

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 10:27:12 PM

#71583 Anita Morland

Email: anita@internationalfilterproducts.com  18189179538

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 21 Secs

Anita Morland	Hello, I am your Acebuddy	29 Jan, 10:27:13 PM
Acebuddy	Hello Anita, I'm your Ace Buddy. I'll be happy to assist you!	10:27:14 PM
	Whom Would You Like to Connect With?	10:27:14 PM
Anita Morland	Technical Support (QB & App Hosting)	10:27:21 PM
Acebuddy	Welcome to Ace Support.	10:27:21 PM
	Please chose an option :	10:27:21 PM
Anita Morland	I'd like to report an Issue	10:27:32 PM
Acebuddy	Please select an option!	10:27:32 PM
Anita Morland	Other Issue	10:27:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:27:40 PM
Anita Morland	QuickBooks will not allow Ben our newest addition to send out email through gmail.	10:28:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:28:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:28:48 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:30:49 PM
	<i>Shubham Kataria is transferring the chat to Tushar Pharswan.</i>	10:31:33 PM

	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:32:59 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:33:04 PM
Anita Morland	Hello	10:33:40 PM
	<i>Tushar Pharswan is transferring the chat to Manish Singh.</i>	10:34:15 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:34:37 PM
Manish Singh	This message has been deleted	10:34:45 PM
	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you from now on.	10:35:01 PM
	I will surely help you with this issue.	10:35:33 PM
Anita Morland	QuickBooks said we need to change the default settings to Google.	10:37:15 PM
	We did that and it is still not working.	10:37:49 PM
Manish Singh	Kindly allow me 3-4 minutes to check the same.	10:39:28 PM
	May I take the remote access of your local computer?	10:40:27 PM
Anita Morland	You will need to remote into Ben's computer.	10:41:27 PM
Manish Singh	https://assist.acecloudhosting.com/join/8142651449	10:42:02 PM
	Kindly share this link to Ben	10:42:12 PM
Anita Morland	give me 1-2 minutes	10:43:33 PM
Manish Singh	Sure, please take your time.	10:44:03 PM
Anita Morland	you have access	10:47:16 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.	10:48:19 PM
	We need to update the QuickBooks to resolve this issue.	11:06:23 PM
	Are we still connected here?	11:08:28 PM
	Are we still connected here?	11:09:19 PM
	Are we still connected here?	11:10:26 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.	11:10:31 PM
	<i>Manish Singh has ended this chat session</i>	11:10:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jan, 2:08:59 AM

#71123 Stacy Wells

Email: stacy@alivelychef.com 208-389-9600

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: BOISE

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 46 Secs

Stacy Wells	Hello, I am your Acebuddy	22 Jan, 2:09:00 AM
Acebuddy	Hello Stacy E Wells, I'm your Ace Buddy. I'll be happy to assist you!	2:09:01 AM
	Whom Would You Like to Connect With?	2:09:01 AM
Stacy Wells	Technical Support (QB & App Hosting)	2:09:17 AM
Acebuddy	Welcome to Ace Support.	2:09:17 AM
	Please chose an option :	2:09:17 AM
Stacy Wells	I'd like to report an Issue	2:09:27 AM
Acebuddy	Please select an option!	2:09:28 AM
Stacy Wells	Other Issue	2:09:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:09:31 AM
Stacy Wells	LOCKED OUT	2:09:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:09:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:09:39 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:10:45 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:10:52 AM

Stacy Wells	I was prompted to reset my password. I am now locked out. Could you please assist?	2:11:24 AM
	Thank you :)	2:11:25 AM
Manish Singh	I will surely help you with this issue.	2:11:40 AM
	Kindly allow me two minutes to check the same.	2:11:47 AM
Stacy Wells	Thank you	2:11:52 AM
Manish Singh	Kindly check now.	2:12:48 AM
Stacy Wells	Thank you	2:13:00 AM
Manish Singh	Are you able to access the server?	2:13:51 AM
Stacy Wells	Now I can't even login to the portal	2:14:09 AM
	*even	2:14:18 AM
Manish Singh	May I take the remote access of your local computer?	2:14:20 AM
Stacy Wells	typo	2:14:22 AM
	Please	2:14:23 AM
Manish Singh	?	2:15:21 AM
Stacy Wells	YES	2:15:28 AM
	Please	2:15:31 AM
	Thank you	2:15:35 AM
Manish Singh	https://assist.acecloudhosting.com/join/2292063046	2:15:43 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:15:51 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.	2:17:11 AM
	Is there anything else I may help you with ?	2:23:59 AM
Stacy Wells	is this to the portal	2:26:18 AM
	or quickbooks	2:26:20 AM
	that makes a difference	2:26:37 AM
	passwords are very different	2:26:45 AM
Manish Singh	Password is to access the QuickBooks or server you can say.	2:27:03 AM
Stacy Wells	Why won't it take my "old" password?	2:27:22 AM
Manish Singh	Kindly check the messages on remote session.	2:27:39 AM
Stacy Wells	This was to the portal	2:27:50 AM
	NOT quickbooks	2:27:53 AM
Manish Singh	Alright, is it now resolved? (Edited)	2:28:10 AM

Stacy Wells	Thank you for your help	2:28:31 AM
	I appreciate your time	2:28:34 AM
Manish Singh	Thank you for your patience.	2:28:35 AM
Stacy Wells	Have a great day	2:28:36 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:28:42 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!	2:28:45 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/)	

Manish Singh has ended this chat session

2:28:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 11:00:33 PM

#71101 Lewisville

Email: lewisville@eaglefintax.com 4696098829

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: PADUGUPADU

State: Telangana

Country: INDIA

Chat Transcript

Chat Duration : 10 Secs

Lewisville Hello, I am your Acebuddy 21 Jan, 11:00:34 PM

SUPERVISOR has ended this chat session

11:02:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 10 Jan, 6:01:51 PM

#70424 aprasla

Email: aprasla@anishcpa.com

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript Chat Duration : 19 Mins 2 Secs

aprasla Hello, I am your Acebuddy 10 Jan, 6:01:52 PM

Acebuddy Hello Aprasla, I'm your Ace Buddy. I'll be happy to assist you! 6:01:55 PM

Whom Would You Like to Connect With? 6:01:55 PM

aprasla VDI/DaaS Support 6:01:57 PM

Acebuddy Please wait while we connect you to an available Representative. 6:01:57 PM

Acebuddy (bot) forwarded the chat request 6:01:57 PM

aprasla hi 6:02:13 PM

Himanshu accepted the chat transfer request. 6:02:54 PM

Himanshu Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. 6:03:08 PM

	How may I help you.	
aprasla	server not working	6:04:04 PM
Himanshu	sorry for the inconvenience.	6:04:28 PM
	Please allow me 5 minutes, connecting you with the concerned department.	6:05:07 PM
	<i>Himanshu is transferring the chat to Support(QB & App Hosting).</i>	6:05:19 PM
aprasla	ok	6:05:23 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	6:05:39 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	6:05:42 PM
aprasla	server not working	6:06:02 PM
Aarush Aneja	We are sorry to hear about the issue. We will surely assist you	6:06:36 PM
aprasla	ok	6:06:44 PM
Aarush Aneja	We checked and found the server is working and 1 user "Azizalip" is logged in	6:07:55 PM
	May I take the remote access of your local computer?	6:08:02 PM
aprasla	ok	6:08:08 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	6:08:13 PM
aprasla	ok	6:08:21 PM
Aarush Aneja	https://assist.acecloudhosting.com/join/7202256301	6:08:37 PM
	Kindly paste this link in the browser of local computer and join the session.	6:08:43 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.	6:10:18 PM
	We are connected back	6:14:45 PM
	We reboot the server from the backend and assisted you in logging back on to the server	6:15:12 PM
	We believe your issue is now resolved	6:15:22 PM
	Aparsla, Is there anything else I may help you with ?	6:15:30 PM
	Are we still connected here?	6:17:00 PM
	Are we still connected here?	6:19:55 PM
	Are we still connected here?	6:20:00 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:20:02 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:20:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

6:20:07 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/>)

Aarush Aneja has ended this chat session

6:20:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jan, 10:18:09 PM

#70203 Colleen tilp

Email: customerservice@rvlandscape.com 16234650061

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: 6 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 2 Mins

Colleen tilp	Hello, I am your Acebuddy	6 Jan, 10:18:10 PM
Acebuddy	Hello Colleen Tilp, I'm your Ace Buddy. I'll be happy to assist you!	10:18:12 PM
	Whom Would You Like to Connect With?	10:18:12 PM
Colleen tilp	Technical Support (QB & App Hosting)	10:18:18 PM
Acebuddy	Welcome to Ace Support.	10:18:18 PM
	Please chose an option :	10:18:18 PM

Colleen tilp	I'd like to raise a Request	10:18:25 PM
Acebuddy	Please select your request type.	10:18:25 PM
Colleen tilp	Other Request	10:18:41 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.	10:18:41 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:18:41 PM
Colleen tilp	Yes, I'm facing issues with my server	10:18:58 PM
Acebuddy	Please select an option!	10:18:58 PM
Colleen tilp	Other Issue	10:19:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:19:03 PM
Colleen tilp	I cannot login and we need to add a user but I need to work immediately	10:19:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:19:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:19:34 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:19:52 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:19:57 PM
	Hii Colleen	10:20:05 PM
Colleen tilp	Hi	10:20:14 PM
	are you there?	10:20:44 PM
Manish Singh	Yes	10:20:50 PM
	How may i assist you today?	10:21:01 PM
Colleen tilp	I can't login this morning and we still need to add a new user	10:21:35 PM
Manish Singh	I will surely help you with this issue.	10:21:52 PM
	May I take the remote access of your local computer?	10:21:58 PM
Colleen tilp	yes	10:22:01 PM
Manish Singh	https://assist.acecloudhosting.com/join/4832126253	10:22:21 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:22:27 PM
Colleen tilp	I think you are on my computer	10:24:20 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.	10:25:08 PM
	Kindly paste this link on Ashley's local computer.	10:38:21 PM
Colleen tilp	H0lyCr0ss96	10:38:23 PM
Manish Singh	https://assist.acecloudhosting.com/join/6342342579	10:38:23 PM

Colleen tilp	it is joined	10:40:33 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.	10:40:36 PM
	Is there anything else I may help you with ?	11:07:40 PM
Colleen tilp	Now does she have an account with QB or that does not go through you?	11:07:42 PM
	Does she have an account or user with QB or that does not go through you?	11:08:04 PM
Manish Singh	She does have QuickBooks access of 2020 and 2024.	11:09:01 PM
Colleen tilp	will she use my login info or I need to get her setup through QB?	11:09:36 PM
Manish Singh	If you are an Admin on QuickBooks, you can create a user and give her access to different QuickBooks files.	11:10:36 PM
Colleen tilp	I don't see the company file in QB	11:10:45 PM
Manish Singh	That what a Admin can do.	11:10:47 PM
	Kindly email us the QuickBooks files or folder access she need we will provide her access of that folder.	11:11:21 PM
	Kindly email on the same ticket.	11:11:40 PM
Colleen tilp	I don't know what that means	11:11:40 PM
Manish Singh	There are different company files of QuickBooks if she need access of client data or specific folder in which QuickBooks company file is places kindly email us so that we can provide her the access to that specific folder.	11:12:42 PM
Colleen tilp	She needs access to everything just like an admin	11:13:01 PM
Manish Singh	Kindly email us the things she needs we will help you. (Edited)	11:14:05 PM
	If she needs to be the Point of contact (POC) to make decision related to account kindly email us that too.	11:16:00 PM
	Is there anything else I may help you with ?	11:16:41 PM
Colleen tilp	I can do that but can I add her to it along with me?	11:16:46 PM
Manish Singh	Yes, you can add POC along with you.	11:17:08 PM
	Is there anything else I may help you with ?	11:17:41 PM
Colleen tilp	when will she have access to the QB files?	11:18:25 PM
Manish Singh	Whenever you will email us we will provide the access to her.	11:19:50 PM
Colleen tilp	I emailed already all the info. You will email us when she has access to it? Thanks you!	11:20:19 PM
Manish Singh	Yes, we will inform you once done.	11:20:30 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:20:36 PM
Colleen tilp	thanks, that was it today	11:20:45 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:20:46 PM

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

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

11:20:50 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/>)

Manish Singh has ended this chat session

11:20:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jan, 10:56:49 PM

#70210 duane

Email: duane@cartercpatax.com 19703907348

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 21 Secs

duane	Hello, I am your Acebuddy	6 Jan, 10:56:50 PM
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!	10:56:51 PM
	Whom Would You Like to Connect With?	10:56:51 PM
duane	Technical Support (QB & App Hosting)	10:57:06 PM
Acebuddy		

	Welcome to Ace Support.	10:57:06 PM
	Please chose an option :	10:57:06 PM
duane	I'd like to raise a Request	10:57:10 PM
Acebuddy	Please select your request type.	10:57:10 PM
duane	Application Version Upgrade	10:57:18 PM
Acebuddy	Please select the application you would like to upgrade :	10:57:18 PM
duane	Other Application	10:57:23 PM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	10:57:23 PM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	10:57:23 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.	10:57:23 PM
	Do you need any further assistance on the topic?	10:57:23 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:40:12 PM
	<i>Ended due to chat idle timeout</i>	11:40:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 11:58:44 PM

#71335 Lisa McAllister

Email: lisa@dandwcontractors.com 14798416040

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: 20 Secs

City: FAYETTEVILLE

State: Arkansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 50 Mins 46 Secs

Lisa McAllister	Hello, I am your Acebuddy	24 Jan, 11:58:46 PM
Acebuddy	Hello Lisa Mcallister, I'm your Ace Buddy. I'll be happy to assist you!	11:58:47 PM
	Whom Would You Like to Connect With?	11:58:47 PM
Lisa McAllister	Technical Support (QB & App Hosting)	11:59:02 PM
Acebuddy	Welcome to Ace Support.	11:59:02 PM
	Please chose an option :	11:59:02 PM
Lisa McAllister	I'd like to report an Issue	11:59:08 PM
Acebuddy	Please select an option!	11:59:08 PM
Lisa McAllister	Other Issue	11:59:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:59:13 PM
Lisa McAllister	Quickbooks web connector	11:59:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:59:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:59:36 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	25 Jan, 12:00:56 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:00:59 AM
	Hello Lisa	12:01:03 AM
Lisa McAllister	Hello	12:01:16 AM
	I sent you an email just a little bit ago regarding the web connector	12:01:32 AM
Anurag Sharma	Okay	12:01:41 AM
	Kindly allow me 2-3 minutes to check the same.	12:01:56 AM
	May I take the remote access of your server?	12:04:16 AM
Lisa McAllister	yes	12:04:24 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	12:04:31 AM
Lisa McAllister	ok done	12:05:12 AM
Anurag Sharma	Please login to the server.	12:06:09 AM
Lisa McAllister	I am	12:06:34 AM
Anurag Sharma	Please confirm if you are logged in as Office.P@myrealdata.net?	12:07:11 AM
Lisa McAllister	yes	12:07:27 AM

Anurag Sharma	Okay	12:07:44 AM
Lisa McAllister	I am not messaging you thru the server though	12:07:48 AM
Anurag Sharma	Please accept the remote request on the server.	12:08:03 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.	12:08:29 AM
Lisa McAllister	ok	12:25:02 AM
Anurag Sharma	Lisa, we would require QWC file in order to connect it with the web connector.	12:25:36 AM
Lisa McAllister	ok it is on connected and setup on my computer, but it isn't connected on the host site so I don't know how to send that file there?	12:26:17 AM
Anurag Sharma	Okay	12:26:34 AM
	Let me take the remote session of your local computer then.	12:26:47 AM
Lisa McAllister	ok	12:26:53 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	12:27:02 AM
	https://assist.acecloudhosting.com/join/3002459881	12:27:16 AM
	Kindly paste this link in the browser of local computer and join the session.	12:27:22 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.	12:28:05 AM
Lisa McAllister	ok	12:48:51 AM
Anurag Sharma	We would like to inform you that we have successfully installed the web connector on the server.	12:49:07 AM
	Is there anything else I may help you with ?	12:49:10 AM
Lisa McAllister	no thank you!	12:49:16 AM
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:49:24 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:49:27 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:49:29 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Anurag Sharma has ended this chat session</i>		12:49:32 AM



Chat Transcript

My quickbooks is frozen

Visitor Details

31 Jan, 12:59:29 AM

#71694 accounting

Email: accounting@ecplastictrays.com 5857506545

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: FAIRPORT

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 15 Secs

accounting	My quickbooks is frozen	31 Jan, 12:59:29 AM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	12:59:35 AM
accounting	Thank you.	12:59:46 AM
Dev Dubey	Hi there, could you please provide your Registered Business Name or CID Number for reference?	1:00:15 AM
accounting	Engineered Components & Packaging LLC	1:00:30 AM
	Gateway - RDG.myreldata.net Server Name: Engineered.myreldata.net	1:00:58 AM
	Username: myreldata\JennieSp	1:01:16 AM
Dev Dubey	Thank you.	1:01:18 AM
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	1:01:25 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	1:02:10 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	1:02:15 AM
	Kindly allow me two minutes to check the same.	1:02:18 AM

accounting	ok	1:02:52 AM
Tushar Pharswan	I closed QuickBooks from task manager, kindly try to open QuickBooks again.	1:03:49 AM
	Is it working now?	1:04:20 AM
accounting	Yes, it seems to be working. Thank you.	1:05:11 AM
Tushar Pharswan	Is there anything else I may help you with ?	1:05:13 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:05:43 AM
accounting	all set. thanks.	1:05:45 AM
Tushar Pharswan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:05:49 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/)	

Tushar Pharswan has ended this chat session

1:05:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jan, 9:44:37 PM

#70383 Sandra Dorst

Email: sandra@beckyrvardcpa.com ☎ 8049864638

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 3 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 56 Mins 22 Secs

Sandra Dorst	Hello, I am your Acebuddy	9 Jan, 9:44:38 PM
Acebuddy	Hello Sandra, I'm your Ace Buddy. I'll be happy to assist you!	9:44:40 PM
	Whom Would You Like to Connect With?	9:44:40 PM
Sandra Dorst	Technical Support (QB & App Hosting)	9:44:43 PM
Acebuddy	Welcome to Ace Support.	9:44:43 PM
	Please chose an option :	9:44:43 PM
Sandra Dorst	I'd like to report an Issue	9:44:47 PM
Acebuddy	Please select an option!	9:44:47 PM
Sandra Dorst	Other Issue	9:44:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:44:55 PM
Sandra Dorst	Trying to get signed in for the first time. I feel like I'm missing a set or info. I was being helped and then got disconnected	9:45:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:45:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:45:25 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:45:33 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:45:40 PM
Sandra Dorst	We got disconnected	9:45:52 PM
Shubham Kataria	Unfortunately the chat session was disconnected.	9:46:16 PM
	But I will surely assist you with this	9:46:43 PM
Sandra Dorst	Ok, can you send me another remote key please	9:46:48 PM
Shubham Kataria	Kindly download application from the app store by clicking the below link : https://apps.apple.com/us/app/customer-app-zoho-assist/id1277551323	9:47:31 PM
Sandra Dorst	I have the app	9:49:18 PM
Shubham Kataria	okay	9:50:03 PM
	May I take the remote access of your I pad?	9:50:14 PM
Sandra Dorst	yes but the Id above isn't working, do you have a different. Session key?	9:50:42 PM
Shubham Kataria	Sure	9:50:48 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:50:51 PM

Sandra Dorst	ok, done	9:51:03 PM
Shubham Kataria	493-207-0056	9:51:05 PM
	This is the session key	9:51:10 PM
	Kindly join	9:51:15 PM
Sandra Dorst	broadcsst started	9:51:41 PM
Shubham Kataria	Thank you	9:51:50 PM
	could you please open app store	9:52:00 PM
Sandra Dorst	ok	9:52:20 PM
Shubham Kataria	Download remote desktop app	9:52:33 PM
Sandra Dorst	i have it	9:52:42 PM
	That?	9:53:00 PM
Shubham Kataria	Could you please click on the + icon	9:53:47 PM
Sandra Dorst	k	9:54:03 PM
Shubham Kataria	Click on pc	9:54:11 PM
	Beckyrvardcpa.myrealdata.net enter this in pc name (Edited)	9:54:32 PM
	Kindly click on credentials	9:55:26 PM
	Select your username	9:55:57 PM
	click on no gateway configured option	9:56:15 PM
	Click on add gateway	9:57:05 PM
	Gateway name is RDG.myrealdata.net	9:57:24 PM
	save it	9:57:46 PM
	Come back to the previous screen	9:58:23 PM
	Kindly click on save	9:59:21 PM
	double click on the first file	9:59:38 PM
Sandra Dorst	YAY!!	10:00:27 PM
Shubham Kataria	That's great	10:00:32 PM
	You're logged on to the server	10:00:40 PM
Sandra Dorst	thanks, made me feel better about not succeeding on my own, I was missing multiple pieces of info, but I will save our convo to help train others in the future	10:01:25 PM
Shubham Kataria	You're welcome, we are here to assist you 24/7	10:01:49 PM
	You can connect with us anytime if you require any assistance. We're here to help	10:02:36 PM
	As you are successfully logged into the server	10:03:23 PM

	Is there anything else I may help you with ?	10:03:26 PM
Sandra Dorst	no, I'm good thank uou	10:03:50 PM
Shubham Kataria	You're welcome	10:03:59 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:04:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:04:10 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:04:14 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Shubham Kataria has ended this chat session

10:41:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jan, 12:11:37 AM

#70934 heidi

Email: heidi@scottscpa.com ☎ 512-900-7974 ext 115

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: 8 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 47 Secs

heidi	Hello, I am your Acebuddy	18 Jan, 12:11:38 AM
Acebuddy	Hello Heidi Wolff, I'm your Ace Buddy. I'll be happy to assist you!	12:11:39 AM
	Whom Would You Like to Connect With?	12:11:39 AM
heidi	Technical Support (QB & App Hosting)	12:11:46 AM
Acebuddy	Welcome to Ace Support.	12:11:46 AM
	Please chose an option :	12:11:46 AM
heidi	I'd like to report an Issue	12:11:55 AM
Acebuddy	Please select an option!	12:11:55 AM
heidi	Other Issue	12:11:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:11:59 AM
heidi	ProSeries 2024- Deborah was trying to update- everyone said they were out of the program- but it says it is open by someone	12:12:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:12:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:12:46 AM
heidi	can you tell where it is open - if stuck in back end and close it so we can run the update	12:13:09 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:14:01 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:14:03 AM
	Hello Heidi	12:14:07 AM
heidi	hello Anurag	12:14:24 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:14:40 AM
heidi	scott schaubhut CPA	12:15:11 AM
	hwol	12:15:15 AM
	heidiwo	12:15:23 AM
Anurag Sharma	Thanks for the confirmation !	12:15:42 AM
	Kindly allow me two minutes to check the same.	12:15:48 AM
heidi	thx	12:15:53 AM
Anurag Sharma	Heidi can I reboot the server once? This will stop all the running applications on the server. You can then easily update the application if you have the rights.	12:19:09 AM
heidi	i have rights	12:21:18 AM
Anurag Sharma	Okay	12:21:25 AM
	So shall I proceed with the reboot?	12:21:34 AM

heidi	people may need to save stuff	12:21:53 AM
	I'm closing out programs	12:22:05 AM
Anurag Sharma	Sure, please take your time	12:22:31 AM
heidi	we will lose connection	12:22:33 AM
Anurag Sharma	Okay then let me end the application task only.	12:22:52 AM
heidi	so if you can please email me at heidi@scottscpa.com when the reboot is complete	12:22:57 AM
Anurag Sharma	I will surely send an email to you after this chat.	12:23:17 AM
	I just want to inform you that I have ended the instance of ProSeries from the backend.	12:23:38 AM
	Please confirm if you are able to update the application now.	12:23:51 AM
heidi	let me try	12:24:01 AM
	so no need to reboot	12:24:11 AM
	update is now running	12:24:28 AM
Anurag Sharma	Glad to know	12:24:52 AM
	No, now there is no need of reboot.	12:25:03 AM
	Is there anything else I may help you with ?	12:25:13 AM
heidi	can you please add to our account to night after 11pm CENTRAL time to restart our server	12:25:23 AM
Anurag Sharma	I will surely do that. After this chat I will send you an email you can just revert back to that email with an approval from the primary contact so that I can proceed with the request.	12:26:19 AM
heidi	I am on the list as a contract to request these items	12:27:10 AM
	have been since we got ace set up	12:27:17 AM
Anurag Sharma	Okay, then your email would also work.	12:27:39 AM
	Is there anything else I may help you with ?	12:28:01 AM
heidi	no that is all for now	12:28:08 AM
Anurag Sharma	Thanks for the confirmation !	12:28:15 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:28:18 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:28:21 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:28:23 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

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

Anurag Sharma has ended this chat session

12:28:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 9:06:26 PM

#71571 cvilla

Email: cvilla@dixxon.com ☎ 4805180568

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: CHANDLER

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 15 Secs

cvilla	Hello, I am your Acebuddy	29 Jan, 9:06:28 PM
Acebuddy	Hello Christine Villa, I'm your Ace Buddy. I'll be happy to assist you!	9:06:30 PM
	Whom Would You Like to Connect With?	9:06:30 PM
cvilla	Technical Support (QB & App Hosting)	9:06:36 PM
Acebuddy	Welcome to Ace Support.	9:06:36 PM
	Please chose an option :	9:06:36 PM
cvilla	I'd like to raise a Request	9:06:42 PM
Acebuddy	Please select your request type.	9:06:42 PM
cvilla	Other Request	9:06:51 PM

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:06:51 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:06:51 PM
cvilla	Yes, I'm facing issues with my server	9:15:36 PM
Acebuddy	Please select an option!	9:15:36 PM
cvilla	Other Issue	9:15:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:15:40 PM
cvilla	windows update and I cant access the gateway now	9:16:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:16:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:16:00 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:16:38 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:16:50 PM
	I will surely help you with this issue.	9:17:00 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	9:17:08 PM
cvilla	first time, just me	9:17:21 PM
	<i>9:18:02 PM cvilla is sharing a file with you 1_image.png - (Size:294.61 KB)</i>	9:18:02 PM
	I am entering my name and password and it is not working	9:18:18 PM
Manish Singh	May I take the remote access of your local computer?	9:18:22 PM
	Are we still connected here?	9:20:33 PM
	Are we still connected here?	9:22:40 PM
	Are we still connected here?	9:24:37 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.	9:24:41 PM
cvilla	yes	9:24:44 PM
	<i>Manish Singh has ended this chat session</i>	9:24:44 PM



Chat Transcript

Hello, I am your Acebuddy

14 Jan, 6:57:12 PM

Visitor Details

#70657 zulma.argueta1

Email: zulma.argueta1@gmail.com ☎ 17048080362

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: 12 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Duration : 12 Mins 43 Secs

Chat Transcript

zulma.argueta1	Hello, I am your Acebuddy	14 Jan, 6:57:15 PM
Acebuddy	Hello Zulma Argueta, I'm your Ace Buddy. I'll be happy to assist you!	6:57:16 PM
	Whom Would You Like to Connect With?	6:57:16 PM
zulma.argueta1	Technical Support (QB & App Hosting)	6:57:30 PM
Acebuddy	Welcome to Ace Support.	6:57:30 PM
	Please chose an option :	6:57:30 PM
zulma.argueta1	I'd like to report an Issue	6:57:34 PM
Acebuddy	Please select an option!	6:57:34 PM
zulma.argueta1	Other Issue	6:57:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:57:39 PM
zulma.argueta1	cant access server	6:57:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:57:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:57:50 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:58:01 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:58:06 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:58:51 PM
zulma.argueta1	GE Taxes Multi-Services Inc	6:59:15 PM
	Getaxes.myrealdatal.net	6:59:34 PM

Shubham Kataria	Thank you for the information	7:00:14 PM
	Could you please confirm if you are the only user who is unable to access server	7:00:19 PM
zulma.argueta1	all my users	7:00:43 PM
	are having the problem	7:00:46 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	7:01:34 PM
	Kindly allow me 2-3 minutes to check the same.	7:01:49 PM
zulma.argueta1	ok	7:01:57 PM
Shubham Kataria	Please stay connected, we are working on it	7:05:15 PM
zulma.argueta1	ok	7:05:23 PM
Shubham Kataria	Thank you for your patience.	7:08:24 PM
	Kindly try to access now	7:08:29 PM
zulma.argueta1	ok let me try	7:08:39 PM
Shubham Kataria	Sure, please take your time	7:08:51 PM
zulma.argueta1	ok we're in	7:09:09 PM
	thank you	7:09:10 PM
Shubham Kataria	you're welcome	7:09:16 PM
	Is there anything else I may help you with ?	7:09:18 PM
zulma.argueta1	that is all thank you very much	7:09:29 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:09:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:09:52 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:09:56 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	7:09:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 10:02:15 PM

#70849 William Mays

Email: it@grafbro.com 17404643070

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: SOUTH SHORE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 10 Secs

William Mays	Hello, I am your Acebuddy	16 Jan, 10:02:18 PM
Acebuddy	Hello It, I'm your Ace Buddy. I'll be happy to assist you!	10:02:19 PM
	Whom Would You Like to Connect With?	10:02:19 PM
William Mays	Technical Support (QB & App Hosting)	10:02:29 PM
Acebuddy	Welcome to Ace Support.	10:02:29 PM
	Please chose an option :	10:02:29 PM
William Mays	I'd like to report an Issue	10:02:34 PM
Acebuddy	Please select an option!	10:02:34 PM
William Mays	Other Issue	10:02:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:02:38 PM
William Mays	User Tim Rist on our quickbooks server is unable to save a file to specified path \\tsclient\QBRD Files. Our server name is GrafBrothers.myrealdata.net:54369	10:03:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:03:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:03:40 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:04:44 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:04:47 PM

	Kindly allow me two minutes to check the same.	10:04:52 PM
William Mays	Please disregard. I believe it was an issue locally but we corrected it.	10:06:05 PM
Tushar Pharswan	Okay.	10:06:16 PM
	Is there anything else I may help you with ?	10:06:17 PM
William Mays	Nope, thanks	10:06:22 PM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:06:25 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:06:27 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	10:06:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jan, 11:44:19 PM

#71681 Asif Ali

Email: admin@3qscpa.com 16145587724

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: 22 Secs

City: COLUMBUS

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 49 Secs

Asif Ali	Hello, I am your Acebuddy	30 Jan, 11:44:20 PM
Acebuddy	Hello Asif Ali, I'm your Ace Buddy. I'll be happy to assist you!	11:44:21 PM
	Whom Would You Like to Connect With?	11:44:21 PM
Asif Ali	Technical Support (QB & App Hosting)	11:44:26 PM
Acebuddy	Welcome to Ace Support.	11:44:26 PM
	Please chose an option :	11:44:26 PM
Asif Ali	I'd like to report an Issue	11:44:31 PM
Acebuddy	Please select an option!	11:44:31 PM
Asif Ali	Other Issue	11:45:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:45:07 PM
Asif Ali	Remote Desktop Access issue for QB	11:45:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:45:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:45:21 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:47:10 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:47:14 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:47:20 PM
Asif Ali	Office_3Qs	11:47:45 PM
	This is remote desktop	11:47:56 PM
Tushar Pharswan	We were troubleshooting regarding this.	11:48:31 PM
	May I take the remote access of your local computer?	11:48:34 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:48:38 PM
Asif Ali	yes sure	11:48:55 PM
Tushar Pharswan	https://assist.acecloudhosting.com/join/5592166643	11:49:39 PM
	Kindly Click on the link and open the downloaded file.	11:49:41 PM
	Kindly give local system access not remote desktop.	11:49:56 PM
Asif Ali	Are you able to access my desktop?	11:51:40 PM
Tushar Pharswan	Yes, I will setup the new login icon now.	11:52:08 PM
	Kindly enter the password.	11:56:15 PM
	It seems the password you are entering is wrong.]	11:58:08 PM
	Kindly email us at support@acecloudhosting.com and one of our engineers will reset your password	11:59:57 PM

after that you will be able to access the users profile.

11:59:59 PM

Is there anything else I may help you with ?

31 Jan, 12:00:50 AM

It seems you entered the correct password now.

12:01:39 AM

Asif Ali Now it is working.

12:01:50 AM

Tushar Pharswan Great.

12:01:53 AM

Is there anything else I may help you with ?

12:02:03 AM

Asif Ali No thanks

12:02:07 AM

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

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

12:02:08 AM

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/>)

Tushar Pharswan has ended this chat session

12:02:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Jan, 9:15:29 PM

#70493 Larry Bell

Email: larry@bostonbookkeeping.com 15084721724

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: 3 Secs

City: OVERLAND PARK

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 16 Secs

Larry Bell	Hello, I am your Acebuddy	12 Jan, 9:15:30 PM
Acebuddy	Hello Larry, I'm your Ace Buddy. I'll be happy to assist you!	9:15:32 PM
	Whom Would You Like to Connect With?	9:15:32 PM
Larry Bell	Technical Support (QB & App Hosting)	9:15:39 PM
Acebuddy	Welcome to Ace Support.	9:15:39 PM
	Please chose an option :	9:15:39 PM
Larry Bell	I'd like to report an Issue	9:15:47 PM
Acebuddy	Please select an option!	9:15:48 PM
Larry Bell	Other Issue	9:15:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:15:54 PM
Larry Bell	My outlook still does not work since friday	9:16:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:16:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:16:19 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:18:11 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:18:13 PM
Larry Bell	Hi again Tushar	9:18:42 PM
	my outlook is still not working	9:18:59 PM
Tushar Pharswan	Hello Larry, I just checked the progress on your ticket.	9:19:19 PM
Larry Bell	It wants me to open in safe mode	9:19:25 PM
	but still closes after that	9:19:32 PM
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.	9:19:40 PM
Larry Bell	It hasnt worked since friday	9:20:04 PM
Tushar Pharswan	Kindly allow me two minutes to discuss this with others as of what we can do to resolve this case.	9:20:23 PM
Larry Bell	okay thank you	9:20:33 PM
Tushar Pharswan	Its the weekend and the higher escalation team will be available on Monday.	9:21:01 PM
	Kindly allow me some time to check what we can do as of now for today as we have reinstalled the application again, but the issue still persists.	9:21:53 PM
Larry Bell	Okay thank you	9:22:04 PM

	You can escalate it on monday	9:22:26 PM
	I hope it gets fixed than	9:22:35 PM
Tushar Pharswan	I appreciate your patient we will surely Escalate this issue in mean time we will try to figure out something as of today also and if we are able to get it up and running we will notify you over the email again.	9:24:03 PM
	Till then.	9:24:22 PM
	Is there anything else I may help you with ?	9:24:24 PM
Larry Bell	okay thank you	9:24:25 PM
	no thanks anyway	9:24:32 PM
Tushar Pharswan	Okay.	9:24:37 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:24:40 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!	9:24:44 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	9:24:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 10:25:20 PM

#71746 Dallas Hardy

Email: dallas@families4families.cc

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: LOGANVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 53 Secs

Dallas Hardy	Hello, I am your Acebuddy	31 Jan, 10:25:22 PM
Acebuddy	Hello Dallas Hardy, I'm your Ace Buddy. I'll be happy to assist you!	10:25:24 PM
	Whom Would You Like to Connect With?	10:25:24 PM
Dallas Hardy	Technical Support (QB & App Hosting)	10:25:39 PM
Acebuddy	Welcome to Ace Support.	10:25:39 PM
	Please chose an option :	10:25:39 PM
Dallas Hardy	I'd like to raise a Request	10:25:53 PM
Acebuddy	Please select your request type.	10:25:53 PM
Dallas Hardy	Password Reset	10:26:00 PM
Acebuddy	Please select an option below	10:26:00 PM
Dallas Hardy	Not Enrolled to Selfcare Portal	10:26:04 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.	10:26:04 PM
	Do you need any further assistance on the topic?	10:26:04 PM
Dallas Hardy	No	10:26:16 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:26:16 PM
	<i>Acebuddy has ended this chat session</i>	10:26:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jan, 4:54:39 AM

#71632 Imelda Morales**Email:** purchasing@arizagf.com  13104619549**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**City:** LOS ANGELES**State:** California**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 41 Mins 31 Secs

Imelda Morales	Hello, I am your Acebuddy	30 Jan, 4:54:40 AM
Acebuddy	Hello Imelda Morales, I'm your Ace Buddy. I'll be happy to assist you!	4:54:41 AM
	Whom Would You Like to Connect With?	4:54:41 AM
Imelda Morales	Technical Support (QB & App Hosting)	4:57:44 AM
Acebuddy	Welcome to Ace Support.	4:57:44 AM
	Please chose an option :	4:57:44 AM
Imelda Morales	I'd like to raise a Request	4:57:54 AM
Acebuddy	Please select your request type.	4:57:56 AM
Imelda Morales	Password Reset	4:58:05 AM
Acebuddy	Please select an option below	4:58:05 AM
Imelda Morales	Not Enrolled to Selfcare Portal	4:59:45 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	4:59:45 AM
	Do you need any further assistance on the topic?	4:59:45 AM
Imelda Morales	Restart	5:02:44 AM
Acebuddy	Hello Imelda Morales, I'm your Ace Buddy. I'll be happy to assist you!	5:02:44 AM
	Whom Would You Like to Connect With?	5:02:44 AM
Imelda Morales	Technical Support (QB & App Hosting)	5:02:47 AM
Acebuddy	Welcome to Ace Support.	5:02:47 AM
	Please chose an option :	5:02:47 AM
Imelda Morales	I'd like to raise a Request	5:02:54 AM
Acebuddy	Please select your request type.	5:02:54 AM

Imelda Morales	Password Reset	5:02:57 AM
Acebuddy	Please select an option below	5:02:57 AM
Imelda Morales	Already Enrolled to Selfcare Portal	5:03:05 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	5:03:05 AM
	Do you need any further assistance on the topic?	5:03:05 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.	5:36:12 AM
	<i>Ended due to chat idle timeout</i>	5:36:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	16 Jan, 12:27:07 AM
#70804 Jonathan Hillyer	
Email: jonathan@hillyerphoto.com ☎ 4044026676	
Department: Support(QB & App Hosting)	
Operator: Acebuddy	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Apple iPhone	
Browser: Apple Safari	
Device: Mobile	
City: ATLANTA	
State: Georgia	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 31 Mins 39 Secs
Jonathan Hillyer	Hello, I am your Acebuddy
Acebuddy	Hello Jonathan Hillyer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jonathan Hillyer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :	12:27:14 AM
Jonathan Hillyer	Restart	12:27:28 AM
Acebuddy	Hello Jonathan Hillyer, I'm your Ace Buddy. I'll be happy to assist you!	12:27:28 AM
	Whom Would You Like to Connect With?	12:27:28 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.	12:58:49 AM
	<i>Ended due to chat idle timeout</i>	12:58:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 9:44:19 PM

#71236 Lewisville

Email: lewisville@eaglefintax.com 4696098829

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: SHAMSHABAD

State: Telangana

Country: INDIA

Chat Transcript

Chat Duration : 31 Mins 57 Secs

Lewisville	Hello, I am your Acebuddy	23 Jan, 9:44:20 PM
Acebuddy	Hello Supervisor, I'm your Ace Buddy. I'll be happy to assist you!	9:44:22 PM
	Whom Would You Like to Connect With?	9:44:22 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:16:18 PM
	<i>Ended due to chat idle timeout</i>	10:16:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jan, 9:41:43 PM

#70262 Andreas Ruiz-Diaz

Email: technology@stratfordsteel.com 12032495048

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: STAMFORD

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 54 Secs

Andreas Ruiz-Diaz	Hello, I am your Acebuddy	7 Jan, 9:41:45 PM
Acebuddy	Hello Andreas Ruiz-diaz, I'm your Ace Buddy. I'll be happy to assist you!	9:41:45 PM
	Whom Would You Like to Connect With?	9:41:45 PM
Andreas Ruiz-Diaz	Technical Support (QB & App Hosting)	9:42:13 PM
Acebuddy	Welcome to Ace Support.	9:42:13 PM
	Please chose an option :	9:42:13 PM
Andreas Ruiz-Diaz	I'd like to report an Issue	9:42:21 PM
Acebuddy	Please select an option!	9:42:21 PM
Andreas Ruiz-Diaz	Other Issue	9:42:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:42:27 PM
Andreas Ruiz-Diaz	Setback	9:42:36 PM
Acebuddy	Please select an option!	9:42:36 PM
Andreas Ruiz-Diaz	Other Issue	9:42:40 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:42:40 PM
Andreas Ruiz-Diaz	Restart	9:42:46 PM
Acebuddy	Hello Andreas Ruiz-diaz, I'm your Ace Buddy. I'll be happy to assist you!	9:42:46 PM
	Whom Would You Like to Connect With?	9:42:46 PM
Andreas Ruiz-Diaz	Technical Support (QB & App Hosting)	9:42:52 PM
Acebuddy	Welcome to Ace Support.	9:42:52 PM
	Please chose an option :	9:42:52 PM
Andreas Ruiz-Diaz	I'd like to report an Issue	9:43:01 PM
Acebuddy	Please select an option!	9:43:01 PM
Andreas Ruiz-Diaz	Other Issue	9:43:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:43:05 PM
Andreas Ruiz-Diaz	I can't login to the portal.	9:43:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:43:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:43:20 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:43:54 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:43:59 PM
Andreas Ruiz-Diaz	Hi	9:44:30 PM
	I can't log into the slef help portal	9:45:00 PM
	I am using the username:	9:45:05 PM
Manish Singh	May I take the remote access of your local computer?	9:45:13 PM
Andreas Ruiz-Diaz	I am in the middle of something.	9:45:30 PM
	myportal.acecloudhosting.com/login	9:45:43 PM
	Is this the correct URL?	9:45:50 PM
Manish Singh	This message has been deleted	9:45:57 PM
	Yes, this is the correct one.	9:47:04 PM
Andreas Ruiz-Diaz	Okay, it let me in this time.,.	9:47:31 PM
	Thank you.	9:47:33 PM
	All set.	9:47:38 PM
Manish Singh	Great	9:47:42 PM
Andreas Ruiz-Diaz	Have a great day.	9:47:42 PM
Manish Singh	Is there anything else I may help you with ?	9:47:45 PM
	Are we still connected here?	9:49:01 PM

	Are we still connected here?	9:51:22 PM
	Are we still connected here?	9:53:07 PM
Andreas Ruiz-Diaz	No	9:53:17 PM
Manish Singh	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.	9:53:18 PM
Andreas Ruiz-Diaz	Thanks	9:53:18 PM
	All set.	9:53:21 PM
Manish Singh	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:53:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:53:34 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!	9:53:38 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/)	
	<i>Manish Singh has ended this chat session</i>	9:53:39 PM



Chat Transcript

Need assistance to find server for ATX 2024

Visitor Details

11 Jan, 11:02:46 PM

#70475 MikeBu

Email: mikroava@aol.com ☎ 2763566476

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 32 Secs

MikeBu	Need assistance to find server for ATX 2024	11 Jan, 11:02:46 PM
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.	11:02:52 PM
	Hi Mike, may I know your account name?	11:03:52 PM
MikeBu	southeastern tax & accounting	11:04:29 PM
Aayush Verma	I will transfer this chat to our support team.	11:05:05 PM
	<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>	11:05:11 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:05:33 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:05:55 PM
MikeBu	Thank you.	11:06:05 PM
Tushar Pharswan	Kindly allow me two minutes to check the details till then kindly elaborate the issue you are facing.	11:06:35 PM
	Are we still connected here?	11:08:43 PM
MikeBu	Yes	11:08:48 PM
Tushar Pharswan	Kindly elaborate the issue you are facing.	11:08:59 PM
MikeBu	Connecting to ATX	11:09:24 PM
	ATX 2024 program is looking for a server.	11:10:09 PM
Tushar Pharswan	Let me take a look at server end and check it.	11:10:30 PM
	Kindly allow me two minutes to check the same.	11:10:31 PM
	May I take the remote access of your server?	11:11:57 PM
MikeBu	yes	11:12:25 PM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	11:12:44 PM
	https://assist.acecloudhosting.com/join/7442604201	11:13:01 PM
	Kindly Click on the link and open the downloaded file.	11:13:03 PM
	We are connected now.	11:16:40 PM
	We took remote session and configured the Port of both ATX and Payroll applications.	11:22:46 PM
	The applications are working fine as confirmed by you.	11:23:05 PM
	Is there anything else I may help you with ?	11:23:07 PM
MikeBu	no thank you	11:24:07 PM

Tushar Pharswan Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. 11:24:11 PM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 11:24:17 PM

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

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

Thanks! 11:24:23 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

11:24:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 24 Jan, 4:06:10 PM

#71305 support

Email: support@silversfs.com +919084599218

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: BABAIL

State: Delhi

Country: INDIA

Chat Transcript Chat Duration : 37 Mins 8 Secs

support	Hello, I am your Acebuddy	24 Jan, 4:06:11 PM
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!	4:06:13 PM

	Whom Would You Like to Connect With?	4:06:13 PM
support	Technical Support (QB & App Hosting)	4:06:20 PM
Acebuddy	Welcome to Ace Support.	4:06:21 PM
	Please chose an option :	4:06:21 PM
support	I'd like to raise a Request	4:06:27 PM
Acebuddy	Please select your request type.	4:06:27 PM
support	Other Request	4:06:36 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.	4:06:36 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:06:36 PM
support	Yes, I'm facing issues with my server	4:06:45 PM
Acebuddy	Please select an option!	4:06:45 PM
support	Other Issue	4:06:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:06:50 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.	4:43:20 PM
	<i>Ended due to chat idle timeout</i>	4:43:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 10:00:51 AM

#71485 Ida P del LupoVargas

Email: ida@vicenziusa.com ☎ 3058083995

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: STUART

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 57 Secs

Ida P del LupoVargas	Hello, I am your Acebuddy	28 Jan, 10:00:53 AM
Acebuddy	Hello Ida P Del Lupovargas, I'm your Ace Buddy. I'll be happy to assist you!	10:00:55 AM
	Whom Would You Like to Connect With?	10:00:55 AM
Ida P del LupoVargas	Technical Support (QB & App Hosting)	10:02:01 AM
Acebuddy	Welcome to Ace Support.	10:02:02 AM
	Please chose an option :	10:02:02 AM
Ida P del LupoVargas	I'd like to report an Issue	10:02:06 AM
Acebuddy	Please select an option!	10:02:06 AM
Ida P del LupoVargas	Other Issue	10:02:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:02:12 AM
Ida P del LupoVargas	calling you instead, thank you	10:03:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:03:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:03:43 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:04:47 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:04:50 AM
	Hello Ida (Edited)	10:04:56 AM
Ida P del LupoVargas	hello Shashwat, I am trying to get someone on the phone as it is quite late for me and need to resolve it fast	10:05:57 AM
	can you give me a call to explain very quickly? 1-954-632-6030	10:06:22 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	10:07:02 AM
	Looks like you now connected on call.	10:07:30 AM
Ida P del LupoVargas	yes, thank you	10:07:40 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:07:46 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:07:47 AM

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

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

Shashwat Verma has ended this chat session

10:07:51 AM



Chat Transcript

My QB is frozen I do not have access to the account to reset it and I need someone to please reset my QB

Visitor Details

29 Jan, 12:43:17 AM

#71523 beth

Email: beth@stillwaterfundservices.com ☎ 13122084104

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: BUFFALO GROVE

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 54 Secs

beth

My QB is frozen I do not have access to the account to reset it and I need someone to please reset my QB

29 Jan, 12:43:18 AM

Siddhant

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

12:43:25 AM

beth

Do you need my account I will have to find it

12:44:04 AM

Stillwater Fund Services

12:44:17 AM

Siddhant

Got it , I am transferring this chat to the support team . They will help resolve all the issues.

12:44:50 AM

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

12:45:04 AM

Sharath Kumar accepted the chat transfer request.

12:45:12 AM

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	12:45:21 AM
beth	CID72032	12:45:44 AM
	I need you to reset my user id my screen is frozen	12:46:08 AM
	There was an error...I dont have time I need to just get back online	12:46:28 AM
Sharath Kumar	Surely, Beth. let me quickly logon to the server	12:46:35 AM
beth	Do you need my user name	12:46:35 AM
	ty	12:46:57 AM
	i have logged out so Imk when I should try logging back in	12:47:50 AM
Sharath Kumar	the server shows that you are in a disconnected state	12:48:29 AM
	let me log you out completely	12:48:37 AM
beth	let me log back in	12:48:37 AM
	should i log back in?	12:49:17 AM
Sharath Kumar	yes, you are good to sign in now	12:49:24 AM
beth	still logging in	12:51:19 AM
	okay its working again. ty	12:52:20 AM
Sharath Kumar	glad to hear that	12:52:41 AM
	anything else that I can assist you with?	12:52:47 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:56:13 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.	12:56:17 AM
	<i>Sharath Kumar has ended this chat session</i>	12:56:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jan, 9:22:21 PM

#70379 Robert Zeigen

Email: rzeigen@szcpa.tax 15613920620

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 38 Secs

Robert Zeigen	Hello, I am your Acebuddy	9 Jan, 9:22:22 PM
Acebuddy	Hello Rzeigen, I'm your Ace Buddy. I'll be happy to assist you!	9:22:24 PM
	Whom Would You Like to Connect With?	9:22:24 PM
Robert Zeigen	Technical Support (QB & App Hosting)	9:22:27 PM
Acebuddy	Welcome to Ace Support.	9:22:27 PM
	Please chose an option :	9:22:27 PM
Robert Zeigen	I'd like to report an Issue	9:22:32 PM
Acebuddy	Please select an option!	9:22:32 PM
Robert Zeigen	Other Issue	9:22:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:22:36 PM
Robert Zeigen	The Canopy app needs to be running on the server at all times. received a Launch Error message upon logging into Ace that this is not running and teh computer may need to be restarted. I reported this previously. I cannot do this regularly	9:24:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:24:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:24:01 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	9:24:28 PM

Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	9:24:31 PM
Robert Zeigen	I also don't know how your server works. If I receive this message and Canopy is not running for me, does that mean it is not running for all SZCPA users?	9:25:38 PM
Aarush Aneja	No. it is showing the service error. It will be working on other server	9:26:13 PM
	May we reboot the server once	9:26:30 PM
Robert Zeigen	But this issue may occur to other users as well. Again, is this a configuring issue. This is the thid time I've contacted Ace about this	9:26:56 PM
	Do you need to see the diagnostics that were generated by the app?	9:27:17 PM
Aarush Aneja	We restarted the canopy service on the server and ther application is launching niow	9:27:30 PM
	We apologize for the inconvenience caused. You may also restart the canopy service from the task manager.	9:28:39 PM
	Kindly test the application now once	
Robert Zeigen	It is running now but I was unable to start it. I don't want to consistently each out to support	9:30:00 PM
	Is there a way to prevent this	9:30:06 PM
Aarush Aneja	Only admin on the server have the privileges to restart. We restarted the services for the application (Edited)	9:30:16 PM
Robert Zeigen	Why does this keep happening?	9:31:23 PM
Aarush Aneja	Yes, you may take admin access on the server by emailing us on support@acecloudhosting.com for the admin access on the server from Mr. Robert rzeigen] [rzeigen@szcpa.tax] (Edited)	9:31:56 PM
	We checked and found the service for canopy application is automatic	9:33:08 PM
Robert Zeigen	I don't want access. I just want it to run	9:33:29 PM
	properly	9:33:34 PM
Aarush Aneja	So, in case, it stop. The service manager will trigger it to work again in next 30 minutes	9:33:35 PM
	We understand your concern. We will follow up and keep the issue under observation to resolve it permanently (Edited)	9:34:43 PM
Robert Zeigen	okay, thank you	9:35:02 PM
Aarush Aneja	Welcome, Robert	9:35:31 PM
	Is there anything else I may help you with ?	9:35:36 PM
	Are we still connected here?	9:36:33 PM
	Are we still connected here?	9:37:45 PM
	Are we still connected here?	9:39:39 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.	9:39:53 PM

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

9:39:57 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!

9:40:02 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/>)

Aarush Aneja has ended this chat session

9:42:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jan, 8:25:39 PM

#71661 ricky pais

Email: ricky@brannanhessel.cpa

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Secs

ricky pais	Hello, I am your Acebuddy	30 Jan, 8:25:40 PM
Acebuddy	Hello Ricky, I'm your Ace Buddy. I'll be happy to assist you!	8:25:41 PM
	Whom Would You Like to Connect With?	8:25:41 PM

ricky pais	Technical Support (QB & App Hosting)	8:25:53 PM
Acebuddy	Welcome to Ace Support.	8:25:53 PM
	Please chose an option :	8:25:53 PM
ricky pais	I'd like to raise a Request	8:26:00 PM
Acebuddy	Please select your request type.	8:26:00 PM
ricky pais	Other Request	8:26:12 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.	8:26:12 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:26:12 PM
ricky pais	No, That'll be all!	8:26:28 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	8:26:28 PM
	<i>Acebuddy has ended this chat session</i>	8:26:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 7:50:44 PM

#70764 Daniel Barron

Email: dbarron@dmjtransportation.net 7246893271

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 53 Secs

Daniel Barron	Hello, I am your Acebuddy	15 Jan, 7:50:47 PM
Acebuddy	Hello Daniel Barron, I'm your Ace Buddy. I'll be happy to assist you!	7:50:48 PM
	Whom Would You Like to Connect With?	7:50:48 PM
Daniel Barron	Technical Support (QB & App Hosting)	7:50:58 PM
Acebuddy	Welcome to Ace Support.	7:50:58 PM
	Please chose an option :	7:50:58 PM
Daniel Barron	I'd like to report an Issue	7:51:07 PM
Acebuddy	Please select an option!	7:51:07 PM
Daniel Barron	QuickBooks Issue	7:51:17 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:51:17 PM
Daniel Barron	Other QB related issue	7:51:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:51:26 PM
Daniel Barron	I need a back up copy of my company to send to my accountant. Server doesn't have enough data to save a backup copy, and when I try to drag and drop the file to we.transfer it does not work	7:52:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:52:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:52:11 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:53:04 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:53:08 PM
	Hello Daniel	7:53:17 PM
	I will surely help you with this issue.	7:53:57 PM
Daniel Barron	Thank you	7:54:24 PM
	THey did it yesterday with a zip file and there was nothing inside when I sent.	7:54:38 PM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	7:55:01 PM
	Kindly allow me two minutes to check the same.	7:55:03 PM
Daniel Barron	Thank you	7:56:36 PM
Shashwat Verma	As per our record your request is under process regarding the ticket number #619772, we assure that will share the copy of the file very soon. (Edited)	7:58:07 PM
Daniel Barron	That request was two days ago.	7:58:37 PM
	Last time, they just uploaded the file to wetransfer and sent a copy to email	7:58:50 PM
	I can take it from there	7:58:56 PM
	And the request was supposed to be handled within two hours, which is why i had to reach out a second time	7:59:18 PM
	It was in the middle of December	7:59:40 PM

	was the last time i had it done sucessfully	8:00:19 PM
Shashwat Verma	I apologize for any delay, let me check the previous conversation.	8:00:56 PM
Daniel Barron	IT would probably help if there was room to save the copy directly to the server.	8:02:41 PM
	The qb file is the only data i need, so i don't know how it is full	8:02:56 PM
Shashwat Verma	Daniel, will take your case on priority, could you please re-confirm the Qb file name and date for which you require backup of the file, we really appreciate your efforts.	8:03:12 PM
Daniel Barron	DMJ Leasing.QBW	8:03:32 PM
	Most current version.	8:03:54 PM
Shashwat Verma	Thanks for the confirmation ! we assure you to share the file in 1 hr.	8:04:37 PM
Daniel Barron	Please do Needed it for my W-2's that should have gone out yesterday. I have 330 employees	8:05:29 PM
Shashwat Verma	We also apologies for the delay and inconvenience caused to you.	8:05:43 PM
	We'll surely help you out.	8:05:58 PM
Daniel Barron	Thanks, appreciate it	8:06:02 PM
Shashwat Verma	Is there anything else I may help you with ?	8:06:10 PM
Daniel Barron	No thanks	8:06:22 PM
Shashwat Verma	Again, thanks for understanding and efforts!	8:06:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:06:33 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:06:35 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	8:06:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 4:32:34 AM

#70735 carmel.hamerenterprisespllc

Email: carmel.hamerenterprisespllc@outlook.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: MISSOULA

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 33 Secs

carmel.hamerenterprisespllc	Hello, I am your Acebuddy	15 Jan, 4:32:36 AM
Acebuddy	Hello Carmel Batman, I'm your Ace Buddy. I'll be happy to assist you!	4:32:36 AM
	Whom Would You Like to Connect With?	4:32:36 AM
carmel.hamerenterprisespllc	Technical Support (QB & App Hosting)	4:32:54 AM
Acebuddy	Welcome to Ace Support.	4:32:54 AM
	Please chose an option :	4:32:54 AM
carmel.hamerenterprisespllc	I'd like to raise a Request	4:33:04 AM
Acebuddy	Please select your request type.	4:33:04 AM
carmel.hamerenterprisespllc	Application Update	4:33:15 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.	4:33:15 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	4:33:15 AM
carmel.hamerenterprisespllc	No	4:38:09 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	4:38:09 AM
	<i>Acebuddy has ended this chat session</i>	4:38:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jan, 10:10:12 AM

#70958 Michelle Ross

Email: michelle@empowered.cpa

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 10 Secs

Michelle Ross	Hello, I am your Acebuddy	18 Jan, 10:10:14 AM
Acebuddy	Hello Michelle Ross, I'm your Ace Buddy. I'll be happy to assist you!	10:10:16 AM
	Whom Would You Like to Connect With?	10:10:16 AM
Michelle Ross	Technical Support (QB & App Hosting)	10:10:20 AM
Acebuddy	Welcome to Ace Support.	10:10:20 AM
	Please chose an option :	10:10:20 AM
Michelle Ross	I'd like to report an Issue	10:10:36 AM
Acebuddy	Please select an option!	10:10:37 AM
Michelle Ross	Other Issue	10:10:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:10:43 AM
Michelle Ross	Connection to remote desktop issue	10:10:56 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:10:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:10:57 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	10:11:16 AM

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	10:11:19 AM
Michelle Ross	Thank you Rohan	10:11:30 AM
Rohan Prajapati	Hello Michelle, How are you doing today ?	10:11:34 AM
Michelle Ross	Doing well, thank you	10:11:46 AM
Rohan Prajapati	That's Great	10:12:10 AM
	I will surely help you with this issue.	10:12:17 AM
	May I please know your business name or company name once ?	10:12:38 AM
Michelle Ross	My client is D & W Contractors and I sign in with Lisa McAllister's account on my remote desktop connection	10:12:52 AM
Rohan Prajapati	Thanks for the confirmation !	10:13:20 AM
Michelle Ross	My business is Empowered Tax Services; client's business is abave	10:13:22 AM
Rohan Prajapati	May I know what error you are getting while logging into the server?	10:13:53 AM
	Could you please share the screenshot of the error here ?	10:15:43 AM
Michelle Ross	I can't - the login shows up, I click connect, the green bar starts initiating, then it says: Remote Desktop can't find the computer "DWContractors.myrealdatal.net	10:15:56 AM
Rohan Prajapati	Thanks for the confirmation !	10:16:12 AM
	May I take the remote access of your local computer?	10:16:56 AM
Michelle Ross	ok	10:17:08 AM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	10:18:02 AM
Michelle Ross	done	10:18:09 AM
Rohan Prajapati	Kindly copy this link and Paste it in any browser of your Local PC and Join the session https://assist.acecloudhosting.com/join/1962070727	10:19:08 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.	10:20:19 AM
Michelle Ross	ok	10:20:30 AM
Rohan Prajapati	Is there anything else I may help you with ?	10:34:20 AM
Michelle Ross	That's it today, thank you!	10:34:47 AM
Rohan Prajapati	Thanks for the confirmation !	10:34:59 AM
	I would request you to please give your Valuable feedback after ending the chat. (Edited)	10:35:01 AM
Michelle Ross	Will do	10:35:11 AM
Rohan Prajapati	Thanks for the confirmation !	10:35:18 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:35:20 AM

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

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

10:35:22 AM

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

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

Rohan Prajapati has ended this chat session

10:35:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 12:12:15 AM

#71688 Kgould

Email: kgould@kandj.co

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: 45 Secs

City: WALTERS

State: Oklahoma

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 23 Secs

Kgould	Hello, I am your Acebuddy	31 Jan, 12:12:16 AM
Acebuddy	Hello Kelli Gould, I'm your Ace Buddy. I'll be happy to assist you!	12:12:17 AM
	Whom Would You Like to Connect With?	12:12:17 AM
Kgould	Technical Support (QB & App Hosting)	12:12:26 AM

Acebuddy	Welcome to Ace Support.	12:12:26 AM
	Please chose an option :	12:12:26 AM
Kgould	I'd like to report an Issue	12:13:57 AM
Acebuddy	Please select an option!	12:13:57 AM
Kgould	Password Reset	12:14:06 AM
Acebuddy	Please select an option below	12:14:06 AM
Kgould	Not Enrolled to Selfcare Portal	12:16:00 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.	12:16:00 AM
	Do you need any further assistance on the topic?	12:16:00 AM
Kgould	Yes	12:20:02 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:20:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:20:02 AM
Kgould	Ticket 631721. I need a password reset.	12:20:18 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:21:08 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	12:21:54 AM
	Kindly allow me two minutes to check the same.	12:21:58 AM
	Kindly use Self-care portal to reset the password choose forgot password and type user name: CAIM_1 and proceed further with the steps.	12:26:50 AM
	https://selfcare.acecloudhosting.com/ (Edited)	12:26:57 AM
	<i>12:27:34 AM Tushar Pharswan is sharing a file with you SelfCare Portal User Guide 1.1.pdf - (Size:848.32 KB)</i>	12:27:34 AM
	Is there anything else I may help you with ?	12:27:37 AM
	Are we still connected here?	12:29:41 AM
	Are we still connected here?	12:30:22 AM
	Are we still connected here?	12:31:31 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:31:34 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:31:36 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:31:38 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/>)

Tushar Pharswan has ended this chat session

12:31:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 10:37:08 PM

#71586 finance

Email: finance@aghstore.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: 49 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 29 Secs

finance	Hello, I am your Acebuddy	29 Jan, 10:37:09 PM
Acebuddy	Hello Finance, I'm your Ace Buddy. I'll be happy to assist you!	10:37:10 PM
	Whom Would You Like to Connect With?	10:37:10 PM
finance	Technical Support (QB & App Hosting)	10:37:17 PM
Acebuddy	Welcome to Ace Support.	10:37:17 PM
	Please chose an option :	10:37:17 PM
finance	I'd like to report an Issue	10:38:16 PM
Acebuddy	Please select an option!	10:38:17 PM

finance	Other Issue	10:38:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:38:22 PM
finance	my supervisor has already upgraded my microsoft account but i cannot use it to sign excel	10:38:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:39:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:39:00 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:39:30 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:39:38 PM
	Hello Finance.	10:39:46 PM
	I have installed the application O365 on your server.	10:40:02 PM
	Are we still connected here?	10:42:34 PM
finance	yes	10:42:54 PM
	yes, but it asks for license	10:43:07 PM
	i signed in using my microsoft account	10:43:15 PM
	it should give me access right?	10:43:24 PM
Tushar Pharswan	Yes, it should give you access, also regarding this issue you will have to connect with Microsoft or the person through which you have got the licences.	10:44:25 PM
	Is there anything else I may help you with ?	10:44:38 PM
	Are we still connected here?	10:47:03 PM
	Are we still connected here?	10:48:50 PM
	Are we still connected here?	10:49:29 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.	10:49:31 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:49:34 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:49:36 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	10:49:38 PM



Chat Transcript

I attempted to reset the password for PhilAb and we still can't log in.

Visitor Details

16 Jan, 11:40:59 PM

#70866 Jennifer Rogers

Email: jconnell@creeksideinvestors.com 12486010202

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 15 Secs

City: TROY

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 31 Secs

Jennifer Rogers	I attempted to reset the password for PhilAb and we still can't log in.	16 Jan, 11:40:59 PM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	11:41:03 PM
Jennifer Rogers	Hello	11:41:14 PM
Siddhant	Hi sir , I am transferring this chat.	11:42:39 PM
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>	11:43:02 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:43:55 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:44:00 PM
	Let me transfer you to a specialist who can better address your concern.	11:44:07 PM
	<i>Anurag Sharma is transferring the chat to Tushar Pharswan.</i>	11:44:16 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:44:21 PM
Jennifer Rogers	ok	11:44:59 PM
Tushar Pharswan	Hello Jconnell.	11:45:10 PM
Jennifer Rogers	hello	11:45:26 PM

	I am logged in to the myportal	11:45:49 PM
	and have reset the password for PhilAb twice	11:45:58 PM
	and we still can't log in.	11:46:01 PM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:46:25 PM
Jennifer Rogers	Creekside	11:46:37 PM
	my user name is JenniferRo	11:47:13 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	11:47:48 PM
Jennifer Rogers	Sure.	11:47:54 PM
Tushar Pharswan	Phil Abraham was in inactivity state.	11:50:30 PM
	Kindly allow me two minutes to change the inactive state to active..	11:50:51 PM
Jennifer Rogers	okay thank you	11:51:01 PM
Tushar Pharswan	Is there anything else I may help you with ?	11:51:13 PM
Jennifer Rogers	Can I have him attempt to log in real quick?	11:51:33 PM
Tushar Pharswan	Kindly wait.	11:52:51 PM
Jennifer Rogers	ok	11:53:05 PM
Tushar Pharswan	Kindly try to login now.	11:55:59 PM
Jennifer Rogers	It worked! Thank you so much.	11:57:06 PM
Tushar Pharswan	Is there anything else I may help you with ?	11:57:14 PM
Jennifer Rogers	No that was it.	11:57:19 PM
	Have a great day!	11:57:23 PM
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	11:57:24 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:57:31 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:57:32 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	11:57:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 2:06:32 AM

#71348 zulma.argueta1

Email: zulma.argueta1@gmail.com ☎ 17048080362

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: RICHMOND

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 13 Secs

zulma.argueta1	Hello, I am your Acebuddy	25 Jan, 2:06:35 AM
Acebuddy	Hello Zulma, I'm your Ace Buddy. I'll be happy to assist you!	2:06:36 AM
	Whom Would You Like to Connect With?	2:06:36 AM
zulma.argueta1	Technical Support (QB & App Hosting)	2:06:45 AM
Acebuddy	Welcome to Ace Support.	2:06:45 AM
	Please chose an option :	2:06:45 AM
zulma.argueta1	I'd like to report an Issue	2:06:51 AM
Acebuddy	Please select an option!	2:06:51 AM
zulma.argueta1	QuickBooks Issue	2:06:55 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:06:55 AM
zulma.argueta1	QuickBooks is Frozen	2:07:00 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	2:07:00 AM
	Was that helpful?	2:07:00 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance,	
		2:46:49 AM

Kindly re-initiate the chat.

Ended due to chat idle timeout

2:46:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 12:50:30 AM

#70877 Rubens S Jacob

Email: seflglass@gmail.com 13058233097

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: HOLLYWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 4 Secs

Rubens S Jacob	Hello, I am your Acebuddy	17 Jan, 12:50:31 AM
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!	12:50:32 AM
	Whom Would You Like to Connect With?	12:50:32 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.	1:27:35 AM
	<i>Ended due to chat idle timeout</i>	1:27:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 10:41:40 PM

#70854 Robert Zeigen

Email: rzeigen@szcpa.tax 15613920620

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 37 Secs

Robert Zeigen	Hello, I am your Acebuddy	16 Jan, 10:41:41 PM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	10:41:42 PM
	Whom Would You Like to Connect With?	10:41:42 PM
Robert Zeigen	Technical Support (QB & App Hosting)	10:41:44 PM
Acebuddy	Welcome to Ace Support.	10:41:44 PM
	Please chose an option :	10:41:44 PM
Robert Zeigen	I'd like to report an Issue	10:41:48 PM
Acebuddy	Please select an option!	10:41:48 PM
Robert Zeigen	Other Issue	10:41:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:41:52 PM
Robert Zeigen	I need my server, szcpa, reset now	10:42:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:42:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:42:06 PM
Robert Zeigen	restarted	10:42:14 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:42:37 PM

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:42:40 PM
	Hello Robert	10:42:44 PM
Robert Zeigen	Hello	10:44:04 PM
	Please restart the szcpa server	10:44:17 PM
Anurag Sharma	I will surely do that for you.	10:44:39 PM
	Robert could you please confirm that are you facing the canopy services related problem again?	10:45:00 PM
	Which is why you want us to restart the server?	10:45:10 PM
Robert Zeigen	Our service called Canopy is not working	10:45:38 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:45:45 PM
	<i>10:46:23 PM Robert Zeigen is sharing a file with you 1_image.png - (Size:166.39 KB)</i>	10:46:23 PM
	Robert, I am rebooting the server for now so that you can start your working. I would like to inform you that as it is a recurring issue I am escalating this ticket. They will help you with resolving this issue permanently.	10:47:15 PM
	I have rebooted the server. Is there anything else I can help you with ? (Edited)	10:47:46 PM
Robert Zeigen	Yes, thank you. I have been in touch with my Sr Solutions Consultant Amit Raina about this as well. I am going out of my mind with this	10:50:13 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:50:21 PM
	I will make sure that it doesn't get repeated this time.	10:50:38 PM
	Is there anything else I may help you with ?	10:50:46 PM
	Are we still connected here?	10:52:12 PM
	Are we still connected here?	10:53:17 PM
	Are we still connected here?	10:54:05 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.	10:54:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:54:15 PM
	<i>Anurag Sharma has ended this chat session</i>	10:54:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 11:45:23 PM

#71438 Jared

Email: jared@hpautorepair.com  4802420882

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: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 6 Secs

Jared	Hello, I am your Acebuddy	27 Jan, 11:45:25 PM
Acebuddy	Hello Jared Farnsworth, I'm your Ace Buddy. I'll be happy to assist you!	11:45:26 PM
	Whom Would You Like to Connect With?	11:45:26 PM
Jared	Technical Support (QB & App Hosting)	11:46:24 PM
Acebuddy	Welcome to Ace Support.	11:46:24 PM
	Please chose an option :	11:46:24 PM
Jared	I'd like to raise a Request	11:46:33 PM
Acebuddy	Please select your request type.	11:46:33 PM
Jared	Other Request	11:48:11 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:48:11 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:48:11 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	28 Jan, 12:28:32 AM
	<i>Ended due to chat idle timeout</i>	12:28:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 11:06:22 PM

#70795 eduardocantore

Email: eduardocantore@hotmail.com ☎ 17877917090

Department: Support(QB & App Hosting)

Operator: Malkeet Nagpal

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 12 Secs

City: ROSARIO

State: Buenos Aires

Country: ARGENTINA

Chat Transcript

Chat Duration : 50 Mins 39 Secs

eduardocantore	Hello, I am your Acebuddy	15 Jan, 11:06:23 PM
Acebuddy	Hello Eduardocantore, I'm your Ace Buddy. I'll be happy to assist you!	11:06:24 PM
	Whom Would You Like to Connect With?	11:06:24 PM
eduardocantore	Technical Support (QB & App Hosting)	11:06:27 PM
Acebuddy	Welcome to Ace Support.	11:06:27 PM
	Please chose an option :	11:06:27 PM
eduardocantore	I'd like to report an Issue	11:06:35 PM
Acebuddy	Please select an option!	11:06:35 PM
eduardocantore	Other Issue	11:06:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:06:42 PM
eduardocantore	users are having problems accessing folders and using qbook.	11:07:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:07:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:07:14 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:07:17 PM
	<i>Manish Singh is transferring the chat to Malkeet Nagpal.</i>	11:07:32 PM

	<i>Malkeet Nagpal accepted the chat transfer request.</i>	11:07:33 PM
Malkeet Nagpal	Thank you for contacting Ace Cloud Hosting. My name is Malkeet Nagpal. I will be assisting you today.	11:07:43 PM
	I will surely help you with this issue.	11:08:29 PM
eduardocantore	Yesterday changes were made to folder access permissions for different users, but now many cannot use qbooks or access the folders.	11:08:38 PM
Malkeet Nagpal	May I take the remote access of your server?	11:08:49 PM
eduardocantore	yes	11:08:57 PM
Malkeet Nagpal	I deeply apologize for the inconvenience caused to you.	11:09:00 PM
	May I know the username?	11:09:23 PM
	is it Admin_MNA or Annette_MNA?	11:10:32 PM
eduardocantore	yes	11:10:45 PM
	myrealdata\Annette_MNA myrealdata\ASSIST5_MNA myrealdata\Manuel_MNA	11:12:15 PM
	myrealdata\Bohlke-2_MNA	11:12:18 PM
	There are many more	11:13:00 PM
	The Admin, no report the issue	11:13:25 PM
Malkeet Nagpal	we are connected on remote chat.	11:14:25 PM
eduardocantore	ok	11:15:03 PM
	I am in Bohlke-2	11:15:58 PM
Malkeet Nagpal	Thank you for the information and allow 5-7 minutes to check the same.	11:16:14 PM
eduardocantore	ok	11:16:21 PM
	<i>11:17:17 PM eduardocantore is sharing a file with you 1.jpg - (Size:491.48 KB)</i>	11:17:17 PM
	<i>This is the message that appears to most people</i>	
Malkeet Nagpal	Thank you for more details.	11:19:20 PM
	I'll further let you know.	11:20:14 PM
	to test again.	11:20:19 PM
eduardocantore	Now Bohlke-2 is in operation	11:20:32 PM
Malkeet Nagpal	Thank you for your patience.	11:21:32 PM
	Could you please check if it is working fine now?>	11:21:44 PM
eduardocantore	I was able to get i. To QB but still no access to the files	11:22:56 PM
Malkeet Nagpal	Thank you for providing the details. Let me check that for you.	11:23:19 PM
	Are you under same profile Annette?	11:23:34 PM
eduardocantore	no	11:24:46 PM

Malkeet Nagpal	I need to send remote request to verify? would you please share username?	11:25:25 PM
eduardocantore	I am currently active with Annette's user profile	11:25:41 PM
eduardocantore	yes, she is working now	11:25:57 PM
Malkeet Nagpal	So would you share me the username to check the issue specifically?	11:27:30 PM
eduardocantore	give a minute pls	11:28:05 PM
Malkeet Nagpal	Absolutely.	11:28:23 PM
	Sure, please take your time	11:28:31 PM
eduardocantore	Manuel_MNA Assist-5_MNA They do not have access to folder D (client data)	11:30:32 PM
	Annette can't access either	11:33:18 PM
Malkeet Nagpal	Please ask Manuel to logout?	11:33:50 PM
	and let me know	11:33:58 PM
eduardocantore	To avoid logging out of each user, wouldn't it be better to restart the server?	11:35:00 PM
Malkeet Nagpal	let me test if this works for Manuel_MNA. Later we may reboot it collectively for all the users as the permissions are already applied.	11:36:22 PM
eduardocantore	give a few minutes	11:37:34 PM
Malkeet Nagpal	Sure, please take your time	11:40:48 PM
eduardocantore	ok Annette is work fine	11:42:24 PM
	Estoy verificando otros usuarios	11:42:58 PM
Malkeet Nagpal	Ok segura]	11:43:23 PM
eduardocantore	Bohlke-2_MNA is work fine	11:45:45 PM
	i, check Manuel	11:47:44 PM
Malkeet Nagpal	So, Is everybody up & working now.	11:48:16 PM
eduardocantore	Some can't see the D disk	11:50:05 PM
	I will check now	11:50:32 PM
Malkeet Nagpal	As per the recent changes for permissions. This is only allowed for 2 users.	11:50:55 PM
eduardocantore	ohh ok	11:51:08 PM
	<i>11:52:44 PM Malkeet Nagpal is sharing a file with you ACCESS TO CLOUD end.xlsx - (Size:10.32 KB)</i>	11:52:44 PM
	<i>This was applied by me after referring the excel sheet as attached here. I hope this applied as per you.</i>	
Malkeet Nagpal	Is there anything else I may help you with ?	11:52:56 PM
eduardocantore	no. thank you	11:55:19 PM
Malkeet Nagpal	Perfect.	11:56:14 PM

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

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

11:56:21 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/>)

It would be great if you could share your feedback after this chat ends. Thanks in advance!

11:56:27 PM

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

11:56:44 PM

Malkeet Nagpal has ended this chat session

11:57:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 8:18:11 PM

#71734 Ted Wettstein

Email: lacey@masterpiececlosets.com 14072349598

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: 32 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 41 Secs

Ted Wettstein

Hello, I am your Acebuddy

31 Jan, 8:18:13 PM

Acebuddy	Hello Lacey Ashby, I'm your Ace Buddy. I'll be happy to assist you!	8:18:14 PM
	Whom Would You Like to Connect With?	8:18:14 PM
Ted Wettstein	Technical Support (QB & App Hosting)	8:18:18 PM
Acebuddy	Welcome to Ace Support.	8:18:18 PM
	Please chose an option :	8:18:18 PM
Ted Wettstein	I'd like to report an Issue	8:18:28 PM
Acebuddy	Please select an option!	8:18:28 PM
Ted Wettstein	QuickBooks Issue	8:18:32 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:18:32 PM
Ted Wettstein	Other QB related issue	8:18:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:18:42 PM
Ted Wettstein	Trying to open company file and getting H505 error, saying company file is on another computer	8:19:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:19:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:19:32 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	8:20:28 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	8:20:32 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:20:39 PM
Ted Wettstein	just a sec, have to look it up	8:21:14 PM
Tushar Pharswan	Sure, please take your time also tell me the QuickBooks version it is.	8:21:39 PM
Ted Wettstein	myrealdatal\TedW.q6	8:21:40 PM
	quickbooks pro 2023	8:22:14 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	8:22:44 PM
Ted Wettstein	ok	8:23:15 PM
Tushar Pharswan	Kindly close QuickBooks and try again.	8:24:05 PM
	Kindly let us know if the issue still persists or not.	8:24:22 PM
Ted Wettstein	still same error	8:24:50 PM
Tushar Pharswan	Kindly log of and relogging.	8:25:40 PM
Ted Wettstein	ok it's working now, thank you!	8:27:11 PM
Tushar Pharswan	Is there anything else I may help you with ?	8:27:32 PM
Ted Wettstein	That's it	8:27:39 PM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:27:50 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

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

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

8:27:52 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

8:27:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 9:45:02 PM

#70678 shadpittam

Email: shadpittam@gmail.com 13082490982

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 24 Secs

shadpittam	Hello, I am your Acebuddy	14 Jan, 9:45:04 PM
Acebuddy	Hello Shad Pittam, I'm your Ace Buddy. I'll be happy to assist you!	9:45:06 PM
	Whom Would You Like to Connect With?	9:45:06 PM
shadpittam	Technical Support (QB & App Hosting)	9:45:12 PM

Acebuddy	Welcome to Ace Support.	9:45:12 PM
	Please chose an option :	9:45:12 PM
shadpittam	I'd like to raise a Request	9:45:26 PM
Acebuddy	Please select your request type.	9:45:26 PM
shadpittam	Password Reset	9:45:30 PM
Acebuddy	Please select an option below	9:45:30 PM
shadpittam	Not Enrolled to Selfcare Portal	9:45:40 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.	9:45:40 PM
	Do you need any further assistance on the topic?	9:45:40 PM
shadpittam	Yes	9:45:50 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:45:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:45:50 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:46:55 PM
	<i>Shubham Kataria is transferring the chat to Shubham Yadav.</i>	9:47:08 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	9:47:10 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	9:47:17 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:47:48 PM
shadpittam	Shad Pittam	9:48:56 PM
Shubham Yadav	Shad can you please confirm you want to reset the password ?	9:49:53 PM
shadpittam	Yes, I can't get in, it said I needed to change password	9:50:21 PM
Shubham Yadav	Alright Shad.	9:50:28 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	9:50:35 PM
	We will be resetting the password and provide you a new password (Edited)	9:50:55 PM
	Shad are you there ?	9:52:13 PM
	Are we still connected here?	9:54:14 PM
	Are we still connected here?	9:56:04 PM
	Are we still connected here?	9:58:23 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.	9:58:26 PM
	<i>Shubham Yadav has ended this chat session</i>	9:58:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jan, 9:27:18 PM

#70380 Sandra Dorst

Email: sandra@beckyrivardcpa.com 8049864638

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 5 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 57 Secs

Sandra Dorst	Hello, I am your Acebuddy	9 Jan, 9:27:20 PM
Acebuddy	Hello Sandra Dorst, I'm your Ace Buddy. I'll be happy to assist you!	9:27:21 PM
	Whom Would You Like to Connect With?	9:27:21 PM
Sandra Dorst	Technical Support (QB & App Hosting)	9:27:26 PM
Acebuddy	Welcome to Ace Support.	9:27:26 PM
	Please chose an option :	9:27:26 PM
Sandra Dorst	Restart	9:27:29 PM
Acebuddy	Hello Sandra Dorst, I'm your Ace Buddy. I'll be happy to assist you!	9:27:29 PM
	Whom Would You Like to Connect With?	9:27:29 PM
Sandra Dorst	Technical Support (QB & App Hosting)	9:27:35 PM
Acebuddy	Welcome to Ace Support.	9:27:35 PM
	Please chose an option :	9:27:35 PM
Sandra Dorst	I'd like to report an Issue	9:27:47 PM

Acebuddy	Please select an option!	9:27:47 PM
Sandra Dorst	Other Issue	9:27:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:27:52 PM
Sandra Dorst	I'm trying to get set up and signed in for the first time and I can't figure out what I'm doing wrong	9:28:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:28:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:28:23 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:28:30 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:28:35 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:28:47 PM
Sandra Dorst	Here's what I was senr	9:29:14 PM
	<i>9:29:24 PMSandra Dorst is sharing a file with you IMG_4217.png - (Size:206.76 KB)</i>	9:29:24 PM
	<i>9:29:25 PMSandra Dorst is sharing a file with you IMG_4218.png - (Size:196.49 KB)</i>	9:29:25 PM
Shubham Kataria	Thank you for the information	9:30:06 PM
Sandra Dorst	Are you getting the pics? I'm not seeing them in the chat but maybe you are getting yhem	9:30:12 PM
Shubham Kataria	yes, I am able to see the picture	9:30:29 PM
	Could you please confirm if you are receiving any error while login?	9:30:53 PM
Sandra Dorst	I have downloaded the rpd file and have windows remote downloaded	9:31:10 PM
	I don't even know where or how to login	9:31:20 PM
Shubham Kataria	okay no problem	9:31:28 PM
	I will surely help you with this issue.	9:31:31 PM
	May I take the remote access of your local computer?	9:31:36 PM
Sandra Dorst	I feel like I'm missing some info	9:31:37 PM
Shubham Kataria	I will surely help you to set up the RDP	9:32:21 PM
	If you allow May I take the remote access of your local computer	9:32:41 PM
	it will help me to check the RDP settings	9:33:00 PM
Sandra Dorst	Yes, it is a new iPad Pro (if that matters) but I'm typing on my phone currebtly	9:33:35 PM
	but I can sent a remote link to the iPad	9:33:55 PM
Shubham Kataria	okay that's great	9:34:06 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:34:09 PM
Sandra Dorst	Ok	9:34:36 PM

Shubham Kataria	https://assist.acecloudhosting.com/join/6592491218	9:34:39 PM
	Kindly join this link	9:34:46 PM
Sandra Dorst	Looks like I joined	9:38:04 PM
Shubham Kataria	Unfortunately you left the session	9:38:31 PM
	Could you please re-connect the session	9:38:42 PM
	https://assist.acecloudhosting.com/join/6162172133	9:38:53 PM
	Please join on this session	9:39:05 PM
Sandra Dorst	Ok back up	9:39:53 PM
Shubham Kataria	Unfortunately the remote session again disconnected	9:42:28 PM
	Are we still connected here?	9:43:24 PM
	Are we still connected here?	9:44:46 PM
	<i>Shubham Kataria has ended this chat session</i>	9:45:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jan, 1:14:08 AM

#70222 paul

Email: paul@neotechnetworks.com ☎ 8887268138

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: MARACAIBO

State: Zulia

Country: VENEZUELA

Chat Transcript

Chat Duration : 18 Mins 6 Secs

paul	Hello, I am your Acebuddy	7 Jan, 1:14:09 AM
Acebuddy	Hello Paul, I'm your Ace Buddy. I'll be happy to assist you!	1:14:11 AM
	Whom Would You Like to Connect With?	1:14:11 AM
paul	Technical Support (QB & App Hosting)	1:14:24 AM
Acebuddy	Welcome to Ace Support.	1:14:24 AM
	Please chose an option :	1:14:24 AM
paul	I'd like to report an Issue	1:14:30 AM
Acebuddy	Please select an option!	1:14:30 AM
paul	Password Reset	1:14:34 AM
Acebuddy	Please select an option below	1:14:34 AM
paul	Already Enrolled to Selfcare Portal	1:14:39 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:14:39 AM
	Do you need any further assistance on the topic?	1:14:39 AM
paul	Yes	1:14:45 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:14:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:14:45 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:15:41 AM
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>	1:15:49 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:15:52 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:16:07 AM
paul	Hello Yash	1:16:17 AM
Yash Kalra	Kindly help me with your server name and user name?	1:16:20 AM
paul	happy new year	1:16:20 AM
	Server name is NeotechNL, the username we are having issues is Emma.KI	1:16:37 AM
	i reset the password via the portal	1:16:41 AM
	and it still says cannot login	1:16:47 AM
	it seems the user is blocked	1:16:50 AM
Yash Kalra	Happy New Year, Stephen Dempsey. Kindly allow me two minutes to check the same.	1:17:56 AM
	Stephen Dempsey, please allow me some time while I am making some changes from the backend.	1:21:18 AM
paul	got it thank you	1:21:33 AM
Yash Kalra	Stephen, we have made some changes from the backend. Please try logging in now.	1:25:18 AM
paul	On it	1:25:34 AM

	I was able to login	1:26:07 AM
	thank you	1:26:08 AM
	what was the issue?	1:26:10 AM
Yash Kalra	Stephen, upon checking, I found that your account was disabled due to security reasons. I have now re-enabled the account. Is there anything else I can assist you with?	1:31:58 AM
paul	that woudl be all thank you	1:32:14 AM
	<i>paul has ended this chat session</i>	1:32:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 10:43:43 PM

#71749 jonathan

Email: jonathan@btba.co 210.622.7023

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 1 Sec

jonathan	Hello, I am your Acebuddy	31 Jan, 10:43:43 PM
Acebuddy	Hello Jonathan, I'm your Ace Buddy. I'll be happy to assist you!	10:43:44 PM
	Whom Would You Like to Connect With?	10:43:44 PM
jonathan	Technical Support (QB & App Hosting)	10:43:48 PM
Acebuddy		

	Welcome to Ace Support.	10:43:48 PM
	Please chose an option :	10:43:48 PM
jonathan	I'd like to report an Issue	10:43:53 PM
Acebuddy	Please select an option!	10:43:53 PM
jonathan	Other Issue	10:43:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:43:59 PM
jonathan	i'm unable to connect.	10:44:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:44:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:44:08 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:45:45 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:45:48 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:45:59 PM
jonathan	i think my username is myrealdata\jonathan.pre2	10:46:23 PM
	i do not remember my server name unfortunately.	10:46:32 PM
Tushar Pharswan	May I take the remote access of your local computer?	10:47:42 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:47:44 PM
jonathan	yes	10:48:14 PM
Tushar Pharswan	https://assist.acecloudhosting.com/join/3252651740	10:48:33 PM
	This message has been deleted	10:48:36 PM
	Kindly Click on the link and open the downloaded file.	10:49:21 PM
	We are connected now.	10:50:39 PM
	It seems you logged off.	10:50:57 PM
jonathan	sorry about that	10:51:12 PM
Tushar Pharswan	We are connected again.	10:51:17 PM
	Kindly tell me for which user login is the arising.	10:51:44 PM
	BTBA?	10:51:58 PM
jonathan	yes sir	10:52:04 PM
Tushar Pharswan	you want to access user profile jonathan.pre2 ?	10:53:17 PM
jonathan	yes , is that the correct one?	10:53:31 PM
Tushar Pharswan	yes	10:53:34 PM
	Kindly enter the password.	10:54:21 PM
	It is working now.	10:55:08 PM

	Is there anything else I may help you with ?	10:55:11 PM
jonathan	no sir.. can you tell me what the problem was?	10:55:35 PM
Tushar Pharswan	You were accessing the wrong profile.	10:55:48 PM
	Your profile is with the name Jonathan.Pre2.	10:56:10 PM
	I will show you again how you can change it if this issue arises again.	10:56:29 PM
	You will have to hover on to the login icon and right click then press edit.	10:57:15 PM
	You can then select the user account name:Jonathan.Pre	10:57:57 PM
	Jonathan.Pre2	10:58:01 PM
	and click save	10:58:07 PM
jonathan	got it !	10:58:24 PM
	thank you	10:58:26 PM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:58:33 PM
jonathan	you too!	10:58:41 PM
	thank you	10:58:41 PM
Tushar Pharswan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:58:43 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	10:58:45 PM



Chat Transcript

Hello, I am your Acebuddy

#71712 Robert Mardis

Email: bmardis@platinum-restoration.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: FAIRFIELD

State: Ohio

Country: UNITED STATES

Chat Duration : 15 Mins

Chat Transcript

Robert Mardis	Hello, I am your Acebuddy	31 Jan, 6:07:08 AM
Acebuddy	Hello Robert Mardis, I'm your Ace Buddy. I'll be happy to assist you!	6:07:09 AM
	Whom Would You Like to Connect With?	6:07:09 AM
Robert Mardis	Technical Support (QB & App Hosting)	6:07:16 AM
Acebuddy	Welcome to Ace Support.	6:07:16 AM
	Please chose an option :	6:07:16 AM
Robert Mardis	I'd like to report an Issue	6:07:23 AM
Acebuddy	Please select an option!	6:07:23 AM
Robert Mardis	Password Reset	6:07:31 AM
Acebuddy	Please select an option below	6:07:31 AM
Robert Mardis	Not Enrolled to Selfcare Portal	6:07:38 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	6:07:38 AM
	Do you need any further assistance on the topic?	6:07:38 AM
Robert Mardis	Yes	6:08:23 AM
Acebuddy	Please wait while we connect you to our Support Representative	6:08:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:08:23 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:08:57 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:09:03 AM
	Hello Robert	6:09:10 AM
Robert Mardis	cannot access quickbooks	6:09:22 AM
Shashwat Verma		

	Do you able to access the server?	6:09:41 AM
Robert Mardis	yes	6:09:50 AM
Shashwat Verma	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	6:10:06 AM
Robert Mardis	it had me change the password, the new one will not work or the old one	6:10:36 AM
Shashwat Verma	I will surely help you with this issue.	6:10:48 AM
	Kindly allow me two minutes to check the same.	6:10:52 AM
	Thank you for your patience.	6:13:19 AM
	May I take the remote access of your local computer?	6:13:24 AM
Robert Mardis	yes	6:13:33 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	6:13:55 AM
	https://assist.acecloudhosting.com/join/9602183226	6:13:56 AM
	Kindly Click on the link and open the downloaded file.	6:14:02 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:15:13 AM
	issue resolved on remote session	6:21:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:22:02 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!	6:22:07 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	6:22:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71401 Amin Sajwani

Email: amin.sajwani@gmail.com ☎ +1-(901) 881-1265**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:** 35 Secs**City:** KARACHI**State:** Sindh South**Country:** PAKISTAN

Chat Duration : 9 Mins 9 Secs

Chat Transcript

Amin Sajwani	Hello, I am your Acebuddy	27 Jan, 5:44:15 PM
Acebuddy	Hello Amin Sajwani, I'm your Ace Buddy. I'll be happy to assist you!	5:44:16 PM
	Whom Would You Like to Connect With?	5:44:16 PM
Amin Sajwani	Technical Support (QB & App Hosting)	5:44:28 PM
Acebuddy	Welcome to Ace Support.	5:44:28 PM
	Please chose an option :	5:44:28 PM
Amin Sajwani	I'd like to raise a Request	5:44:41 PM
Acebuddy	Please select your request type.	5:44:41 PM
Amin Sajwani	Other Request	5:44:57 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.	5:44:58 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:44:58 PM
Amin Sajwani	Yes, I'm facing issues with my server	5:45:05 PM
Acebuddy	Please select an option!	5:45:06 PM
Amin Sajwani	Other Issue	5:45:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:45:10 PM
Amin Sajwani	unable to connect with RDP	5:45:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:45:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:45:35 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	5:45:44 PM

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	5:45:48 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:46:04 PM
Amin Sajwani	RAS	5:46:23 PM
	AminS	5:46:27 PM
Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.	5:46:36 PM
Amin Sajwani	ok	5:46:44 PM
	now working	5:47:20 PM
	thanks	5:47:22 PM
Shubham Kataria	Please try logging off and then log back in to ensure everything is working properly. Let us know if you encounter any issues.	5:48:12 PM
	Are we still connected here?	5:50:33 PM
	Are we still connected here?	5:51:45 PM
	As you're 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.	5:53:22 PM
	<i>Shubham Kataria has ended this chat session</i>	5:53:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Jan, 7:40:14 PM

#70985 BRYAN GIRGENTI

Email: bryan@cfltaxpro.com 14078801151

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: SANFORD

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 50 Secs

BRYAN GIRGENTI	Hello, I am your Acebuddy	19 Jan, 7:40:17 PM
Acebuddy	Hello Bryan Girgenti, I'm your Ace Buddy. I'll be happy to assist you!	7:40:18 PM
	Whom Would You Like to Connect With?	7:40:18 PM
BRYAN GIRGENTI	Technical Support (QB & App Hosting)	7:40:36 PM
Acebuddy	Welcome to Ace Support.	7:40:36 PM
	Please chose an option :	7:40:36 PM
BRYAN GIRGENTI	I'd like to raise a Request	7:40:55 PM
Acebuddy	Please select your request type.	7:40:55 PM
BRYAN GIRGENTI	Change in Applications	7:41:28 PM
Acebuddy	Please select your desired option!	7:41:28 PM
BRYAN GIRGENTI	Application Addition	7:41:34 PM
Acebuddy	Please select your Application	7:41:34 PM
BRYAN GIRGENTI	Drake Tax	7:41:40 PM
Acebuddy	Please send us an email from your registered email address to support@acecloudhosting.com with the following information :	7:41:40 PM
	<ul style="list-style-type: none">• Drake Version/Year• Account Number• Serial Number	7:41:40 PM
	<ul style="list-style-type: none">• Please download the latest Drake Tax Setup/Installer file from the Application Portal and place it on your server Desktop.	
	We will update you via email once the installation is complete.	7:41:40 PM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	7:41:40 PM
BRYAN GIRGENTI	No	7:48:06 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:48:07 PM
	<i>Acebuddy has ended this chat session</i>	7:48:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 1:11:46 PM

#71216 Henry.chhabra

Email: henry.chhabra@dograadvisors.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: SHALAMAR

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 37 Mins 22 Secs

Henry.chhabra	Hello, I am your Acebuddy	23 Jan, 1:11:48 PM
Acebuddy	Hello Henry Chhabra, I'm your Ace Buddy. I'll be happy to assist you!	1:11:49 PM
	Whom Would You Like to Connect With?	1:11:49 PM
Henry.chhabra	Technical Support (QB & App Hosting)	1:11:54 PM
Acebuddy	Welcome to Ace Support.	1:11:54 PM
	Please chose an option :	1:11:54 PM
Henry.chhabra	I'd like to raise a Request	1:12:03 PM
Acebuddy	Please select your request type.	1:12:03 PM
Henry.chhabra	Other Request	1:12:17 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.	1:12:17 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:12:17 PM
Henry.chhabra	Yes, I'm facing issues with my server	1:12:26 PM
Acebuddy	Please select an option!	1:12:26 PM
Henry.chhabra	Other Issue	1:12:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:12:33 PM

Henry.chhabra	I am not able to login into server	1:13:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:13:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:13:13 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:13:46 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:13:50 PM
	Hello	1:13:55 PM
Henry.chhabra	i am not able to login into remote desktop server .please take my remote access .	1:15:40 PM
Shashwat Verma	I will surely help you with this issue.	1:16:18 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:16:22 PM
Henry.chhabra	ok	1:16:52 PM
Shashwat Verma	https://assist.acecloudhosting.com/join/4292401146	1:17:35 PM
	Kindly Click on the link and open the downloaded file.	1:17:38 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.	1:19:07 PM
	issue resolved on remote session	1:49:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:49:06 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!	1:49:08 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	1:49:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 2:45:16 AM

#70726 Ali Wynn

Email: ali.wynn@montesanogroup.com  18056981608
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 6 Secs
City: SANTA BARBARA
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 44 Secs

Ali Wynn	Hello, I am your Acebuddy	15 Jan, 2:45:17 AM
Acebuddy	Hello Ali.wynn, I'm your Ace Buddy. I'll be happy to assist you!	2:45:18 AM
	Whom Would You Like to Connect With?	2:45:18 AM
Ali Wynn	Technical Support (QB & App Hosting)	2:45:21 AM
Acebuddy	Welcome to Ace Support.	2:45:21 AM
	Please chose an option :	2:45:21 AM
Ali Wynn	I'd like to report an Issue	2:45:27 AM
Acebuddy	Please select an option!	2:45:27 AM
Ali Wynn	Other Issue	2:45:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:45:31 AM
Ali Wynn	Upgrading my QB Remote Desktop	2:45:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:45:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:45:42 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:45:47 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:45:56 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:46:09 AM
Ali Wynn	Server Name: MontesanoGroup.myrealdatal.net	2:46:34 AM
	Username: myrealdatal.AliWY	2:46:44 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:47:20 AM

Ali, to proceed with the QuickBooks upgrade, kindly send the request to support@acecloudhosting.com using the account owner's email (ian@montesanogroup.com). Additionally, please provide the QuickBooks license details and product number.

2:49:43 AM

Is there anything else I may help you with ?

2:49:58 AM

Ali Wynn I already did that

2:50:16 AM

2:50:38 AM Ali Wynn is sharing a file with you

2:50:38 AM

[1_image.png](#) - (Size:36.62 KB)

Yash Kalra Could you please provide the ticket ID so I can help expedite the process?

2:51:24 AM

Ali Wynn 617031

2:51:49 AM

Yash Kalra Ali, I have noted the issue, and our team will upgrade QuickBooks soon.

2:54:15 AM

Is there anything else I may help you with ?

Are we still connected here?

2:55:11 AM

Are we still connected here?

2:57:11 AM

Ali Wynn yes sorry. That's all thank you!

2:58:30 AM

Yash Kalra I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the smilies.

2:58:45 AM

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

2:58:49 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!

2:58:52 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/>)

Yash Kalra has ended this chat session

2:59:01 AM



Chat Transcript

Hello, I am your Acebuddy

#70304 patrick

Email: patrick@africanenergy.com ☎ 5208914822

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: ST DAVID

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 13 Secs

patrick	Hello, I am your Acebuddy	8 Jan, 2:13:24 AM
Acebuddy	Hello Patrick Nduwimana, I'm your Ace Buddy. I'll be happy to assist you!	2:13:25 AM
	Whom Would You Like to Connect With?	2:13:25 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:45:37 AM
	<i>Ended due to chat idle timeout</i>	2:45:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 1:23:42 AM

#70879 jend

Email: jend@taxproak.com ☎ 19077431040

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 50 Secs

jend	Hello, I am your Acebuddy	17 Jan, 1:23:43 AM
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!	1:23:43 AM
	Whom Would You Like to Connect With?	1:23:43 AM
jend	Technical Support (QB & App Hosting)	1:23:53 AM
Acebuddy	Welcome to Ace Support.	1:23:53 AM
	Please chose an option :	1:23:53 AM
jend	I'd like to raise a Request	1:24:04 AM
Acebuddy	Please select your request type.	1:24:04 AM
jend	Other Request	1:24:15 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.	1:24:15 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:24:15 AM
jend	Yes, I'm facing issues with my server	1:24:46 AM
Acebuddy	Please select an option!	1:24:47 AM
jend	Other Issue	1:24:56 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:24:56 AM
jend	Can't Connect to Server	1:25:17 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:25:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:25:18 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	1:25:36 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	1:25:42 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:25:52 AM
jend	TPAlaska LLC	1:27:07 AM
	Jennifer Desroches	1:27:12 AM
Tushar Pharswan	May I take the remote access of your local computer?	1:27:24 AM
jend	yes	1:27:35 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	1:27:43 AM
	https://assist.acecloudhosting.com/join/1052517540	1:28:12 AM

jend	ok done	1:28:12 AM
Tushar Pharswan	Kindly Click on the link and open the downloaded file.	1:28:17 AM
	Kindly provide me the access.	1:31:34 AM
	You were not able to open ATX.	1:33:12 AM
jend	can you assist with the Lacerte to atx conversion	1:33:25 AM
Tushar Pharswan	This is a third party request the support of each application will be able to guide you, as of now I have resolved the issue of the error message that was appearing. (Edited)	1:34:30 AM
	Kindly check at your end. (Edited)	1:34:42 AM
	Kindley try to open the application to check the error is still their or not.	1:35:50 AM
jend	ok standby	1:36:01 AM
Tushar Pharswan	I will have to reboot server now.	1:36:27 AM
jend	ok	1:36:50 AM
	do you reconnect	1:36:59 AM
Tushar Pharswan	Kindly try one more time to open the application.	1:37:18 AM
	Its working now I have started the services from back end.	1:38:12 AM
	Is there anything else I may help you with ?	1:38:18 AM
jend	can you help with the conversion of Lacerte files to atx program	1:38:43 AM
Tushar Pharswan	Unfortunate again the best support for this request will be addressed by ATX or Lacerte support.	1:39:52 AM
jend	ok thank you	1:40:57 AM
Tushar Pharswan	The conversion will require data migration which can cause issue if not performed properly so it's best to take support from their application support.	1:41:01 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:41:12 AM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	1:41:15 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:41:30 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	1:41:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jan, 11:50:04 PM

#71172 ksapp

Email: ksapp@rosefeltlaw.com ☎ 727-241-4488

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: NEW YORK

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 44 Secs

ksapp	Hello, I am your Acebuddy	22 Jan, 11:50:05 PM
Acebuddy	Hello Ksapp, I'm your Ace Buddy. I'll be happy to assist you!	11:50:06 PM
	Whom Would You Like to Connect With?	11:50:06 PM
ksapp	Technical Support (QB & App Hosting)	11:50:18 PM
Acebuddy	Welcome to Ace Support.	11:50:18 PM
	Please chose an option :	11:50:18 PM
ksapp	I'd like to report an Issue	11:50:24 PM
Acebuddy	Please select an option!	11:50:24 PM
ksapp	Other Issue	11:50:28 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:50:28 PM
ksapp	Software not opening or updating	11:50:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:50:49 PM
<i>Acebuddy (bot) forwarded the chat request</i>		11:50:49 PM

Manish Singh accepted the chat transfer request.

11:51:01 PM

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

11:51:09 PM

ksapp Hello Manish

11:51:24 PM

I am trying to open and run Drake 2022 - it will not allow me to run the update on the application. I have already reached out to Drake support and they suggested I reach out to you to see if the program somehow was disconnected from the server?

11:52:45 PM

Manish Singh Let me check once.

11:53:03 PM

May I take the remote access of your server?

11:54:20 PM

ksapp yes

11:54:48 PM

Manish Singh Prior providing the access, I would suggest you to close any important documents at your end.

11:55:32 PM

ksapp It is not open on any other computers

11:56:31 PM

Manish Singh Done

11:56:50 PM

ksapp That was quick

11:56:59 PM

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

11:57:04 PM

ksapp No thank you

11:57:16 PM

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.

11:57:22 PM

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

11:57:44 PM

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

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

11:57:49 PM

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

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

Manish Singh has ended this chat session

11:57:50 PM



