

Chat Trans

Hello, I am your A

Visitor Details

#71865 Ishines
Email: ishines@rortax.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 34 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

Ishines	Hello, I am your Acebuddy
Acebuddy	Hello Ishine Sibila, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ishines	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ishines	I'd like to raise a Request
Acebuddy	Please select your request type.
Ishines	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Ishines	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Ishines	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!

Ishines	I just got added as a user and I'm trying to figure out how to access the cloud
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Ishine, could you please help me with your company name
Ishines	Ror Tax Professionals
Sharath Kumar	one moment please while I check your account details
Ishines	Okay
Sharath Kumar	In order to access the server, you will need the RDP file (connector), username and password
	Kindly confirm if you are missing any one of these
Ishines	I don't have the RDP file (connector)
Sharath Kumar	no worries, let me share it with you
Ishines	okay
Sharath Kumar	just bear with me for couple minutes to configure the file for you
Ishines	Okay
Sharath Kumar	Ishine try signing in now
	just use the password that you have, I filled the rest of the required fields.
	<i>1:24:23 AMSharath Kumar is sharing a file with you</i> <i>Ishine.S@myrealdata.net.zip</i> - (<i>Size:783 Bytes</i>)
	are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>



Chat Trans

Hello, I am your A

Visitor Details

#72943 Larry Garcia

Email: larry@standardus.com 📞 6302899500

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: DES PLAINES

State: Illinois

Country: UNITED STATES

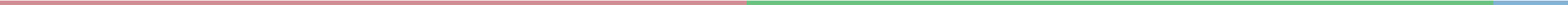
Chat Transcript

Larry Garcia	Hello, I am your Acebuddy
Acebuddy	Hello Larry Garcia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Larry Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry Garcia	I'd like to report an Issue
Acebuddy	Please select an option!
Larry Garcia	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Larry Garcia	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol
	Was that helpful?
Larry Garcia	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	Acebuddy (bot) forwarded the chat request
	Manish Singh accepted the chat transfer request.
Larry Garcia	Please get remote into my computer. I can't get into QB.
	Manish Singh is transferring the chat to Sharath Kumar.

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Larry Garcia	Please get remote into my computer. I can't get into QB.
Sharath Kumar	Hello Larry, just allow me a moment to quickly sign into the server
Larry Garcia	OK
	It takes longer to sign in everyday and QB kicks you out if more than 2 people are logged in.
	I can't sign in at all.
	Time is money.
Sharath Kumar	Thank you for your patience, Larry
	could you confirm that the server you are logged into is StandardIAAEI.myrealdata.net
Larry Garcia	I don't know
	It sounds like it.
	You are the QB hosting company, you should know.
Sharath Kumar	I actually see multiple servers for your company. Assuming that the other is for testing purposes
	am signing into yours, just one more moment
Larry Garcia	I don't know
	Just do the remote in and you will see.
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
Larry Garcia	ok. I'm ready
Sharath Kumar	just sent the request to remote for user account LarryG_SI
	are we still connected here?
Larry Garcia	Where?
	You have always emailrd a link
	found it
Sharath Kumar	I see your screen now
Larry Garcia	Do you see what happened?
Sharath Kumar	yes, I did
	Could you let me know since when is this happening?
	could you put in your password once again
Larry Garcia	Today and rvry day. It takes 10 minutes to get into QB. Each user has to try multiple times.
Sharath Kumar	understood, I was checking the recent updates on QB from the server and found that one of the important updated were i
	I have seen other instances where updating the application correctly resolves this concern

	If you could check with others and let me know an appropriate time to update the application, that will be really helpful
	it will hardly take 20-30 minutes top
Larry Garcia	Same time frames. So are you going to do now?
	Update that is.
Sharath Kumar	I see you and Xenna are currently logged into the server, if you could ask Xenna to logoff for 30 minutes then, yes, I can u
	and keep you posted via email as soon as it is done
Larry Garcia	OK. I will sign off then tell Xenna to log off too. Please email me when it's completed. larry@standardus.com
Sharath Kumar	absolutely. anything else that I can assist you with in the meantime?
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>



Chat Trans

Hello, I am your A

Visitor Details

#72710 Fenil Shah

Email: tax@sktaxaddison.com ☎ 8473508121

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

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

tax has ended this chat session



Chat Trans

Hello, I am your A

Visitor Details

#72223 Keith Keith Wolff
Email: keith@postranchinn.com ☎ 13106258184
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: 15 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Keith Keith Wolff	Hello, I am your Acebuddy
Acebuddy	Hello Kwolff, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Keith Keith Wolff	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Keith Keith Wolff	I'd like to report an Issue
Acebuddy	Please select an option!
Keith Keith Wolff	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Keith Keith Wolff	One Drive would not open - can you please assist or reboot to see if that fixes it
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello kwolff
Keith Keith Wolff	Can you please reboot my computer - onedrive is not working
Shashwat Verma	Sure
Keith Keith Wolff	not sure how to launch the app
Shashwat Verma	I will surely help you with this issue.
Keith Keith Wolff	can you try to launch the app - how do I do this?
Shashwat Verma	Shall I first proceed with reboot or check that at your end?
Keith Keith Wolff	ok to reboot
	do you need me to logout?
Shashwat Verma	No, will do by my side,Kindly allow me 2 mins to do the same.
Keith Keith Wolff	thank you
Shashwat Verma	Kindly allow me two minutes to check the same.
	We have rebooted the server, kindly try to login and try to launch the application.
	Are we still connected here?

	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Shashwat Verma has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72636 vsama

Email: vicki.sama@cleanthebooks.com 📞 18563979031

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: LEWES

State: Delaware

Country: UNITED STATES

Chat Transcript

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

vsama	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
vsama	Ticket ID: 641640 No one called me about this on Friday evening. I need to change my email to reset a password.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Vicki
vsama	Hi Shashwat. No one contacted me about ticket 641640
Shashwat Verma	Kindly allow me two minutes to check the same.
	I deeply apologize for the inconvenience caused to you.
vsama	thank you. Can we please clear this up now?
	my email address is not vsama@cleantebooks.com. That address does not exist. My email address is vicki.sama@cleant
Shashwat Verma	Vicki, I am very sorry for the situation you faced but the email address change process is taken care of by another team, I
vsama	And when can I expect it to be resolved?
	I need to get into the system tomorrow
Shashwat Verma	Let me check from the team
	Kindly allow me two minutes to check the same.
vsama	yes thank yo
Shashwat Verma	Vicki, I have discussed the case with concerned team and found this case got missed by them and they really apologize for POC email change procedure.
vsama	thank you
Shashwat Verma	Is there anything else I may help you with ?
vsama	i appreciate your help. Nope. I just need to get in! Thank you
Shashwat Verma	Thanks for understanding and I personally apologized for the situation, you have been through.
	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 survey link to provide feedback on your experience. We value your input and it helps us improve our service. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Trans

Hello, I am your A

Visitor Details

#72174 Cordi Brewer
Email: coverpro.cordi@gmail.com 📞 8056464232
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: OJAI
State: California
Country: UNITED STATES

Chat Transcript

Cordi Brewer	Hello, I am your Acebuddy
Acebuddy	Hello Cordi Brewer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cordi Brewer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cordi Brewer	I'd like to raise a Request
Acebuddy	Please select your request type.
Cordi Brewer	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Cordi Brewer	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Chat Trans

Hello, I am your A

Visitor Details

#72327 Colleen Yarbrough
Email: colleen.yarbrough@solonamerica.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: TUCSON
State: Arizona
Country: UNITED STATES

Chat Transcript

Colleen Yarbrough	Hello, I am your Acebuddy
Acebuddy	Hello Colleen Yarbrough, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Trans

Visitor Details

#72018 natasha
Email: natasha@nptasolutions.com 📞 9288996926
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: LAS VEGAS
State: Maryland
Country: UNITED STATES

Chat Transcript

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

Chat Trans

Hello, I am your A

Visitor Details

#71857 pam
Email: pam@elevated-accounting.com ☎ 8282831232
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: 21 Secs
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

pam	Hello, I am your Acebuddy
Acebuddy	Hello Pamela Leal, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Visitor updated the visitor Phone Number as 8282831232.	
pam	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pam	I'd like to report an Issue
Acebuddy	Please select an option!
pam	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
pam	This is been an ongoing problem. My data from Fixed Asset manager did not carry over
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Anurag Sharma accepted the chat transfer request.	

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Pamela
pam	Hi
	I have contacted support several times over this issue, I need this resolved ASAP
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
	Could you please elaborate you issue?
pam	I asked for the program to be installed, it was, but none of my data from 2023 carried over
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your server?
pam	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
pam	done
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
pam	back on the server
Anurag Sharma	Okay, please accept the remote session request again.
	Please stay connected.
pam	i AM HERE
Anurag Sharma	Pam, you must have observed. I tried my best to help you out with the issue.
pam	You are not going to the correct places. I just do not understand that you can not support
Anurag Sharma	But, it seems like an application specific issue. And I would suggest you to kindly contact the application support. They ca
pam	who is application support?
Anurag Sharma	I am so sorry, if I am doing something wrong. I am still on the remote session. Please guide me.
	Please contact the Fixed asset manager application support. As they have the expertise in it.
	Pam as discussed over the remote session. I am scheduling a re-installation of this application on the server. We will rever
	We hope re-installing the application will resolve this issue.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

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

Anurag Sharma has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72504 fazrin.firous
Email: fazrin.firous@mgvinc.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 1 Sec
City: DUNCAN
State: British Columbia
Country: CANADA

Chat Transcript

fazrin.firous	Hello, I am your Acebuddy
Acebuddy	Hello Fazrin Firous, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fazrin.firous	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fazrin.firous	I'd like to report an Issue
Acebuddy	Please select an option!
fazrin.firous	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!

fazrin.firous	my team and i are experiencing a lag on the cloud
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Sharath Kumar accepted the chat transfer request.	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
fazrin.firous	sounds good. thanks!
Sharath Kumar	Hello Fazrin, could you please confirm since when you are experiencing this lag
fazrin.firous	since yesterday
Sharath Kumar	are you all working from the same network?
fazrin.firous	yes
	quickbooks is lagging too
Sharath Kumar	could you open this link on your remote desktop and share a screenshot of the result https://www.speedtest.net/
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sharath Kumar has ended this chat session	



Chat Trans

Hello, I am your A

Visitor Details

#72182 milan bui

Email: mb@cochisecap.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop
Average Response Time: 1 Min 12 Secs
City: SIMI VALLEY
State: California
Country: UNITED STATES

Chat Transcript

milan bui	Hello, I am your Acebuddy
Acebuddy	Hello Milan Bui, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
milan bui	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
milan bui	I'd like to raise a Request
Acebuddy	Please select your request type.
milan bui	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
milan bui	Setback
Acebuddy	Please select your request type.
milan bui	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
milan bui	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
milan bui	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
milan bui	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
milan bui	635588
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	

	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
milan bui	hi
	i have a support ticket already
	635588
	i'm having issues finding my company file in QB
	recently there was a server change
Sharath Kumar	Hi Mila, allow me a moment to check the ticket
milan bui	thanks
Sharath Kumar	Corodva and Mahlo are these the folders that you need access to?
milan bui	yes
Sharath Kumar	understood. It will take an hour or so but I will make sure that you get the access by today
milan bui	ok thank you
	can you shoot me an email once it's ready ?
Sharath Kumar	absolutely
milan bui	thank you
Sharath Kumar	my pleasure, anything else that i may assist you with?
milan bui	no
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a link to our Selfcare Portal. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. 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.

Sharath Kumar has ended this chat session



Chat Trans

Hello, I am your A

Visitor Details

#72419 Kerry Durkin
Email: kerrydurkincpa@lynndurkincpa.com 📞 7813781845
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: 35 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Kerry Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Kerrydurkincpa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kerry Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kerry Durkin	I'd like to report an Issue
Acebuddy	Please select an option!
Kerry Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kerry Durkin	very slow ace
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
Kerry Durkin	hello
Shashwat Verma	I will surely help you with this issue.
Kerry Durkin	Our entire company's Ace desktops have been extremely slow today

	we are all in different locations on different internets
	it's not any one particular program
	just the system in general
Shashwat Verma	Okay
	Kindly allow me two minutes to check the same.
	As we have checked everything is working fine from our side, can we have access of your local pc?
	May I take the remote access of your local computer?
Kerry Durkin	I just don't have time to not be able to use my computer right now
	the memory is at 82%
	it's just all of our systems are incredibly slow and keep freezing
	if it continues like this, we won't be able to work with ace anymore because this is unsustainable
	can you remote onto my computer after 5pm
Shashwat Verma	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this i
	Can you please confirm the timezone? (Edited)
Kerry Durkin	EST
	is it possibel that Ace just doesn't have the capacity to support the amount of file storage that we have?
Shashwat Verma	Looks like there is high usage of RAM by the users resulting in slowness of issue
	we have noted your remote request for 5PM est
Kerry Durkin	can you add more ram
Shashwat Verma	Before taking that step, we need first check the Local pc settings, as RAM have cost per GB.
Kerry Durkin	ok
Shashwat Verma	Shall we schedule a call-back at 5pm EST?
	Are we still connected here?
Kerry Durkin	yes
	can you just remote on to check at that time
	or do you nee dme
Shashwat Verma	We require your local Pc, hence we require you to give us the access of your local pc. (Edited)
Kerry Durkin	ok
Shashwat Verma	Okay, we are scheduling the call back for you.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72006 jacob

Email: jacob@backstoptax.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 50 Secs

City: BEAVERTON

State: Oregon

Country: UNITED STATES

Chat Transcript

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

	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jacob	Connect to remote access was lost then I was kicked out to a windows screen and now I cannot log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Jacob, could you please let me know your server name
jacob	backstop tax
Sharath Kumar	allow me a moment to sign into the server
	I am on the server and I see your session is currently disconnected
jacob	Yes I cannot reconnect
Sharath Kumar	I have now logged you out of the server, could you please try signing back in and let me know if the issue persists
jacob	I am not logged in .. thank you for your help
	now*
Sharath Kumar	Glad to hear that
	anything else that I may assist you with?
jacob	No thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. 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.

Sharath Kumar has ended this chat session



Chat Trans

Hello, I am your A

Visitor Details

#71864 steven
Email: steven@dejenetax.com
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: 43 Secs
City: BETHESDA
State: Virginia
Country: UNITED STATES

Chat Transcript

steven	Hello, I am your Acebuddy
Acebuddy	Hello Steven Novikoff, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
steven	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
steven	I'd like to report an Issue
Acebuddy	Please select an option!
steven	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
steven	problem with adobe and outlook
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
steven	We have adobe Pro and they suggest I login and see if that works
Shubham Yadav	Steven when I checked adobe was already logged in with your credentials.
steven	well that's all I know. I was also told Ace is doing some things and that may be the reason
Shubham Yadav	Steven I understand your concern. As multiple users are already using the server. Adobe will be able to repair. For that we

	this may be user specific issue. Hope you understand.
steven	Yes, maybe tonight when everyone is logged out. Thanks for trying
Shubham Yadav	Sure Steven . We will repair the adobe acrobat
	in night hours
	Also I want to inform you that your server's disk space is low in storage right now. This will affect the performance of the s
	<i>1:09:17 AMShubham Yadav is sharing a file with you</i> <i>image.png - (Size:2.15 KB)</i>
steven	Does Anteneh know?
Shubham Yadav	Only 11% storage is free right now
	We will mention this after this chat ends on a mail to you and Anteneh
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Shubham Yadav has ended this chat session</i>

Chat Trans

Hello, I am your A

Visitor Details

#72357 dakota

Email: dakota@candlelitechicago.com ☎ 2245670994

Department: Suppot(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: EVANSTON

State: Indiana

Country: UNITED STATES

Chat Transcript

dakota	Hello, I am your Acebuddy
Acebuddy	Hello Dakota, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Trans

Hello, I am your A

Visitor Details

#72261 martha
Email: martha@wootoncpa.com ☎ 14058505592
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 32 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
martha	I'd like to report an Issue
Acebuddy	Please select an option!
martha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
martha	ATX-2024 needs a program update that I cannot install.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Martha, could you please help with your server name
martha	MarthaATX1
Sharath Kumar	one moment please
	am signing into the server to update the application
martha	Thanks, do I need to log out?
Sharath Kumar	could you please close ATX for a while
	no need to logout, just close the application
martha	ATX is closed
Sharath Kumar	Thank you
	I will need a remote of your session
martha	OK
	I am on MarthaATX1 now, don't remember how you connect
Sharath Kumar	Actually, I just found the update. Don't think a remote session will be required
martha	OK
Sharath Kumar	could you confirm that you are using ATX 2024
martha	Yes
Sharath Kumar	Alright, I have installed the update
martha	OK, let me try to login
Sharath Kumar	sure, please do
martha	I'm in - thanks, am I correct this will take care of MarthaATX2 and MarthaATX3?
Sharath Kumar	The update has to be installed on those servers manually. If you'd like I can get this scheduled for afterhours once the use

martha	Anytime today will work, no one else is online today.
Sharath Kumar	In that case, I will install the updates on those servers as well and will keep you informed via email
martha	Thanks for your help
Sharath Kumar	My pleasure.
	Is there anything else I may help you with ?
martha	Not today, have a good one.
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. 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.

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your AI Assistant

Visitor Details

#72099 janaka
Email: janaka@haranwatson.com
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: 30 Secs
City: JAFFNA
State: Uturu Palata
Country: SRI LANKA

Chat Transcript

janaka	Hello, I am your Acebuddy
Acebuddy	Hello Janaka, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
janaka	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
janaka	I'd like to report an Issue
Acebuddy	Please select an option!
janaka	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
janaka	have to clean up the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Janaka
janaka	hi
Shashwat Verma	I will surely help you with this issue.
janaka	ok
Shashwat Verma	May I take the remote access of your local computer?
janaka	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6082651041
	Kindly Click on the link and open the downloaded file.
janaka	ok
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
janaka	ok
Shashwat Verma	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Trans

Hello, I am your A

Visitor Details

#73196 Engle Services
Email: office@engleservices.com ☎ 12563691450
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 50 Secs
City: SYLACAUGA
State: Alabama
Country: UNITED STATES

Chat Transcript

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

Engle Services	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Engle Services	I would like to know where you are on repairs to the server. I have been told three times in the in the past week and a half has been useless for 6 days
	I can not operate a business without access to QB
	It was useable for a very short period yesterday and i was able to do a few things but when i tried to back it up it would not
Manish Singh	I apologize for the trouble you’ve experienced.
	Kindly allow me two minutes to check the same.
	I have checked and this ticket is Escalated and with Escalation team
	Let me connect with them and arrange a callback as soon as possible.
Engle Services	I can not wait any longer. I was told you were setting everything up on a different server. I do not understand why this is t
Manish Singh	As I can check we have clean installed QuickBooks and crowd strike to resolve the issue but as the issue persist, Escalatio
Engle Services	ok
Manish Singh	Can you provide us with your contact number so that we can arrange a callback from Escalation team.
Engle Services	256-369-1450
Manish Singh	Let me arrange a callback.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	This message has been deleted
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>

Visitor Details

#72827 Claire Speake
Email: claire@sgwfresno.com 📞 15593479965
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: 36 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Claire Speake	Hello, I am your Acebuddy
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Claire Speake	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Claire Speake	I'd like to report an Issue
Acebuddy	Please select an option!
Claire Speake	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Claire Speake	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Claire Speake	I cannot run a report on QB because I do not have enough storage or Excel set up. I need help with setting that up
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?

Claire Speake	SGW My real data
	Daniel.T
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Claire as I can check a ticket #643661 is already running regarding your excel issue.
	We informed you to have excel and Ram as per the ticket.
Claire Speake	I was not apart of that messaging myself yesterday, and I would like to move forward with setting up excel. I would like to space.
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Claire currently you have 7 users active : Tabitha Bogdanov, Daniel Tetuan, Owner_SG, Manager_SG, Sally Casaroli, Accounting_SG, Customer Service_SG
	Also we will be proceeding with adding excel for Daniel.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is : claire@sgwfresno.com (Edited)
	Claire are we still connected here?
Claire Speake	Yes, I am still here.
	I would only like to set up excel for now. I will go ahead and send the email
	as far as storage, the 'Sally" Log in will go away in the next week. So that should free up enough storage, correct?
Shubham Yadav	Alright Claire you can drop us an email stating provide excel 2016 for user Daniel @\$5.99 per month.
	Claire you will still need at least 2 GB RAM on the server to balance the performance utilization.
	You can withdraw it when there are not enough users actively using the server.
Claire Speake	What is my storage at now, what is the next level of storage and how much will that cost to upgrade?
	How much added storage will removing "Sally" give me?
Shubham Yadav	Kindly allow me two minutes to check the same.
	Claire, you currently have 8 GB of RAM. If you'd like us to add an additional 2 GB, the cost will be \$40 per month for the e:
	Additionally, removing the Sally user could improve performance by freeing up around 1 GB of RAM utilization , if the user
Claire Speake	Ok, can you help me remove Sally ?
Shubham Yadav	Claire you can remove the users using MY Portal.
	http://myportal.acecloudhosting.com/
	This is about the user removal request we received from you. Now you can Add / Remove users as well as reset their pass help you seamlessly complete this process. The attached document provides clear instructions on adding new users and i Please log in to https://myportal.acecloudhosting.com/login. Your username will be your CID68912. In case you forget you Please note that only registered account owner is allowed to perform the user's management activity through the user gu Please feel free to reach us if you need more assistance. You may contact us on our 24/7 helpline at 888-415-5240 (toll-fri
	Claire if you want me I will be sharing you a SOP over the mail.

Claire Speake	Thank you
	Yes, please
Shubham Yadav	Yes Claire, please mail us for Excel addition and user removal over the mail. (Edited)
	We will sending you the SOP.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
Claire Speake	Ok, will do
Shubham Yadav	Thank you.
	Also let us know about the RAM addition
	Claire are you there ?
Claire Speake	ok, thank you
	We can disconnect now !
Shubham Yadav	Thanks for the confirmation
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	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 Yadav has ended this chat session



Chat Trans

Hello, I am your A

Visitor Details

#72972 Dinesh Dulal
Email: admin@ctaxllc.com ☎ 14438159975
Department: Support(QB & App Hosting)
Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: ROUND ROCK

State: Texas

Country: UNITED STATES

Chat Transcript

Dinesh Dulal	Hello, I am your Acebuddy
Acebuddy	Hello Dinesh Dulal, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dinesh Dulal	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dinesh Dulal	I'd like to report an Issue
Acebuddy	Please select an option!
Dinesh Dulal	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dinesh Dulal	need assistance of support
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Dinesh Dulal	hi Sharath
Sharath Kumar	Hello Dinesh, how may I help you today
Dinesh Dulal	Please call me at 4438159975
	i need your assistance urgently
Sharath Kumar	Dinesh, unfortunately calling option is something I do not have access to
	If you could let me know the issue or a ticket number for reference I can assist you remotely
Dinesh Dulal	what is this drama, customer agent me advise me to request a call. now you are telling me no calling option.
	who is right
	i need to talk with agent urgently

Sharath Kumar	I can provide you with out phone number, if you'd give them a call they will provide you with the appropriate assistance
Dinesh Dulal	send me comtact info
Sharath Kumar	Sure sir, it is - 8884155240
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



Chat Trans

Hello, I am your A

Visitor Details

#73096 john
Email: john@claritymba.com ☎ 415.491.1099
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 3 Secs
City: SAN RAFAEL
State: California
Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
john	re 646469 and many other tickets, the user session for user Admin_CMBA is frozen, please log off the user, thanks
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Hello John.
	I have log off the user Admin_CMBA and regarding your ongoing issue the OS upgrade is in progress our escalation team i
	Are we still connected here?
	Are we still connected here?
	This message has been deleted
	Are we still connected here?
	Thank you for your understanding and patience regarding the matter. We will keep you informed of our progress and notif
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Tushar Pharswan has ended this chat session</i>

Visitor Details

#72256 portlargooffice
Email: portlargooffice@gmail.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: KEY LARGO
State: Florida
Country: UNITED STATES

Chat Transcript

portlargooffice	Hello, I am your Acebuddy
Acebuddy	Hello Portlargooffice, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
portlargooffice	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
portlargooffice	I'd like to report an Issue
Acebuddy	Please select an option!
portlargooffice	Password Reset
Acebuddy	Please select an option below
portlargooffice	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
portlargooffice	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session



Chat Trans

Hello, I am your A

Visitor Details

#72846 Gretchen Carol Reeves
Email: gr@skygroupacct.com ☎ 9706884829
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: 11 Secs
City: AVON
State: Colorado
Country: UNITED STATES

Chat Transcript

Gretchen Carol Reeves	Hello, I am your Acebuddy
Acebuddy	Hello Gretchen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gretchen Carol Reeves	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gretchen Carol Reeves	I'd like to raise a Request
Acebuddy	Please select your request type.
Gretchen Carol Reeves	Printer/Scanner Addition
Acebuddy	Please select your desired option :
Gretchen Carol Reeves	Printer Addition
Acebuddy	Kindly install the client version of ‘Uniprint’ on your local Desktop by following the instructions mentioned in the knowledg
	Once the local client has been installed, Please try printing from the server and select ‘Uniprint’ option from the printers li
	Do you need any further assistance on the topic?

Gretchen Carol Reeves	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gretchen Carol Reeves	GCR Corp / Gretchen
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Gretchen, could you please let me know if you would like to add the printer to the server?
Gretchen Carol Reeves	Well i have several print options from the server but I am having issues when printing to pdf and saving in the app
Shubham Yadav	May I take the remote access of your local computer?
Gretchen Carol Reeves	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6262584501
	Kindly Click on the link and open the downloaded file.
	As per remote session you are now able to print and save as pdf.
	Is there anything else I may help you with ?
	Are we still connected here?
	Is there anything else I may help you with ?
Gretchen Carol Reeves	No
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.
	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 Yadav has ended this chat session</i>

Chat Trans

Hello, I am your A

Visitor Details

#73092 Nilay Patel
Email: nilay@priorware.com 📞 12294570732
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: PATERSON
State: New Jersey
Country: UNITED STATES

Chat Transcript

Nilay Patel	Hello, I am your Acebuddy
Acebuddy	Hello Nilay, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Trans

Hello, I am your A

Visitor Details

#72175 David Weinstein

Email: david@davidweinsteincpa.com ☎ 19149071180

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 41 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to raise a Request
Acebuddy	Please select your request type.
David Weinstein	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re
	Do you need any further assistance on the topic?
David Weinstein	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
David Weinstein	the server is slow
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello David
David Weinstein	the server is slow
	anything to do to speed it up
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.

David Weinstein	we rebooted the other day
Shashwat Verma	Okay, let me check the statistics of your server.
David Weinstein	ok
Shashwat Verma	We can see your RAM utilization is very high
	<i>12:01:26 AMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:23.94 KB)</i>
	<i>12:03:55 AMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:15.4 KB)</i>
David Weinstein	all of a sudden it started working faster
	MY pc's are 3 years old, would that speed things up if I got new pc's?
Shashwat Verma	No I don't think so, as using virtual server means using resources of others.
	Okay, we have noted your request and will check from our side to find the reason of slownesss
	Is that more often or less often?
David Weinstein	thank you
Shashwat Verma	?
David Weinstein	more often
	it feels sticky
Shashwat Verma	Okay
	We'll let you know on email.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
David Weinstein	yes
	no nothing else
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Trans

Hello, I am your A

Visitor Details

#73070 Lorraine Barrella
Email: prestigeofbrevard@att.net ☎ 13215010654
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 28 Secs
City: ADAIRSVILLE
State: Georgia
Country: UNITED STATES

Chat Transcript

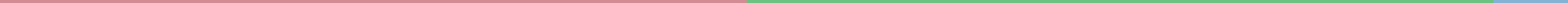
Lorraine Barrella	Hello, I am your Acebuddy
Acebuddy	Hello Lori Barrella, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lorraine Barrella	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lorraine Barrella	I'd like to report an Issue
Acebuddy	Please select an option!
Lorraine Barrella	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Lorraine Barrella	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lorraine Barrella	Hello I am trying to make a back up copy of my company files for our CPA - I was able to back up one (however, it said the

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>12:34:59 AMLorraine Barrella is sharing a file with you</i> 1_Error Message RE Backup Space Available.jpg - (Size:2.08 MB)
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Lori
Lorraine Barrella	<i>12:36:55 AMLorraine Barrella is sharing a file with you</i> 1_Error for Copying Backup copy.jpg - (Size:1.62 MB)
	also as mentioned: when I did backup a company file - it said there was an error and that I had to rebuild the file - which I
	hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Lorraine Barrella	sorry not sure of my server name but my user name is lorraineB.npro
Anurag Sharma	Okay
	Kindly allow me two minutes to check the same.
Lorraine Barrella	thank you
Anurag Sharma	Lori, it seems like you are facing difficulty in performing company file backup.
Lorraine Barrella	YES
Anurag Sharma	I would like to inform you that we do take regular back up of the server daily. So if you are concerned about any data loss.
	As the data with ACE is 100% safe.
Lorraine Barrella	NO perhaps you didn't fully read my issue: I need to send our cpa a back up copy - they have provided a link for me to att
	and why would I have to rebuild my company file?
Anurag Sharma	Lori, after checking the error you have shared. It seems like you need to upgrade your disk space so to perform this action
	Whereas, I would like to inform you that we can also provide you the backup of the requested file if you want.
Lorraine Barrella	sorry, so you mean the "space" for ACE my personal computer has PLENTY of space available - it is relatively new.
	sorry, do you mean the ACE space? and I need to be able to copy and save backups frequently - I should be able to do thi
Anurag Sharma	For sure you have enough space for working. But maybe the size of the file you are trying to backup is more than the spa
Lorraine Barrella	no that's not it please the ACE cloud said I don't have enough space - why is that?
Anurag Sharma	Lori, can I take the remote access of your server to understand your issue more better? (Edited)
Lorraine Barrella	and why did I get a message saying there was an error while backing it up then make me "rebuild" the file - if was being t
	yes but I am in the car and may lose my hotspot

Anurag Sharma	Yes, you are correct here. I also want to figure out the real problem. Please allow me for remote session.
Lorraine Barrella	ok
Anurag Sharma	Okay, prior providing the access I would recommend you to please close any important documents on your end.
Lorraine Barrella	done
Anurag Sharma	Please accept the remote session request on the server's screen.
Lorraine Barrella	there isn't one
	just got it stand by
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
Lorraine Barrella	noted, thank you
	are you still on?
Anurag Sharma	Yes, I am checking the issue from the backend.
	Please stay connected.
Lorraine Barrella	ok
Anurag Sharma	Yes
	Please confirm if the issue is now resolved.
	Are we still connected here?
	Are we still connected here?
Lorraine Barrella	yes i am checking on them now
	stand by
Anurag Sharma	Thanks for the confirmation !
	Please let me know once you feel like issue is resolved.
Lorraine Barrella	ok I do have another question while I run this backup - I cannot email statements from my quickbooks? is this because I a
Anurag Sharma	I am sorry Lori but I don't think so that there should be any problem on sending email statements via quickbooks.
	You can check again. I don't feel like you will face the same issue now.
Lorraine Barrella	ok will continue to work on that on my end
	I am still waiting for a company file to finish backing up
Anurag Sharma	Yes, if you face any issues you can connect to us again.
	Okay, so do you want me to wait for this to be done ? or you will connect to us again if you face that issue again?
	According to me the issue should be now fixed.
	Are we still connected here?
Lorraine Barrella	yes also, to send emails I need to know what the server is they will be sent from

	looks like I was able to get both company files backed up
	can you help about setting up emails
Anurag Sharma	It will be send from your account.
	Yes, I can surely help you with that too.
	May I take the remote access of your server?
Lorraine Barrella	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Lorraine Barrella	done
	I will need my assistant to help set up email I am currently traveling - thank you for your help
Anurag Sharma	Okay Lori. You will just need to enter your password over there and you will be good to go with that.
	Is there anything else I may help you with ?
Lorraine Barrella	no thank you....
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience. We value your feedback and it helps us improve our service. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session



Chat Trans

Hello, I am your A

Visitor Details

#72512 fazrin.firous
Email: fazrin.firous@mgvinc.com
Department: Support(QB & App Hosting)
Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

fazrin.firous	Hello, I am your Acebuddy
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	<i>Sanyam Madan is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
fazrin.firous	yes
	my apologies
	are you there?
	I am experiencing some lag on the cloud, and QBS
Yash Kalra	Yes, we are still connected.
	Fazrin, Have you checked your internet connection? Is it working properly? Let us know so we can assist you further!
fazrin.firous	yes it is working
	can you confirm if it is our internet
	so i can talk to our network provider
Yash Kalra	May I take remote access of your local computer to check the issue? This will help us diagnose and resolve the problem n
fazrin.firous	sure,
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3742296049
fazrin.firous	others are having the same issue
Yash Kalra	I believe we’re still connected on the remote session. I can guide you through the steps to resolve the issue. Let’s proceec
fazrin.firous	will it take much time?

Yash Kalra	No, it won't take much time. Alternatively, we can also send you the steps to resolve this issue. Let us know your preferer
fazrin.firous	can you please send me the steps. I'll help them out
Yash Kalra	Yes, after this chat we will send you send you the steps. Is there anything else I may help you with ?
fazrin.firous	no thanks for your time. I appreciate it!
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
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	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>Yash Kalra has ended this chat session</i>

Chat Trans

Hello, I am your A

Visitor Details

#72558 Fenil Shah

Email: tax@sktaxaddison.com 📞 8473508121

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: 2 Mins 3 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Fenil Shah	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Fenil Shah	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need
	Do you need any further assistance on the topic?
Fenil Shah	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Fenil Shah	Hello ,
	?
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Fenil Shah	hello
	I was looking for qbd 2024 version update . Kindly Help me with that
	?
Manish Singh	I will surely help you with this issue.
Fenil Shah	currently i am using 2023 i want to upgrade it to 2024
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further
	Also, the registered email for your account with us.
Fenil Shah	

	Let me know how to do it and how much time will it reuire
	require*
	?
Manish Singh	Provide us with license number and product code over the email so that we can proceed with the upgrade.
Fenil Shah	okay sure
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session



Chat Trans

Hello, I am your A

Visitor Details

#73200 Bhavin
Email: bookkeeping@sandiegocpasteve.com ☎ +1 646 661 2865
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: AHMEDABAD
State: Gujarat
Country: INDIA

Chat Transcript

Bhavin	Hello, I am your Acebuddy

Acebuddy	Hello Bhavin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your A

Visitor Details

#72692 Rachel Rixon

Email: rachel.rixon@markstiles CPA.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: WADALA

State: Punjab

Country: INDIA

Chat Transcript

Rachel Rixon	Hello, I am your Acebuddy
Acebuddy	Hello Rachel Rixon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rachel Rixon	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
Acebuddy (bot) forwarded the chat request	
Sushant accepted the chat transfer request.	
Sushant	Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting you today.

	How may I help you
Rachel Rixon	Hi My problem is still persists
	Ticket ID: 641779 Issue: D drive access
Sushant	Can you please let me know your company name.
Rachel Rixon	Mark Stiles CPA
Sushant	Please wait while we connect you to our concern team.
	<i>Sushant is transferring the chat to Support(QB & App Hosting).</i>
Rachel Rixon	MARK A. STILES CPA, PLLC
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Rachel
Rachel Rixon	Hi Anurag
	Could you please help to connect my Drake24 Login
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Rachel Rixon	Oops
	My Bad
	I just check it and its working
	I will get back to you if problem arises
Anurag Sharma	I am glad to know that.
	Is there anything else I may help you with ?
Rachel Rixon	Thank you so much
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.
	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>

Chat Trans

Hello, I am your A

Visitor Details

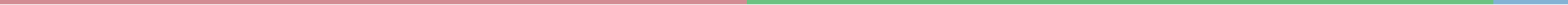
#72521 Terry Minkler
Email: terry@hammillconsulting.com ☎ 19259444791
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Terry Minkler	Hammill Consulting
	TerryMin
	Hammill.myrealddata.net
Sanyam Madan	Thank you for the information and allow 2 minutes to check the same.
Terry Minkler	All of our users are experiencing significant lag time.
Sanyam Madan	This message has been deleted
	May I take the remote access of your local computer?
Terry Minkler	yes
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1012261141
	Kindly paste this link in the browser of local computer and join the session.
	we successfully resolved your issue over the remote session
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Sanyam Madan has ended this chat session



Chat Trans

I have access to my email now and v
Can you help me connec

Visitor Details

#72909 Wally Child
Email: wally.child.cpa@outlook.com ☎ 20285214192
Department: Support(QB & App Hosting)
Operator: Ankit Kumar
Website: https://www.acecloudhosting.com/proseries-tax-hosting/?utm_source=google&utm_medium=cpc&utm_campaign=Tax_Software_Hosting&utm_term=&utm_adgroup=Dynamic_Tax&gad_source=1&gclid=Cj0

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: GARLAND

State: Utah

Country: UNITED STATES

Chat Transcript -----

Wally Child	I have access to my email now and want to reset my password. Can you help me connect to the server
	?
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
Wally Child	Can you help me connect to the server
Dikshant Yadav	Kindy help me with your business name or the CID?
Wally Child	CPPR
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>
	Can you help me?
	<i>Ankit Kumar accepted the chat transfer request.</i>
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.
	Hello Wallace, How are you doing today ?
Wally Child	Can you help me connect to the server
	I am great how are you?
Ankit Kumar	I will surely help you with this issue.
	I am doing fine !! Thanks for asking.
	Kindly allow me 1- 2 minutes, So that I can check your account details.
	Thank you for your patience. Kindly confirm if this is your username : Wally.C@myrealddata.net ?
Wally Child	Yes
Ankit Kumar	Thanks for the confirmation !
	<i>Visitor updated the visitor's name from Wallace Child to Wally Child.</i>
Wally Child	Can you help me connect to the server?
Ankit Kumar	Sure, May I know if you are getting any error while connecting?
Wally Child	My Password is not working
	Yes, I need to reset my password. It no longer works

Ankit Kumar	<p>Wally, We see that you're already enrolled on Selfcare Portal.</p> <p>To reset the password using Selfcare Portal, please follow the simple steps outlined below:</p> <ol style="list-style-type: none">1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password".2. Enter your Server Username.3. Enter the CAPTCHA verification and Click Continue.4. In the window that opens, Choose an authentication method from the list.5. Enter your new password and click Reset to finish.
Wally Child	Can you help me?
Ankit Kumar	Your user name is : Wally.C .
	May I take the remote access of your local computer?
	Wally, Are we still connected here?
	Are we still connected here?
Wally Child	Yes
	Yes you can take remote access. I just Reset the password
Ankit Kumar	Sure.
	Prior providing the access, I would suggest you to close any important documents at your end.
Wally Child	Okay Done
Ankit Kumar	https://assist.acecloudhosting.com/join/5552228576
	Please click on the link for remote session.
Wally Child	It is now working and i won't need further assistance.
	Thank you for your Help
Ankit Kumar	Awesome! We are glad to hear that your issue has been resolved. (Edited)
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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/)

Chat Trans

Hello, I am your A

Visitor Details

#72727 Pinny Rose
Email: wholesomehardware@gmail.com ☎ 7183446064
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: 23 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Pinny Rose	need default to be multi user
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Pinny Rose	hi
Manish Singh	Hii Pinny
	How may I assist you with?
Pinny Rose	need default to be multi user
Manish Singh	May I take the remote access of your server?
Pinny Rose	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
	Kindly locate me to the file location.
Pinny Rose	i dont know were it is
Manish Singh	Put the password please
Pinny Rose	ok is it done
Manish Singh	Yes
Pinny Rose	thanks
Manish Singh	It will always open in multi user mode.
Pinny Rose	k
Manish Singh	Kindly close and check again.
	Is there anything else I may help you with ?
Pinny Rose	no thanks
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Pinny Rose	ok
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)

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

Manish Singh has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72069 Gita Faust

Email: gita@fasttracconsulting.com 📞 na

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 9 Secs

City: CHALFONT

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gita Faust	I am frozen and cannot click on anything
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Gita Faust	Hey Manish
	cid 73328
Manish Singh	Hii Gita
Gita Faust	user max
Manish Singh	I will surely help you with this issue.
	Your account is associated with this CID73398
Gita Faust	yes sorry
Manish Singh	Kindly allow me two minutes to check the same.
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Gita Faust	I got someone on the phone. Thanks.
Manish Singh	Kindly ask user MAX to login once now. (Edited)
	As you are connected with Saurabh Surana over the call disconnecting this session now.
	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
	<i>Manish Singh has ended this chat session</i>



Chat Trans

Hello, I am your A

Visitor Details

#71902 FlatworldTax
Email: flatworldtax@silversfs.com
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript -----

FlatworldTax	Hello, I am your Acebuddy
Acebuddy	Hello Flatworldtax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
FlatworldTax	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Himanshu accepted the chat transfer request.</i>
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.
	Hello flatworld, Are we connected ?
FlatworldTax	Hello,
	Issue: Two factor verification
	The ticket has already been raised
	But we were unable to connect
	due to some timings issue
Himanshu	Sorry for the inconvenience you faced, connecting this chat with the respected team.
	<i>Himanshu is transferring the chat to Support(QB & App Hosting).</i>
FlatworldTax	The Ticket is 633232
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Kindly allow me two minutes to check the same.
FlatworldTax	Sure!
Tushar Pharswan	A call back is scheduled for this ticket you will receive a call soon.
FlatworldTax	Okay.

Tushar Pharswan	Have you received the call?
FlatworldTax	Yes
Tushar Pharswan	Okay.
	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 survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72724 Yammy Rohena

Email: yammy@revconlogistics.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: NASHUA

State: New Hampshire

Country: UNITED STATES

Chat Transcript

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

Yammy Rohena	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Trans

Hello, I am your A

Visitor Details

#73055 Debra

Email: wells_propane@outlook.com 📞 979-848-9634

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 40 Secs

City: LEAGUE CITY

State: Texas

Country: UNITED STATES

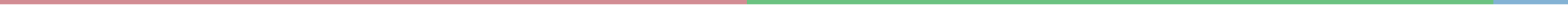
Chat Transcript

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

Acebuddy	Please select an option!
Debra	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Debra	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Debra	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Debra	thank you
	I'm not able to log into my company.
	Error message: Updating QB
Sharath Kumar	Got it, I am on the server and checking the same, could you please let me know the QuickBooks version that you are curr
Debra	Desktop Pro 2023
Sharath Kumar	Working on it, please bear with me for a few minutes
	Almost there, just a couple more minutes
Debra	okay
Sharath Kumar	Thank you for your patience.
	Could you please try launching the application again
Debra	okay
	I'm in. Thank you.
Sharath Kumar	glad to hear that
	Is there anything else I may help you with ?
	Are we still connected here?
Debra	No that is all. That you very much for your quick response.
	Good day
Sharath Kumar	You're welcome, Debra and I wish you the same.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

	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.

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72247 Jack Mowreader
Email: sysadmin@a-rsolar.com 📞 12068801145
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: PUYALLUP
State: Washington
Country: UNITED STATES

Chat Transcript

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

Jack Mowreader	Change in Users
Acebuddy	Please select your desired option!
Jack Mowreader	User Replacement
Acebuddy	Kindly email us at support@acecloudhosting.com from your registered email address mentioning the existing username t
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Trans

Hello, I am your A

Visitor Details

#71842 Colleen tilp

Email: customerservice@rvlandscape.com 📞 16234650061

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min

City: PHOENIX

State: Arizona

Country: UNITED STATES

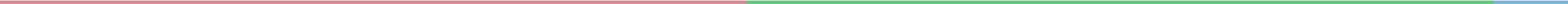
Chat Transcript

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

	Please chose an option :
Colleen tilp	I'd like to raise a Request
Acebuddy	Please select your request type.
Colleen tilp	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Colleen tilp	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Colleen tilp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Colleen tilp	I can't login to the server, over 10 times I've tried
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Colleen, could you please help me with the server name that you are signing into
Colleen tilp	RVLandscape.myrealdata
Sharath Kumar	Thank you for that information
	and is this the username that you are signing into the account with? myrealdata\ColleenT.pro1
Colleen tilp	I guess? it says myrealdata\ColleenT
Sharath Kumar	My apologies, I was looking at the wrong account.
	I see your account now and it is active and enabled.
	With the right credentials you should be able to sign into the server
Colleen tilp	I know I should.
Sharath Kumar	what is the error message that you receive while signing in?
Colleen tilp	hold on I just tried again
	remote access is not enabled, the remote computer is turned off, the remote computer is not available on the network
Sharath Kumar	The server is up and running, I don't see any other users logged into it right now
Colleen tilp	What do you want me to do
Sharath Kumar	reopen the RDP connector, and delete the saved credentials
	then try again

Colleen tilp	nothing is saved, I type it in every time
Sharath Kumar	that is strange, when was the last time that you were able to access the server?
Colleen tilp	last week
	this happens all the time
	no that didn't work
Sharath Kumar	allow me a moment, am checking the permissions on the server
	everything on the server also seems to be appropriate
	but let me restart the server and let's see if that resolves your concern
	I have just restarted the server, try the sign in again in 2 minutes
Colleen tilp	ok
Sharath Kumar	you may sign in now
	and let me know the result
Colleen tilp	no same error
Sharath Kumar	sorry to hear that it didn't work. Is it possible to provide a remote session of your computer?
Colleen tilp	yes
Sharath Kumar	Thank you, let me send you the link. Prior providing the access, I would suggest you to close any important documents at your end.
Colleen tilp	im ready
Sharath Kumar	https://assist.acecloudhosting.com/join/8782097312
	Colleen, I will send you an email shortly. Please let me know if you were able to sign in after restarting your computer
Colleen tilp	ok thank I will
	H0lyCr0ss96
Sharath Kumar	anything else that I may assist you with?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



Chat Trans

Hello, I am your A

Visitor Details

#72756 nicole
Email: nicole@onestepre.com ☎ 17604685770
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 59 Secs
City: CANCUN
State: Quintana Roo
Country: MEXICO

Chat Transcript

nicole	Hello, I am your Acebuddy
Acebuddy	Hello Nicole Garnes, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nicole	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nicole	I'd like to report an Issue
Acebuddy	Please select an option!
nicole	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
nicole	I am not able to login
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Anurag Sharma accepted the chat transfer request.	
Anurag Sharma is transferring the chat to Ashutosh.	

Ashutosh accepted the chat transfer request.

Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
nicole	hello
	I am trying to sign in to QB's desktop and it saysmy file is not valid
Ashutosh	I will surely help you with this issue.
nicole	thank you
	do you need the license number?
Ashutosh	May I take the remote access of your server?
nicole	yes
Ashutosh	Kindly login on the server so i can take remote session
nicole	donde
	done
	<i>11:41:32 PMnicole is sharing a file with you</i> <i>image.png - (Size:4.99 KB)</i>
Ashutosh	I see there are two users on the server that is Debbie and Nicole however i cannot see any of the users logged in on the s
nicole	I have not been able to access the server
	it gives an error
Ashutosh	Nicole, this will require us to work on your local computer. Would it be okay if we schedule a callback for quick assistance.
nicole	yes
	951-708-6017
Ashutosh	Nicole, are you available in the next 20-30 minutes for assistance over the phone.
nicole	yes please
	and call the number I just provided
Ashutosh	Nicole, i assure you will get callback in next 20-30 minutes.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	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/)
nicole	thank you

Ashutosh has ended this chat session

Chat Trans

Hello

Visitor Details

#72819 Fenil Shah
Email: tax@sktaxaddison.com 📞 8473508121
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 15 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Fenil Shah	Hello
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
Fenil Shah	Want update on my ticket number 643360
	also told you guys that one folder got deleted i cant see that being restored. i was told that it will get done by 7 pm ist bu
Vatsal	Het, I'll be transferring the chat to the support team. They'll be assisting you further/ <i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>
Fenil Shah	okay sure
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Fenil Shah	Want update on my ticket number 643360
	also told you guys that one folder got deleted i cant see that being restored. i was told that it will get done by 7 pm ist bu
Sharath Kumar	Hello again, Het. Apologies for getting disconnected on our previous chat

Fenil Shah	no worries , my net was unstable
Sharath Kumar	So my colleague tried upgrading QuickBooks but he got this error message that serial number and license number were ii
	<i>10:10:30 PMSharath Kumar is sharing a file with you</i> <i>image.png</i> - (<i>Size:40.33 KB</i>)
Fenil Shah	but i have this in my system
	can you check for 757 611?
Sharath Kumar	yes, we tried that as well and got the same error
	<i>10:12:34 PMSharath Kumar is sharing a file with you</i> <i>image.png</i> - (<i>Size:40.73 KB</i>)
Fenil Shah	thats all like in my quickbooks too its showing 757611
Sharath Kumar	we also tried this is couple of servers to make sure that it was not due to particular server
Fenil Shah	what about this?
	okay no worries
Sharath Kumar	sow about the folder restore, is there another ticket for that or is it the same ticket ID
Fenil Shah	same i guess
	pls make sure that thats done
	asap
Sharath Kumar	is it for the Darshak folder?
Fenil Shah	yes
Sharath Kumar	Sir, we required an email request from you for this which we never got
	if you could send one now, I can make sure that it gets done at the earliest
Fenil Shah	okay i will send it , what else is left on my part, and what should i mention in that
	?
Sharath Kumar	Sure, let me help you with that.
	1. For QB upgrade, I would suggest reaching out to the Intuit support to confirm your serial number and product number
Fenil Shah	yes sure
	not that for the folder one thing
Sharath Kumar	1. for the folder restore, send an email to support@acecloudhosting.com. Please provide the following details to help with Folder Name: The name of the folder you want to restore. Folder Location: The path where the folder was located. Last Accessed Date and Time: The date and time when you last accessed the folder.
Fenil Shah	done
	mail sent

	thanks
Sharath Kumar	ok great
	Is there anything else I may help you with ?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72242 Amy Strong
Email: strongbookkeepers@gmail.com 📞 12172594792
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 33 Secs
City: BROADLANDS
State: Illinois
Country: UNITED STATES

Chat Transcript

Amy Strong	Hello, I am your Acebuddy
Acebuddy	Hello Amy Strong, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Amy Strong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :
Amy Strong	I'd like to report an Issue
Acebuddy	Please select an option!
Amy Strong	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amy Strong	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick wa
	Was that helpful?
Amy Strong	No
Acebuddy	No issues, please wait while I connect you to one our
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name
Amy Strong	Good morning.
	I was having an issue with QB23 not closing and 24 no unfreeze. However QB24 will still not open. Any sugges
Manish Singh	I will surely help you with this issue.
	Kindly try to access QB now.
Amy Strong	I click on it and get the spinning wheel for about 5 sec
Manish Singh	Need to reboot the server once.
Amy Strong	ok. I will get out.
Manish Singh	Kindly try to access now.
Amy Strong	That seems to have worked! Thank you!
Manish Singh	Is there anything else I may help you with ?
Amy Strong	Nothing right now. Thank you for your help!
Manish Singh	I would greatly appreciate if you could spare a minute smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have r
	You may end this chat now. Once you end this chat, y conversation, along with a ticket number and survey 1
	I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your Thanks!

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

For self-help, check out our Knowledge Base (<https://v>

Manish Singh has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details -----

#72872 Nilay Patel
Email: nilay@priorware.com 📞 12294570732
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 46 Secs
City: PATERSON
State: New Jersey
Country: UNITED STATES

Chat Transcript -----

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

	Nilay Patel	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Nilay Patel	QuickBooks is Frozen
	Acebuddy	Hmm, That doesn't sound good. But here's a quick wã
		Was that helpful?
	Nilay Patel	No
	Acebuddy	No issues, please wait while I connect you to one our
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name
		Could you please let me know the server name that y
	Nilay Patel	we have only one server
		this is Nilay from Priorware Solutions
		Ticket ID: 622448
	Sharath Kumar	one moment while I look into the ticket
	Nilay Patel	all my users are facing issue with only quickbooks
		rest all are working fine in RDP
		??
	Sharath Kumar	Thank you for your patience, Nilay. Your ticket is with this
	Nilay Patel	what is going on ? any update ?
		but I am facing issue right now
		all users are waiting
	Sharath Kumar	They are working on figuring out a resolution and will
	Nilay Patel	also your number is not working
		for tech support
		please fix that as well
	Sharath Kumar	We are rebooting your server as a temporary fix
	Nilay Patel	is it done
		?
	Sharath Kumar	still pending, 2 more minutes (Edited)
	Nilay Patel	?

	done ?
Sharath Kumar	yes, it is up now
	could you sign in and let me know if you are able to la
	Are we still connected here?
	could you please let me know when will be an approp
	As there was no response, we are disconnecting the c (1-888-415-5240) if any further assistance is required
	Thank you for choosing ACE cloud Hosting, you have i

Sharath Kumar has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72477 Liz Reitz
Email: Ir@southernheritageinteriors.com 📞 (919) 524-5264
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: ASHBURN
State: Virginia
Country: UNITED STATES

Chat Transcript

Liz Reitz	Hello, I am your Acebuddy
Acebuddy	Hello Liz Reitz, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Liz Reitz	Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Liz Reitz	I'd like to report an Issue
Acebuddy	Please select an option!
Liz Reitz	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Liz Reitz	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick wa
	Was that helpful?
	As we haven't got any response from your end, We ar Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Trans

Hello, I am your A

Visitor Details -----

#72291 mindy.bandiera
Email: mindy.bandiera@gmail.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 11 Secs
City: DALLAS
State: Texas
Country: UNITED STATES

Chat Transcript -----

	mindy.bandiera	Hello, I am your Acebuddy
	Acebuddy	Hello Mindy Bandiera, I'm your Ace Buddy. I'll be happy to help you.
		Whom Would You Like to Connect With?
	mindy.bandiera	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	mindy.bandiera	I'd like to report an Issue
	Acebuddy	Please select an option!
	mindy.bandiera	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to a Support Representative.
	mindy.bandiera	I cannot connect to the cloud server
	Acebuddy	Please wait while we connect you to a Support Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Testing declined the transfer request.</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh.
		I will surely help you with this issue.
	mindy.bandiera	it seems like I am rarely able to connect anymore, and I am not able to connect to the cloud server.
	Manish Singh	I will be surely assisting you with this.
		May I take the remote access of your local computer?
	mindy.bandiera	yes
	Manish Singh	https://assist.acecloudhosting.com/join/3132198802
		Prior providing the access, I would suggest you to close all the applications running on your computer.
		We are connected on the remote session and will provide you the assistance. At the same time, I am putting the chat on hold, please do not give your confirmation on this chat.
	mindy.bandiera	ok
	Manish Singh	Is there anything else I may help you with ?
	mindy.bandiera	I am good for now. Thank you
	Manish Singh	I would greatly appreciate if you could spare a minute to provide your feedback. Please provide your feedback by clicking on the smiley icon at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have helped us to improve our services.
		You may end this chat now. Once you end this chat, you will be redirected to the home page.

conversation, along with a ticket number and survey 1

I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your Thanks!

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

For self-help, check out our Knowledge Base (<https://v>

Manish Singh has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#72697 dakota

Email: dakota@candlelitechicago.com ☎ 2245670994

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 Mins 53 Secs

City: WOODSTOCK

State: Illinois

Country: UNITED STATES

Chat Transcript

dakota	Hello, I am your Acebuddy
Acebuddy	Hello Dakota, I'm your Ace Buddy. I'll be happy to assi
	Whom Would You Like to Connect With?
dakota	Technical Support (QB & App Hosting)
Acebuddy	

	Welcome to Ace Support.
	Please chose an option :
dakota	I'd like to raise a Request
Acebuddy	Please select your request type.
dakota	Setup Ace Server
Acebuddy	If you would like to configure the server access link or Operating System
dakota	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Gene on your Windows PC
	Do you need any further assistance on the topic?
dakota	Yes
Acebuddy	Please wait while we connect you to our Support Repr
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name
	Hello Dakota
dakota	hello
	i was added to my bosses account so I can start using desktop but when i go to quikbooks none of our comp
	I also want to add the remote desktop to my main de
Anurag Sharma	I deeply apologize for the inconvenience caused to yc
	I will be surely assisting you with this. Kindly help me
dakota	how do I know what the server name is?
Anurag Sharma	You can find that in your invoice.
dakota	candlelite.myrealdata.net
	Dakota.G
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
dakota	ok
Anurag Sharma	Thank you for your patience.
	May I take the remote access of your local computer?
dakota	yes

Anurag Sharma	Prior providing the access, I would suggest you to close the session.
dakota	all set
Anurag Sharma	https://assist.acecloudhosting.com/join/4562233972
	Kindly paste this link in the browser of local computer.
	We are connected on the remote session and will proceed with the issue. At the same time, I am putting the chat on hold, please do not give your confirmation on this chat.
dakota	ok
Anurag Sharma	The issue seems to be resolved.
	Is there anything else I may help you with ?
dakota	i dont think so
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to provide feedback on this chat.
	Thank you for choosing ACE cloud Hosting, you have made our day.
	You may end this chat now. Once you end this chat, your chat history will be saved. You may also provide feedback on this conversation, along with a ticket number and survey link.
	I request you to kindly spare a moment to fill that out for us. It will help us to improve our service. I will appreciate that. or you may send your feedback to feedback@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://knowledgebase.acecloudhosting.com).
dakota	thats fine
	<i>Anurag Sharma has ended this chat session</i>

Visitor Details

#72230 Ravi
Email: ravi.minhas@cogneesol.com
Department: Support(QB & App Hosting)
Operator: Rohit Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: LAJPAT NAGAR
State: Delhi
Country: INDIA

Chat Transcript

Ravi	Hello, I am your Acebuddy
Acebuddy	Hello Ravi, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
Ravi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ravi	I'd like to raise a Request
Acebuddy	Please select your request type.
Ravi	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.cor technicians will connect with you for further assistanc
	If you are facing any issue/problem with your server,
Ravi	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Ravi	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
Ravi	We are unable to start tic tie calculate in safesend sof
Acebuddy	Please wait while we connect you to a Support Repres
Acebuddy (bot) forwarded the chat request	
Varun Bisht accepted the chat transfer request.	

		<i>Varun Bisht is transferring the chat to Rohit Kumar.</i>
		<i>Rohit Kumar accepted the chat transfer request.</i>
	Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name
	Ravi	We are unable to start tic tie calculate in safesend sof
	Rohit Kumar	Alright. I am so sorry for the inconvenience.
		Allow mw 2-3 minutes as I will access the server.
		May I confirm your user name?
		Are we connected?
	Ravi	Username:- myrealdata\Cogneesol2_New
	Rohit Kumar	Please allow me the remote access of your screen.
		Prior providing the access, I would suggest you to clo
		Are we connected?
	Ravi	ok
	Rohit Kumar	I am requesting access to your screen
	Ravi	you can take remote
	Rohit Kumar	Please allow me the access
	Ravi	sure
		share the link with me
	Rohit Kumar	check the server screen please
		you are facing issues on the server right?
	Ravi	yes
	Rohit Kumar	Please allow access I have alkreadt requested it 4-5 ti
	Ravi	done
	Rohit Kumar	Please stay connect on chat while I check the details
		Are we connected?
		As we haven't got any response from your end, We ar Kindly re-initiate the chat.
		<i>Ended due to chat idle timeout</i>
	<div></div>	

Chat Trans

Hello, I am your A

Visitor Details -----

#72336 shari
Email: shari@jkservicesinc.com 📞 18054079440
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 28 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript -----

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I conne
shari	I have a critical update in a file that has not been able
Acebuddy	Please wait while we connect you to a Support Repres
Acebuddy (bot) forwarded the chat request	

		<i>Shubham Yadav accepted the chat transfer request.</i>
	Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name
		I will be surely assisting you with this. Kindly help me
	shari	blueisle-drake
		shari
		or sbray
	Shubham Yadav	Thank you for the information and allow 2 minutes to
		Shari can you please let me know which file are you n
	shari	can you remote into my computer and I can show you
	Shubham Yadav	Sure shari
		Prior providing the access, I would suggest you to clos
	shari	understood
	Shubham Yadav	https://assist.acecloudhosting.com/join/8432973464
		Kindly Click on the link and open the downloaded file.
	shari	did we get disconnected
	Shubham Yadav	Shari still 3 users are there ?
	shari	they are not in quickbooks
		do they need to show off the server connection
	Shubham Yadav	Shari it's better if they log out for smooth update
	shari	I am connected to this chat on the server so if I shut r
	Shubham Yadav	Alright let me try to update
		Shari QB is updating
	shari	thank you
	Shubham Yadav	Yes please wait for a moment
		Shari it's updated
		Shari are you there ?
	shari	yes
		great let me log in and check
	Shubham Yadav	Sure
	shari	it is giving me an error saying a credit update is waiti
	Shubham Yadav	Please log out once
	shari	I clicked ok and it is opening

Shubham Yadav	I am checking
	Shari can you please log out from the server?
shari	yes but this will disconnect
	how will I know I can log back in
Shubham Yadav	Shari I will update you over the mail once the update
shari	ok
Shubham Yadav	Yes shari
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the c (1-888-415-5240) if any further assistance is required

Shubham Yadav has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details -----

#72222 srilekha vangala
Email: svangala@lightbridgeacademy.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: SOMERVILLE
State: New Jersey
Country: UNITED STATES

Chat Transcript -----

Chat Trans

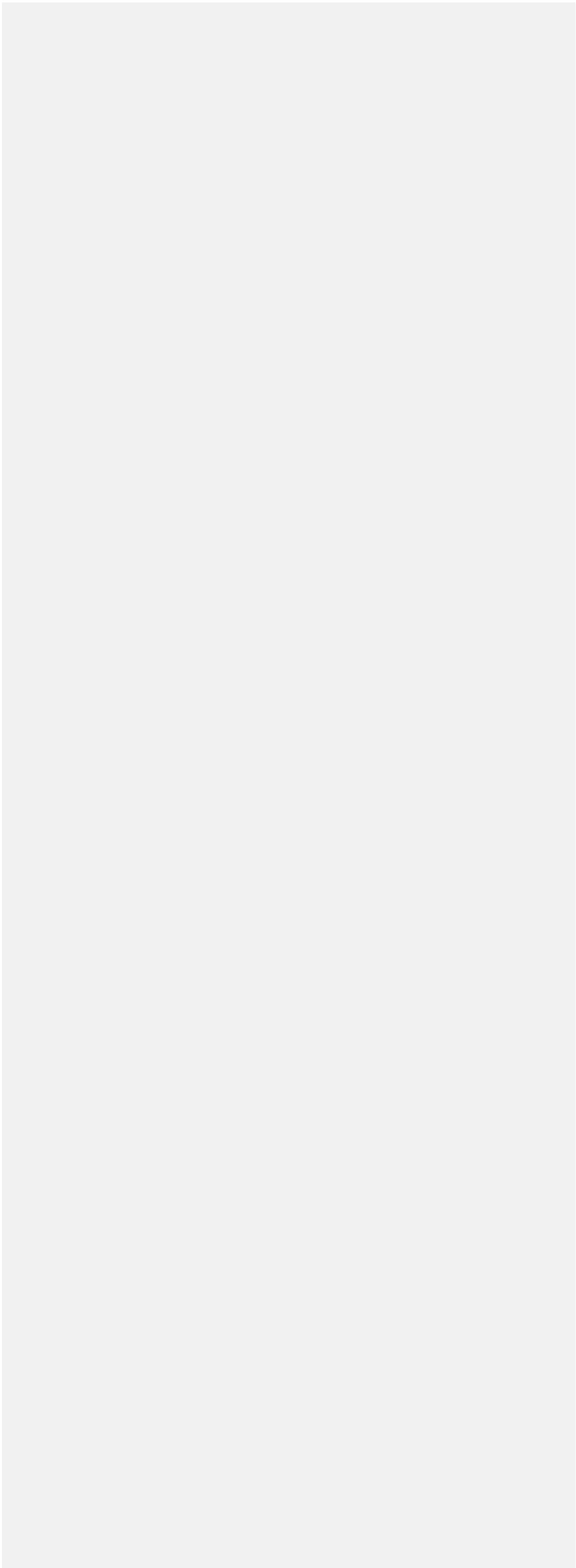
Hello, I am your A

Visitor Details -----

#72757 jiang
Email: jiang@fldacpa.com ☎ 19548304509
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 51 Secs
City: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript -----

jiang	Hello, I am your Acebuddy
Acebuddy	Hello Jiang, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
jiang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jiang	I'd like to report an Issue
Acebuddy	Please select an option!
jiang	Other Issue
Acebuddy	Please specify the issue you are facing before I c representative!
jiang	Drake Accounting 2025 needs update.
Acebuddy	Please wait while we connect you to a Support Re
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer requ</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My i



	you today.
	Hello Jiang
jiang	Hello.
Anurag Sharma	I deeply apologize for the inconvenience caused
	I will be surely assisting you with this. Kindly help
jiang	Deming.myrealdata.net
	Zhejiang
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 4-5 minutes to check the same.
	Jiang, as I can check there are active users on the application update during the night hours when u
	We will revert you back via email once the update
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
jiang	I cannot use it without the update.
	Hello?
Anurag Sharma	Okay
	Can I log you out from the server?
	So that I can proceed with the application update
jiang	Okay
	Yes.
Anurag Sharma	May I take the remote access of your server?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting t call us at (1-888-415-5240) if any further assistar
	Thank you for choosing ACE cloud Hosting, you h

Anurag Sharma has ended this chat session

