54 PM

support	yes you can	4:34:03 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	4:34:07 PM
support	it is closed	4:34:20 PM
Shubham Kataria	https://assist.acecloudhosting.com/join/3982699523	4:34:36 PM
	Kindly join this link	4:34:43 PM
	Thank you for your patience.	4:42:01 PM
support	Welcome	4:42:09 PM
Shubham Kataria	As per our recent conversation over remote your issue has been resolved.	4:42:25 PM
	Is there anything else I may help you with ?	4:42:29 PM
support	Yes it solved	4:42:38 PM
	nothing else	4:42:43 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:42:49 PM
support	i will	4:42:56 PM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:43:01 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	4:43:04 PM

Shubham Kataria has ended this chat session

4:43:06 PM



#71727 Shashank Mishra
Email: shashank@elevatepackaging.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Linux
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: KISHANGARH
State: Chandigarh
Country: INDIA

Chat Duration : 23 Mins 38 Secs

Chat Transcript

Shashank Mishra	Hello, I am your Acebuddy	31 Jan, 1:24:33 PM
Acebuddy	Hello Shashank Mishra, I'm your Ace Buddy. I'll be happy to assist you!	1:24:35 PM
	Whom Would You Like to Connect With?	1:24:35 PM
Shashank Mishra	Technical Support (QB & App Hosting)	1:24:45 PM
Acebuddy	Welcome to Ace Support.	1:24:45 PM
	Please chose an option :	1:24:45 PM
Shashank Mishra	I'd like to report an Issue	1:24:53 PM
Acebuddy	Please select an option!	1:24:53 PM
Shashank Mishra	Restart	1:25:08 PM
Acebuddy	Hello Shashank Mishra, I'm your Ace Buddy. I'll be happy to assist you!	1:25:08 PM
	Whom Would You Like to Connect With?	1:25:08 PM
Shashank Mishra	VDI/DaaS Support	1:25:25 PM
Acebuddy	Please wait while we connect you to an available Representative.	1:25:25 PM
	Acebuddy (bot) forwarded the chat request	1:25:25 PM
	Suneetha Barre accepted the chat transfer request.	1:25:38 PM
Shashank Mishra	Hi	1:25:47 PM
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?	1:25:57 PM
Shashank Mishra	Here is my Ticket ID: 629797	1:26:06 PM
	Need support regarding that	1:26:19 PM
Suneetha Barre	Hi Shashank	1:26:48 PM

	Thank you for sharing details with us	1:26:57 PM
	Kindly allow me to transfer this chat to concerned team	1:27:17 PM
Shashank Mishra	ok, please do	1:27:24 PM
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>	1:27:25 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:28:18 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:28:21 PM
	Hello Shashank	1:28:27 PM
Shashank Mishra	ok	1:28:27 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	1:28:35 PM
Shashank Mishra	ok	1:28:43 PM
Shashwat Verma	Do you get issue while resetting password for server login?	1:30:00 PM
Shashank Mishra	It always show me that screen. but I don't want to change it	1:30:38 PM
	One of your team mate already reset it fro me	1:30:59 PM
Shashwat Verma	Okay.	1:31:08 PM
	May I take the remote access of your local computer?	1:31:11 PM
Shashank Mishra	yes	1:31:20 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:31:26 PM
	https://assist.acecloudhosting.com/join/7152242236	1:31:28 PM
	Kindly Click on the link and open the downloaded file.	1:31:30 PM
	Are you able to connect?	1:33:31 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:34:37 PM
Shashank Mishra	Still there?	1:43:38 PM
Shashwat Verma	Yes	1:43:44 PM
	Looks like session got stuck	1:43:51 PM
Shashank Mishra	Did you see the issue I faced for login on my sccreen	1:44:14 PM
	After several attempts, I get in	1:44:28 PM
Shashwat Verma	yes, i got your issue	1:44:46 PM
	Let just the remote session get re-freshed	1:45:18 PM
Shashank Mishra	how?	1:45:32 PM
Shashwat Verma		1:45:52 PM

	try using this new link	
	https://assist.acecloudhosting.com/join/9002880708	1:45:53 PM
	Kindly Click on the link and open the downloaded file.	1:45:56 PM
Shashank Mishra	Leave it for now	1:47:48 PM
	I will raise a seprate ticket again	1:47:57 PM
Shashwat Verma	Okay, shall we close this ticket for now?	1:48:01 PM
Shashank Mishra	yes	1:48:06 PM
	thanks	1:48:08 PM
Shashwat Verma	Okay	1:48:10 PM
	<i>Shashank Mishra has ended this chat session</i>	1:48:12 PM



