

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

How would you like to connect with?

While we connect you to an available Representative.

I forwarded the chat request

She accepted the chat transfer request.

I'm choosing ACE cloud Hosting. My name is Janardan. How may I help you today?

I downloaded an excel file from QB and its not letting me edit it saying noncommercial product as I have a licences product with me.

Thank you. May I know your business name please.

What is your email address?

Is there anyone there?

What are your questions?

How can I help you locate the account. Do you have CID or registered email address or phone number available?

	TCSSecuredSVR.myrealdata.net
	useneame is Anne.g
Janardan Mishra	Okay. It seems you selected managed IT and got connected to different department. Let me transfer you to correct depar
	May I transfer chat directly to them?
<i>Janardan Mishra is transferring the chat to Support(QB & App Hosting).</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Please allow me a minute to check the same.
help	you guys resolved the same issue for me some time bback check your logs
Shubham Kataria	Sure, I will check. Kindly confirm your username as well.
	I got it. Please allow me a minute
	May I take the remote access of your server?
help	sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
help	what I recomment is to check the last case so you can straight fwd resolve the issue
	You can take
Shubham Kataria	Yes, I have checked but before proceeding with the troubleshooting. We need to connect over remote session.
help	wait
	dont take control now
Shubham Kataria	You have accepted the remote request.
	Would you like me to close the session.
help	she is showing the issue
Shubham Kataria	Okay
help	listen
	hello
	???
	listen bro
	sir
	are you here
Shubham Kataria	Yes, I am on the remote chat with the user.
help	listen to me first
Shubham Kataria	Yes please

help	what the other guy did is he made a new session and baccked up the image there and it worked
	last time story
Shubham Kataria	Yes, we are on it
	Please allow two or three minutes.
help	ok
	please fast as user is frustrated
Shubham Kataria	User is entering the password in Office 365
help	.
	this will not resolve the issue
	they tried alot
	last time
	so please go on the option I told
Shubham Kataria	We are doing the same which was done earlier
help	as the other user using same QB is all god
Shubham Kataria	Got it
help	ok move fwd
Shubham Kataria	Thank you
	Earlier, users were unable to export the files. However, this user is now able to export the file, but when opening the Exce
help	no man
Shubham Kataria	We need to perform different troubleshooting for this as profile reset won't help in this, please allow us few minutes. we a
help	last time the issue was same unlicenced product a
Shubham Kataria	Okay, lets try to reset the profile
help	I remeber very well
	ok
Shubham Kataria	And user also entering the wrong password in office 365
help	that issue is resolved
	go on
Shubham Kataria	Is she able to edit the file now?
help	checkin\
	arn't you in the session?
	same issue
Shubham Kataria	Please ask her to enter the correct credentials

	As she is not entering the correct password for office 365
help	entere bro
	I entered my self
	and that was signed in into the browser
	why are you not resetting profile
	make sure no data loss
Shubham Kataria	Okay, if you want let me reset it
help	make sure
	not even a single thing
Shubham Kataria	Alright
help	how much time?
Shubham Kataria	Its done now
	Kindly ask the user to check
help	ok wait
Shubham Kataria	Sure, take your time.
help	where is all daqta?
Shubham Kataria	Once user is logged in, let me move it manually.
	I will; take two minutes more. Let me save it from backend.
help	logged in please move then I will ask user she will frighten up seeing that there is no data
	let me know when its done
Shubham Kataria	It is done now.
	Kindly ask the user to check.
help	let me ask the user
	wait
Shubham Kataria	Sure
	Is it working fine now?
help	yup
	so I know you servers more than you guys lol
Shubham Kataria	Yes, it seems you have the knowledge about this.
	Is there anything else I may help you with ?
help	anyways thanks bye

help has ended this chat session



Visitor Details

#78500 team
Email: team@infiniteaccountants.com ☎ 2125440001
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 1 Sec
City: ZAPOTE
State: Laguna
Country: PHILIPPINES

Chat Transcript

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

Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
team	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
team	I'd like to report an Issue
Acebuddy	Please select an option!
team	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
team	can we still see the password from the link you provided even it it expired ?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
team	Hello , I am waiting for the link
	can you please send the link on allen@infiniteaccountants.com
Ashutosh Mishra	Yes i have sent an email for approval, please reply to that and i will reset the password.
team	Yes I replied
Ashutosh Mishra	Kindly allow me two minutes to check the same.
team	Okay will wait
Ashutosh Mishra	I have sent the password.
team	thankyou so much
Ashutosh Mishra	Great.
	Is there anything else I may help you with ?
team	none so far
	thanks
Ashutosh Mishra	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.
	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/>)

Ashutosh Mishra has ended this chat session

Visitor Details

#78695 eduardocantore
Email: eduardocantore@hotmail.com 📞 17877917090
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 17 Secs
City: ROSARIO
State: Santa Fe
Country: ARGENTINA

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
eduardocantore	office 365 login issue Ticket 719881
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
eduardocantore	Hi Anjainay
Anjainay Singh	Hello Eduard, how are you?
eduardocantore	Fine and you?
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
	I am great.
	As I have gone through ticket and found that login credentials Audit-MNA has not been delivered yet.
eduardocantore	Exact
Anjainay Singh	Yes as per latest update our senior team is working on it , and I am taking responsibility that it get delivers urgently.
eduardocantore	ok thank you
Anjainay Singh	I will send it to you within one hour.
eduardocantore	Perfect
Anjainay Singh	Is there anything else I may help you with ?
eduardocantore	Thanks again
	No
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
eduardocantore	ok
Anjainay Singh	You may disconnect this chat, I will send you credentials shortly.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anjainay Singh has ended this chat session</i>



Visitor Details

#78655 joe.quinn
Email: joe.quinn@internationalfilterproducts.com ☎ 818 802-0943
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 38 Secs
City: SUN VALLEY
State: California
Country: UNITED STATES

Chat Transcript

joe.quinn	Hello, I am your Acebuddy
Acebuddy	Hello Joe Quinn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
joe.quinn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
joe.quinn	I'd like to report an Issue
Acebuddy	Please select an option!
joe.quinn	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
joe.quinn	You downloaded Avarara Tax on our server last night and we cannot find it to integrate it with our QB account
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
joe.quinn	Avalara is installed but we can't find it

	<p>It is under Programs and Features under Control Panel for uninstalling or changing...</p> <p><i>9:05:11 PMjoe.quinn is sharing a file with you</i> 1_image.png - (Size:30.08 KB)</p>
Manish Singh	May I know your username?
	Are we still connected here?
joe.quinn	yes,,,just a moment I had to step away
	<p><i>9:08:55 PMjoe.quinn is sharing a file with you</i> image.png - (Size:30.08 KB)</p> <p><i>joseph.q@myrealdata.net (1).rdp</i></p>
Manish Singh	Kindly check your desktop and let me know which icon you would like to access.
	Are we still connected here?
joe.quinn	yes
	i now see a bunch of Avalara icons on the desktop not sure which one I should go to...There is a subscribe and unsubscrib
Manish Singh	Yes, I have put that to your desktop to check which one you want.
joe.quinn	I click on the subscribe shortcut and nothing happens
	I went into the Program Files and clicked on the Subscribe application and nothing happens
Manish Singh	Checking, please wait
	May I take the remote access of your server?
joe.quinn	yes, how do we do that
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
joe.quinn	add to the TEST file only
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Is there anything else I may help you with ?
joe.quinn	Let me just check this
Manish Singh	Yes, please take your time.
joe.quinn	Yes looks good...thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>



Visitor Details

#78815 Gary Pineda
Email: billing@enagic.com ☎ 13105427700
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 21 Secs
City: TORRANCE
State: California
Country: UNITED STATES

Chat Transcript

Gary Pineda	Hello, I am your Acebuddy
Acebuddy	Hello Gary Pineda, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gary Pineda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gary Pineda	I'd like to report an Issue
Acebuddy	Please select an option!
Gary Pineda	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gary Pineda	We are currently getting a dialogue box stating that the C drive on the server is low on space.

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
Gary Pineda	nice to meet you
Abhay Kumar Saraswat	Nice to meet you too.
	How are you doing today Gary?
Gary Pineda	I am doing okay. Just trying to get an understanding of what is going on. Since we increased the space on our Data drive k
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Is this for account, Enagic USA Inc. ?
Gary Pineda	yes
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	Yes, I can see that out of 409.45 GB only 43.37 GB space left in C: drive .
	Let me check, If I can remove the unwanted files from the C: drive for you.
	<i>10:08:52 PMGary Pineda is sharing a file with you</i> <i>image.png - (Size:38.78 KB)</i>
	<i>It seems it might be less then that. But we are getting this error</i>
Gary Pineda	Thank You
Abhay Kumar Saraswat	Yes, you are right.
	11% space is remaining.
	Please see the attached screenshot.
	<i>10:10:07 PMAbhay Kumar Saraswat is sharing a file with you</i> <i>image.png - (Size:5.69 KB)</i>
	Working on it.
Gary Pineda	Thank you for the clarification
Abhay Kumar Saraswat	You are welcome.
	Kindly allow me two minutes to clear the unwanted space from C: drive.
	In process to scan the unwanted files, please stay online.
	<i>10:13:31 PMAbhay Kumar Saraswat is sharing a file with you</i> <i>image.png - (Size:15.28 KB)</i>

Gary Pineda	will do
Abhay Kumar Saraswat	I'm sorry for the wait. I'll do my best to assist you quickly.
	The total space of the C: drive is actually 409.45 GB, which is why it's taking that much time.
	Still scanning, please stay online.
Gary Pineda	No problem
Abhay Kumar Saraswat	Thank you for your understanding. I'm working on your request now.
	Working on it.
	Please stay online for 2 more minutes.
Gary Pineda	ok
Abhay Kumar Saraswat	Thank you for your patience.
	I tried to remove unwanted files and able to remove almost 9GB unwanted data from C: drive.
	<i>10:25:46 PM</i> Abhay Kumar Saraswat is sharing a file with you <i>image.png</i> - (<i>Size:5.52 KB</i>)
	Now, the total available space is 52.49GB .
Gary Pineda	Thank You so much
Abhay Kumar Saraswat	My pleasure to assist you.
	Is there anything else I may help you with ?
Gary Pineda	Nothing else thanks
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Abhay Kumar Saraswat has ended this chat session

Visitor Details

#78803 Rose Stanton

Email: rose@pacificutilities.com ☎ 17602242112

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 31 Secs

City: LA MESA

State: California

Country: UNITED STATES

Chat Transcript

Rose Stanton	Hello, I am your Acebuddy
Acebuddy	Hello Rose Stanton, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rose Stanton	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rose Stanton	I'd like to report an Issue
Acebuddy	Please select an option!
Rose Stanton	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rose Stanton	Our office manager, Patricia Usedom is unable to login to Quick books and it is asking her for a pin....
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Shubham Kataria accepted the chat transfer request.
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.

	Hello Rose
Rose Stanton	Hello Shubham
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Rose Stanton	I don't know my server name. The person having trouble getting in is Patricia Usedom
	She was told that i have to contact Ace to get her back in. She somehow got locked out
Shubham Kataria	Alright, could you please confirm your business name which is registered with ACE.
Rose Stanton	They system is asking her for a pin.
	Yes business name is Pacific Utilities
Shubham Kataria	Thank you for the information.
	Kindly confirm if the user is unable to access the server or just the QB application.
Rose Stanton	Yes she can't get into the server
Shubham Kataria	Alright, I will surely assist her.
	May I take the remote access of her local computer?
Rose Stanton	yes just 3 minutes and she will get into her computer
	do you send her a link
Shubham Kataria	Yes, I will send you a link here. You may share the link with her.
Rose Stanton	okay we are ready
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at her end.
	https://assist.acecloudhosting.com/join/9192754209
	Kindly paste this link in the browser of local computer and join the session.
Rose Stanton	okay will do
Shubham Kataria	Thank you, Please let me know once the user able to connect over remote
Rose Stanton	she was able to connect
Shubham Kataria	Thank you
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	Kindly ask the user to enter the password.
Rose Stanton	it is the default password. can you guys enter or i need to look up original email with it
Shubham Kataria	You require to check the email for the password.
Rose Stanton	i have a link to it. I will check that
	the link says password expired. can you reset it
Shubham Kataria	Sure, let me check if user is enrolled in selfcare or not.

Rose Stanton	what is selfcare? If so, i enrolled all of us in it
Shubham Kataria	Unfortunately, user is not enrolled in the selfcare portal to reset the password.
Rose Stanton	what is selfcare portal?
	<i>9:05:22 PMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:58.29 KB)</i> <i>User patricia is not enrolled</i>
Shubham Kataria	Selfcare is a portal where the users can reset their own password
Rose Stanton	can you enroll all of us in that portal? Who can reset her password?
Shubham Kataria	No problem, I will reset the password for her. Could you please provide your approval by sending an email to support@ac
Rose Stanton	sent
Shubham Kataria	Thank you, let me check
	I've received the approval, you will get the password in next 2 minutes.
Rose Stanton	okay thanks
Shubham Kataria	You're welcome
	I have sent the password on your email along with selfcare login instruction.
	Rose, user is able to login with the password
	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 Kataria has ended this chat session</i>



Visitor Details

#78587 Manny Naya
Email: manny.naya@mncpafirm.com ☎ 4074341320

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: WINTER PARK

State: Florida

Country: UNITED STATES

Chat Transcript

Manny Naya	Hello, I am your Acebuddy
Acebuddy	Hello Manny Naya, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Manny Naya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Manny Naya	I'd like to report an Issue
Acebuddy	Please select an option!
Manny Naya	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Manny Naya	I am trying to update intuit Proseries and the software is not updating
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Manny. How are you doing today?
Manny Naya	fine
	need to update proseries and it is not updating in the server
Yash Ahi	I will surely help you with that.
	Could you please help me with your server name or business name?
Manny Naya	i think it has to do with a pdf issue like i had recently. i noticed the error message is back whenever i log into the server
	MannyNA

Yash Ahi	Alright. Could you please also confirm the proseries version?
Manny Naya	2024
Yash Ahi	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Manny Naya	MNJCPALLC
Yash Ahi	Alright Manny. I have just installed all the updates in Proseries 2024. Could you please check now? (Edited)
	Are we still connected here?
	Are we still connected here?
Manny Naya	still here
Yash Ahi	Did you checked the updates?
Manny Naya	ok yes it works now thanks
Yash Ahi	Alright.
	My pleasure.
	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.

Yash Ahi has ended this chat session

Hello, trying to
remote desktop

Visitor Details

#78673 Cody Stovall
Email: cstovall@stovall-associates.com ☎ 6518216211
Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

Website: https://www.acecloudhosting.com/hosting/quickbooks-desktop/?utm_source=google&utm_medium=cpc&utm_campaign=PMax_QB_Enterprise&utm_term=&utm_adgroup=QB_Enterprise_Online&gad_source=1&gclid=CMRjRKR0C52YQAvD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript -----

Cody Stovall	Hello, trying to send instructions to user Kang.V for setting up the remote desktop on a Mac. Can you please confirm what the user name is?
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.
	Hello, may I know your account name registered with us?
Cody Stovall	Stovall-Assocaites
	Associates
Aayush	I am transferring this chat to our support team.
	<i>Aayush is transferring the chat to Support(QB & App Hosting).</i>
Cody Stovall	thank you
	<i>Anjainay Singh accepted the chat transfer request.</i>
	<i>Anjainay Singh is transferring the chat to Abhay Kumar Saraswat.</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	Kindly allow me two minutes to check the same.
Cody Stovall	Hi Abhay, thanks!
Abhay Kumar Saraswat	Is this for account: Stovall & Associates LTD, right?
Cody Stovall	That is correct
Abhay Kumar Saraswat	And the user who is looking to create the RDP on his Mac is: Kang Vang (kang.v@myrealddata.net) ?
Cody Stovall	that is correct
Abhay Kumar Saraswat	Can I take his local machine on remote?
Cody Stovall	i don't have access to their computer unfortunately. For Step 5 what should be the PC name?
Abhay Kumar Saraswat	PC name should be the server name.

	For you, that should be: StovallALTD.myrealdata.net
	If you can copy and paste this to him, he can try with the same.
Cody Stovall	Awesome, Thank you!
Abhay Kumar Saraswat	Is all good?
Cody Stovall	She is going to try it tonight when she has it in front of her. Otherwise i will reach back out if needed. Thank you!
Abhay Kumar Saraswat	No worries.
	Or if you can ask her to come on chat session, that will be great.
	So we could take her remote and help her out to create a RDP session on her Mac.
Cody Stovall	Thank you! i will do so if this doesn't work
Abhay Kumar Saraswat	Great.
	Is there anything else I may help you with ?
Cody Stovall	that was it, thank you
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	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/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Abhay Kumar Saraswat has ended this chat session

Visitor Details

#78492 nicholas
Email: nicholas@imperialpainting.com 📞 17816985894
Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: MONTCLAIR

State: New Jersey

Country: UNITED STATES

Chat Transcript

nicholas	Hello, I am your Acebuddy
Acebuddy	Hello Nick Vafiades, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nicholas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nicholas	I'd like to report an Issue
Acebuddy	Please select an option!
nicholas	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
nicholas	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
nicholas	quickbooks webconnector
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
nicholas	Hi Ankit
Ankit	Hello Nick. How are you doing today?
nicholas	good thank you. I hope you are well
	this should be a quick issue to resolve
	for our hosted quickbooks, we have a webconnector for syncing to a 3rd party platform
	sometimes when there is a quickbooks pop-up in the user account setup for the sync profile, it prevents it from syncing

	there was a QB update so i think something happened and maybe a popup occurred, so i just need someone to log in and
	since maybe it didnt start correctly or a popup appeared preventing it from syncing
Ankit	I will surely be assisting you with this. Kindly help me with your server name and username?
nicholas	the server is Imperial Painting & Coatings
Ankit	Thank you for the details.
nicholas	i forget the user profile setup for the webconnector, maybe it is called Ramp? i forget how it is setup
	it wasnt in a normal user profile
	i think they made a dedicated profile for the webconnector connection
Ankit	Thank you for all the detailed information.
	Kindly allow me 4-5 minutes to check the same.
	Thank you for waiting. I logged into the user session from the backend, and it appears that both QuickBooks and Web Cor
nicholas	one moment
Ankit	Everything seems to be up and running now. I kindly request you to check and confirm from your end.
nicholas	hmm it still is not working
	no one is on if it is easier to try to reboot server like it normally happens
Ankit	Sure, we can try rebooting the server once and then check.
nicholas	ok
Ankit	Allow me. 2-3 min to proceed with the same.
nicholas	ok
Ankit	I will let you know once the server is up and running.
nicholas	thank you
Ankit	Nick, I kindly request you to try now, as the server is up and running.
nicholas	hmm still not working for some reason
	what account did you log into to ensure the webconnector was running
	i just tried to open QB on my computer and i am getting a message "a critical quickbooks update is waiting for installatio
	it says to restart quickbooks and the one you are currently using
	i think this may have to do with it- sometimes when there are updates and popups the webconnector stops working
	so i think we need to make sure QB is up to date first
	it says i must exit and restart quickbooks. but we just did the server restart so what should we do to ensure it is up to dat
Ankit	I have just updated the application. I kindly request you to close the QuickBooks application and then try logging in again
	May I take the remote access of your server?
nicholas	i just opened QB remoteapp and clicked help and check for updates

	it is downloading critical fixes right now
	i want to make sure it is all up to date since when it is not, we have issues with the webconnector
Ankit	May I take remote access of your server? so that I can check from your end and assist you further.
nicholas	yes you may
	it says update complete right now
Ankit	Thanks for the confirmation !
nicholas	i still tried syncing and it doesnt work. you can try what you need to on your end but now that it is up to date, we could tr
	ive seen issues where the update popup happens and then it breaks the sync. usually by partner logs into the webconnec
Ankit	Okay, let me reboot the server one more time.
	I kindly request you to try now, as the server is up and running.
nicholas	i can confirm it started syncing now
Ankit	Awesome
	Is there anything else I may help you with ?
nicholas	yep! seen this before, annoying but im glad you could solve it
	nope- all set.
Ankit	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/)
	<i>Ankit has ended this chat session</i>



Visitor Details

#78697 pnyland
Email: pnyland@midwestintegrated.com 📞 18159338376
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 1 Sec
City: MANTENO
State: Illinois
Country: UNITED STATES

Chat Transcript -----

pnnyland	Hello, I am your Acebuddy
Acebuddy	Hello Pnyland, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
pnnyland	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pnnyland	I'd like to report an Issue
Acebuddy	Please select an option!
pnnyland	Password Reset
Acebuddy	Please select an option below
pnnyland	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?
pnnyland	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
pnnyland	Hi Shivam. One of my employees tried to reset their password and got an error saying the account had been restricted an
Shivam Singh	I will surely help you with this issue.
	Allow me 2 minutes to check the same.

pnylnd	Okay
Shivam Singh	As I checked, the portal is showing all users to be active. Could you please help me with the username who is facing the is
	Are we connected here?
pnylnd	yes
	NickNy is his username
Shivam Singh	thanks for the confirmation, Allow me 5 minutes to check the details and I will be back with you.
pnylnd	Okay
Shivam Singh	Paige, thanks for your patience.
	I would like to inform you that the user who is trying to access the server is not enrolled on selfcare portal, which is the re
	For now, I would request you to please share an approval for the password reset for Nick and we will share the password a
pnylnd	Yes, I approve the password reset
	How can he enroll in the selfcare portal? Do you have a link for that?
Shivam Singh	Paige, I do appreciate your response on the chat, however we would require an email authorization as an approval.
	Surely, I can share the link with you. Please use the link mentioned below: - https://selfcare.acecloudhosting.com/
pnylnd	Okay thank you. I just sent the email.
Shivam Singh	Paige, To expedite the process, I will share the email from my end right after the chat. You just have to approve it once yo
	That's great, could you please share the ticket number with me so that I can share the password right away.
pnylnd	Okay. The link you sent does not give the option to enroll. Just login or forgot password.
	I haven't received the ticket number email yet
Shivam Singh	I apologize that, user is not able to enroll. I will share the instruction over the email to make the process easy.
	Let me look for the email. have you sent the mail using the email - pnyland@midwestintegrated.com ?
pnylnd	Yes
	I just got it
	Ticket 720502
Shivam Singh	Paige, Thanks for the confirmation.
	I am on it
	Thanks for your patience, Paige
	I have shared the password with you for Nick.
	Please let me know if you have received it.
pnylnd	I received an email confirming the password reset but it did not contain the password
Shivam Singh	the link is within the body of the mail- starting with https://otp.acecloudhosting.com/

	Let me know if you’re able to find it.
pnylnd	This is all the email I got says: Greetings! This email is to confirm that password has been successfully reset for Nick Nyla
Shivam Singh	Okay, allow me to send it again.
	Please check now.
pnylnd	Now I got it, thank you
Shivam Singh	Glad you received the email
	Also, I have added the selfcare portal article which will guide the user.
	Paige, Is there anything else I may help you with?
pnylnd	No, Thank you very much for your help
Shivam Singh	Thanks for your patience all this while. Glad, I am able to resolve the issue.
	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 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/)
pnylnd	Thank you, you too

pnylnd has ended this chat session

Visitor Details

#78291 **ussisteve**
Email: ussisteve@ussiinc.com ☎ 12607603084
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: COLDWATER
State: Michigan
Country: UNITED STATES

Chat Transcript

ussisteve	Hello, I am your Acebuddy
Acebuddy	Hello Ussisteve, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ussisteve	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ussisteve	I'd like to raise a Request
Acebuddy	Please select your request type.
ussisteve	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 :
ussisteve	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#78729 hanumeshqb
Email: hanumeshqb@gmail.com ☎ 8142143613
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: 26 Secs

City: ANANTAPUR

State: Andhra Pradesh

Country: INDIA

Chat Transcript

hanumeshqb	Hello, I am your Acebuddy
Acebuddy	Hello Hanumeshqb, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hanumeshqb	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hanumeshqb	I'd like to report an Issue
Acebuddy	Please select an option!
hanumeshqb	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hanumeshqb	Import new Transaction now am getting this error message
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
	I will surely help you with this issue.
	Could you please share the screenshot of the same?
	<i>10:21:28 AMhanumeshqb is sharing a file with you</i> Screenshot 2025-06-27 102058.jpg - (Size:50.58 KB)
	May I take the remote access of your local computer?
hanumeshqb	ya sure
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
hanumeshqb	okay

Shashwat Verma	https://assist.acecloudhosting.com/join/3082875157
	Kindly Click on the link and open the downloaded file.
hanumeshqb	ya sure
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
hanumeshqb	thank u
Shashwat Verma	Issue resolved on remote session, by opening the company file at the same time.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Shashwat Verma has ended this chat session	



I need help a

Visitor Details

#78326 Shujman
Email: david@ryatt.net ☎ 3053235468
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/account-login/
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 43 Secs
City: KENT
State: Washington
Country: UNITED STATES

Chat Transcript

Shujman	I need help accessing the RDP, which I just received access to
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
Shujman	CID: CID70050 Account Name: Ryatt Construction LLC User added: David Shujman (dshujman@myrealddata.net)
Gantavya	Hi Shujman

	please allow me a moment
	to transfer this interaction to our support team to help you with your concern
	right now you are on sales chat line, transferring you to support now
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</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.
	Kindly allow me two minutes to check the same.
Shujman	Thank you
Yash Kalra	May I take the remote access of your local computer?
Shujman	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Shujman	ok
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/7812356759
	Please re-connect to the session
	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)

Yash Kalra has ended this chat session

Visitor Details

#77775 pam
Email: pam@multifr.com 📞 6786648333
Department: Support(QB & App Hosting)
Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: ATHENS

State: Georgia

Country: UNITED STATES

Chat Transcript

pam	Hello, I am your Acebuddy
Acebuddy	Hello Pamela Pfeiffer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
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	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
pam	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
pam	My quickbooks "ABORTED" 3 times and now when I attempt to log in I get an error: "You must have at least 512KB availat
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
pam	server name: Multifamily.myrealddata.net login: myrealddata\PamPfe
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
pam	My quickbooks "ABORTED" 3 times and now when I attempt to log in I get an error: "You must have at least 512KB availat
Shivam Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
pam	i am not sure about other users
	they are not in quickbooks at this time
	7:36:08 PMpam is sharing a file with you
	1_image.png - (Size:14.92 KB)

Shivam Singh	okay
	Thank you for the information and allow 2 minutes to check the same.
	Could you please check now ?
pam	checkiing now
Shivam Singh	Sure, please take your time
pam	same error message
	cannot log in
	i have a thousand things to get done in quickbooks for labor payments that need to be done tomorrow
Shivam Singh	As I checked your server, I found that the available space in Drive D has dropped to 0% . This may affect application per
pam	what do i do now
Shivam Singh	Please allow me to try cleanup some space out of the D Drive.
pam	what is in the D drive? My b oss is asking
Shivam Singh	Your company files are stored in the Drive D Sace. (Edited)
pam	well the d drive is where we access our quickbooks so what do we need to do??
	this is rediculous -- we just upgraded our Quickbooks and noone told us this would happen or how to prevent it
Shivam Singh	As observed, Drive D has reached 0% available space. To address this, we have two possible options: Increase the storage capacity of Drive D , or Utilize the available space from Drive C to compensate for the shortage. (Edited)
pam	*Utilize the available space from Drive C to compensate for the shortage.
	we don't see Drive: C
	what are we paying a ton of money for storage for?
	how much storage do we currently have with our subscription
Shivam Singh	Okay, I will share the email with you on which you can provide approval for the space movement.
	As I have checked you have 193 GB available in C drive.
	We can move 40 GB for now if you agree From C drive to D Drive to make it work, so you could resume with your work.
pam	yes, please move
	can we move more than 40?
Shivam Singh	I will do so once I will receive your approval over the mail.
pam	i have not received an email where did you send
Shivam Singh	For maintaining the optimum performance of the server and application running on it. I would suggest you to move 40 GE
	As C drive has all the application files to run the application.
pam	I approve you to move 40 from C to D but would like more moved if we can
Shivam Singh	I will share the email after the chat ends.

	For Now, I would recommend you keep it this way by moving only 40 GB. Later, you can add more space if you feel like it
pam	do i need to end the chat now
Shivam Singh	Is there anything else I may help you with before you end the chat?
pam	how long will it take to movve the space
Shivam Singh	It will take about 30 minutes of time. once the approval is received.
	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 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/)

Shivam Singh has ended this chat session

Visitor Details

#78082 ryan
Email: ryan@extremeheating.com ☎ 19379019163
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: DAYTON
State: Ohio
Country: UNITED STATES

Chat Transcript

ryan	Hello, I am your Acebuddy
Acebuddy	Hello Ryan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ryan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ryan	I'd like to report an Issue
Acebuddy	Please select an option!
ryan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ryan	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ryan	Error -6189,-816 can't open company file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Ryan. how are you doing today?
ryan	Hello, I'm doing well. how are you
Yash Ahi	I am also doing good Ryan. Thank you for asking.
	I will surely help you with this issue.
	Could you please help me with your server name or business name?
ryan	Extreme Heating & Air Conditioning
Yash Ahi	Thankyou for the information.
	Kindly allow me two minutes to check the same.
	Kindly allow me two more minutes Ryan.
	Let me access the server.
ryan	no problem
Yash Ahi	Thank you for your patience Ryan.

	May I take the remote access of your server?
ryan	yes
Yash Ahi	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Which company file are you trying to access?
ryan	extreme h& C with todays date at 7:17pm
Yash Ahi	Okay
	Ryan, could you please ask user Cyndi to logoff from Quickbooks application for 2 minutes?
ryan	yes
	shes out
Yash Ahi	Alright.
	Open the quickbooks application.
ryan	thats the accounatant version
	we use the enterprise
Yash Ahi	Oh okay
	Alright, here you go Ryan.
ryan	thank you!
Yash Ahi	The issue seems to be fixed.
	My pleasure.
	Is there anything else I may help you with ?
ryan	have a good night, no
Yash Ahi	I would greatly appreciate if you could share the feedback after this chat
	After this chat you will get the reference ticket ID
ryan	will do
Yash Ahi	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/)

Yash Ahi has ended this chat session

040102210

|||/sq000|||t-c||at.p||p

Hi there, I'm your Ace Buddy. I'll be happy to assist you!

How would you like to connect with?

Support (QB & App Hosting)

Live Support.

Another option :

Submit a Request

Describe your request type.

or you can email to support@acecloudhosting.com with a brief description of your request and our technicians will contact you.

If you're facing any issue/problem with your server, Please select the appropriate option below :

Still need help? Contact Us!!!

Thank you for contacting Ace Support. Have a nice day!

ended this chat session



Visitor Details

#78746 **megan**
Email: megan@martinenterprisesheatingandac.com ☎ 8474381203
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 21 Secs
City: LAKE ZURICH
State: Illinois
Country: UNITED STATES

Chat Transcript

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

	Was that helpful?
megan	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>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
megan	Hi, Quickbooks isn't working.
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
	Is this for Martin Enterprises ?
megan	Yes.
	Martin_2
Abhay Kumar Saraswat	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Are you the only one facing this issue with QuickBooks?
megan	Yes.
Abhay Kumar Saraswat	No worries.
	Surely I'll help you in this.
	Kindly allow me few minutes as I'm looking into your server.
	Could you please confirm since when you are facing this issue?
megan	Today.
	I was trying to send Excel reports and it wasn't allowing me.
	Now it's frozen.
Abhay Kumar Saraswat	Are you getting some error while exporting excel files or its just freezing?
megan	No error, just wasn't allowing me to email it.
Abhay Kumar Saraswat	As I'm seeing, there are couple of QuickBooks setups are available.
	Which QuickBooks you were using?
megan	Quickbook's Enterprises
Abhay Kumar Saraswat	Okay.
	Kindly allow me two minutes to look into it.

	Thank you for your patience.
	I just checked the QB Enterprise and found that there are few updates are pending and that might be the reason you are i
	If you can allow me, then I can update the QB for you?
	<i>10:29:38 PM</i> Abhay Kumar Saraswat is sharing a file with you image.png - (Size:27.51 KB)
megan	Okay.
Abhay Kumar Saraswat	Thanks for the confirmation but I need you to logout from the server because after the QB update, the servers needs to b
megan	I'm out.
Abhay Kumar Saraswat	And it will take around 20-30 minutes for the complete updating process.
megan	Okay.
Abhay Kumar Saraswat	Thank you so much.
	Could you please stay on chat so I can confirm with you after updating the same?
megan	Yes, I'm here.
	Please let me know when I can go back in, thanks.
Abhay Kumar Saraswat	Sure.
	Please stay online with me.
	Thank you.
megan	Here.
Abhay Kumar Saraswat	Are we still connected here?
megan	Still here.
Abhay Kumar Saraswat	Please stay online with me.
	It will take 5-10 more minutes.
	Thank you for your patience.
	Update has been completed.
	May I take the remote access of your local computer?
megan	Sure.
Abhay Kumar Saraswat	Now I just want to see whether everything is working or not.
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3742750597
	Kindly paste this link in the browser of local computer and join the session.

	I'm waiting to join the session.
	Please click on the given link.
	Are we still connected here?
megan	Okay.
Abhay Kumar Saraswat	Are we still connected here?
megan	I'm here.
Abhay Kumar Saraswat	I've shared the link above.
	Could you please click and join the remote session? (Edited)
	Session is taking bit more time to create.
	I'm still waiting to see your screens.
	Can you see any "Join" pop-up on your screen?
	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.

Abhay Kumar Saraswat has ended this chat session



Visitor Details

#77850 winniezhou
Email: winniezhou@freshimarket.com ☎ 17734208188
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: CAPE GIRARDEAU
State: Missouri
Country: UNITED STATES

Chat Transcript

winniezhou	Hello, I am your Acebuddy
Acebuddy	Hello Winniezhou, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
winniezhou	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
winniezhou	I'd like to raise a Request
Acebuddy	Please select your request type.
winniezhou	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 :
winniezhou	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#77988 shari
Email: shari@jkservicesinc.com ☎ 18054079440
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 39 Secs

City: BOISE

State: Idaho

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 you!
	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 connect you to an available support representative!
shari	The printing issue has now broken out premier clients
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</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?
shari	The escalation team has made things worse where none of my clients can work
	blue isle -drake
	I need them to stop working on enterprise
	we are going to convert the file to a premier file and remove enterprise from the servrr
Yash Kalra	shari, Please stay connected while I am informing the escalation team the same.

	Shari, We understand you're currently experiencing an issue with your server, and we want to assure you that we're here to help
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	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	



Visitor Details

#78602 hillary
Email: hillary@aeroconcrete.net ☎ 13093147264
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 13 Secs
City: DURANT
State: Iowa
Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
hillary	I'd like to report an Issue
Acebuddy	Please select an option!
hillary	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hillary	Cant open my server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
	Are we still connected here?
hillary	Yes
	I cannot not get into my server
Shivam Singh	May I take the remote access of your local computer?
hillary	Yeas
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
hillary	It just started working -- so we are good sorry
	<i>hillary hawkins has ended this chat session</i>



Visitor Details

#78467 grace.lee
Email: grace.lee@myrealdata.net
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

grace.lee	Hello, I am your Acebuddy
Acebuddy	Hello Grace.lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
grace.lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
grace.lee	I'd like to raise a Request
Acebuddy	Please select your request type.
grace.lee	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
grace.lee	I'd like to report an Issue
Acebuddy	Please select an option!
grace.lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
grace.lee	I am reaching out regarding an issue with my Outlook email. The emails I send are not appearing in my "Sent" folder. Add
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
grace.lee	hello
Manish Singh	Hii Grace
grace.lee	I am reaching out regarding an issue with my Outlook email. The emails I send are not appearing in my "Sent" folder. Add
Manish Singh	I will surely help you with this issue.

	May I take the remote access of your local computer?
grace.lee	sure
Manish Singh	https://assist.acecloudhosting.com/join/4022496009
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
grace.lee	You can go head.
Manish Singh	Are you able to download Zoho assist agent?
grace.lee	I did it
Manish Singh	I am not able to get your session access till now.
grace.lee	How about now??
Manish Singh	No Progress till now
	May I take the remote access of your server?
grace.lee	Sure
Manish Singh	Kindly accept the session on server.
	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
	Let me arrange a callback as we need to make new profile for outlook
	And need to add all the settings.
	Kindly provide us with your contact number and preferred time to assist you over the call. (Edited)
grace.lee	around at 3?
	9012895124 is my contact number
Manish Singh	3 may I know the timezone
	?
grace.lee	Central daylight time
Manish Singh	Alright, noted we will arrange a callback accordingly.
	Is there anything else I may help you with ?
	Are we still connected here?
grace.lee	No that is all
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v
	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/>)

Manish Singh has ended this chat session

Visitor Details

#78647 Clif Hodder
Email: clif@hoddertax.com 📞 3072344985
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 26 Secs
City: CASPER
State: Wyoming
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Clif Hodder	Attempted to update Asset Keeper Pro and now I'm getting a message that says, "The program cannot start because icuir
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Clif Hodder	Good morning Mr. Singh.
Shivam Singh	I will surely help you with this issue.
Clif Hodder	Ok, I went to update Asset Keeper Pro this morning. Now when I try to open I get a message that says, "The program can'
	I found the installer online and saved to my desktop, I was nervous to reinstall though, I haven't installed software in Ace
Shivam Singh	Yes, as I checked the said file is missing. We can re-install the application again. (Edited)
	Could you please share the location of the setup file?
Clif Hodder	It's currently saved to C:\Users\ClifH\Desktop
	File name is "setup"
Shivam Singh	Thanks for the confirmation
	I will notify you over the email once the application is installed.
	Clif, Is there anything else I may help you with?
Clif Hodder	No that's everything. Thank you for your help
Shivam Singh	Great.
	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.acec
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shivam Singh has ended this chat session</i>



Visitor Details

#77980 Michelle Emmons
Email: memmons@dynacct.com ☎ 16238503401
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: 49 Secs
City: TUCSON
State: Arizona
Country: UNITED STATES

Chat Transcript

Michelle Emmons	Hello, I am your Acebuddy
Acebuddy	Hello Memmons, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michelle Emmons	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michelle Emmons	I'd like to report an Issue
Acebuddy	Please select an option!
Michelle Emmons	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Michelle Emmons	user metalproductsco is unable to receive email authentication codes
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Gaurav Kumar declined the transfer request.
Michelle Emmons	thanks

The visitor's name was changed from memmons to Michelle Emmons.

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Michelle Emmons	Hello Manish! thank you for yourhelp!
	User Metalproductsco is unable to log in. They are not receiving the authentication codes via email when requested
	this started last night
Manish Singh	I will surely help you with this issue.
Michelle Emmons	thank you!
Manish Singh	Kindly allow me two minutes to check the same.
Michelle Emmons	no problem, thank you
Manish Singh	As I can check user has access to MFA
Michelle Emmons	yes
	i have access to the same email account and can confirm that the emails have not been received
Manish Singh	May I take the remote access of user local computer?
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
Michelle Emmons	sure.
	Yes and I believe it is that user only. i was able to log in just fine, but I use the code generater app, not email
Manish Singh	Is it possible if we can connect with the user to check the issue in real time. (Edited)
Michelle Emmons	Yes. Can I have you call her directly?
Manish Singh	Yes
	888-415-5240 (toll-free) Kindly contact us on this number
	Is there anything else I may help you with ?
Michelle Emmons	602-253-3451 her name is Marlene
Manish Singh	Alright, let us arrange a callback accordingly.
	Is there anything else I may help you with ?
Michelle Emmons	that is it, if you can work with her to get her logged in, that would be great
Manish Singh	Surely, we will assist her regarding the matter
Michelle Emmons	thank you!
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v
	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/>)

Manish Singh has ended this chat session

Visitor Details

#77984 Stephanie Chambers
Email: goodwinmetals.stephanie@gmail.com 📞 2053846363
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: JASPER
State: Alabama
Country: UNITED STATES

Chat Transcript

Stephanie Chambers	Hello, I am your Acebuddy
Acebuddy	Hello Stephanie Chambers, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephanie Chambers	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie Chambers	I'd like to raise a Request
Acebuddy	Please select your request type.
Stephanie Chambers	Office 365 Addition

Acebuddy	Please specify if you already have an Office365 subscription
Stephanie Chambers	I wish to buy the license from Ace
Acebuddy	Office 365 is a subscription based application and there are several plans to chose from.
	For better understanding of the features and functionality on offer within each available subscription plan, Kindly refer to (Please Note: O365 E1 Plan is "web only")
	Once you find your desired plan, Kindly email us the details at support@acecloudhosting.com and your request will be prc
	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 <i>Ended due to chat idle timeout</i>

How can

Visitor Details

#78287 Shah
Email: desaianddesaica@gmail.com 📞 9724125752
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/buy-quickbooks/enterprise/
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 45 Secs
City: KUMBHARIA
State: Gujarat
Country: INDIA

Chat Transcript

Shah	How can I download Quickbook enterprise silver user 1
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
Shah	Please assist me

Amit	Do you currently hold an account with us, Shah?
Shah	Yes
	I have
	???
Amit	Let me transfer you to our technical team.
Shah	Yes please
Amit is transferring the chat to Support(QB & App Hosting).	
Ashutosh Mishra accepted the chat transfer request.	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Shah	Yes, thank you. I am facing issue in login to my account
	???
	Please help me
Ashutosh Mishra	I will surely help you with this issue.
Shah	Please help me
Ashutosh Mishra	I understand you are unable to login to Ace server, is that correct?
Shah	Yes
	I am not able to log in into my quickbook account
	The errors says that product number is worng
	However, I am entering the product number given in mail from quickbooks mail
	How can I resolve the issue ?
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Shah	What is server name
	I have my licence number, shal I give that ?
Ashutosh Mishra	Sure please attach screenshot of the email you got from QuickBooks.
Shah	Yes, please wait for a minute
Ashutosh Mishra	Sure, please take your time
	Are we still connected here?
Ashutosh Mishra has ended this chat session	



Visitor Details

#78218 ryan
Email: ryan@hcfoodinc.com
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 21 Secs
City: BROOKLYN
State: New York
Country: UNITED STATES

Chat Transcript

ryan	Hello, I am your Acebuddy
Acebuddy	Hello Ryan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ryan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ryan	I'd like to report an Issue
Acebuddy	Please select an option!
ryan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ryan	i can't log in to my rightnetwork I
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Yash Ahi accepted the chat transfer request.
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.

	Hi Ryan. How are you doing today?
ryan	I'm good
	I have a question regarding my new account
	(ryan.c1@myrealdata.net)
	it's my new id
Yash Ahi	Sure Ryan. Please tell me.
ryan	but i can't log in with this account
	i try to log in the remote
Yash Ahi	I will surely help you with this issue.
	Kindly allow me two minutes to check the information.
	Alright, may I take the remote access of your local computer?
ryan	give me one second
Yash Ahi	Sure
ryan	sure
	you can take the remote access of my local computer
Yash Ahi	Thankyou.
	Prior providing the access, I would suggest you to close any important documents at your end.
ryan	sure
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2392146460
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	As per discussion over the remote session, The issue is resolved by setting up new RDP.
	This message has been deleted
	I have closed the remote session Ryan.
	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.

Yash Ahi has ended this chat session



Visitor Details

#78357 Rachel
Email: accounting@vbnet-works.com ☎ 12508021185
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: VICTORIA
State: British Columbia
Country: CANADA

Chat Transcript

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

Rachel VanBuskirk has ended this chat session



Visitor Details

#78180 hala.mikati.dalloul
Email: hala.mikati.dalloul@gmail.com ☎ 18183264538

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

hala.mikati.dalloul	Hello, I am your Acebuddy
Acebuddy	Hello Hala.mikati.dalloul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hala.mikati.dalloul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hala.mikati.dalloul	I'd like to report an Issue
Acebuddy	Please select an option!
hala.mikati.dalloul	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
hala.mikati.dalloul	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hala.mikati.dalloul	cant open qbooks. doesnt launch
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I’m here to help you resolve it as qu
	Could you please confirm what type of issues you are getting at your end?
hala.mikati.dalloul	qbooks app doesnt launch
Anjainay Singh	May I take the remote access of your server?
hala.mikati.dalloul	yes

Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	Please provide me remote access.
	Could you please also confirm whether other users are also facing the same issue?
	Please provide me two minutes so that I can look into it.
	Please stay connected I am working on it.
	It is opening now.
hala.mikati.dalloul	ok thank you
Anjainay Singh	Is there anything else I may help you with ?
hala.mikati.dalloul	no thats it. thanks
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	It was pleasure assisting you.
	Are we still connected here?

Anjainay Singh has ended this chat session

Visitor Details

#78715 Daisy Paltrow
Email: daisy@paltrowco.com 📞 18284141125
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: 26 Secs
City: ORLANDO
State: Florida
Country: UNITED STATES

Chat Transcript

Daisy Paltrow	Hello, I am your Acebuddy
Acebuddy	Hello Daisy Paltrow, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Daisy Paltrow	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daisy Paltrow	I'd like to raise a Request
Acebuddy	Please select your request type.
Daisy Paltrow	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Daisy Paltrow	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
Daisy Paltrow	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Daisy Paltrow	How do I find my server name
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Daisy Paltrow	Hi Manish
Manish Singh	Is your business name *Paltrow & Co. ?*
Daisy Paltrow	Yes, it is
Manish Singh	Your server name is PaltrowCo.myrealdata.net
	<i>Yash Kalra accepted the chat transfer request.</i>
	<i>Yash Kalra is transferring the chat to Manish Singh.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Daisy Paltrow	I am trying to download the portal to my laptop, where do I locate the file to do so? The download I have with the email I received
Manish Singh	

	Let me assist you with this issue.
	May I take the remote access of your local computer?
Daisy Paltrow	yes
Manish Singh	https://assist.acecloudhosting.com/join/8462671983
	Kindly paste this link in the browser of local computer and join the session.
	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
	We will arrange a callback regarding Ace Connect configuration.
	At 4074464557
	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)
Manish Singh has ended this chat session	

Visitor Details

#77837 lance ford

Email: lance@greatfindsrealty.com 📞 3013701464

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: CHEVY CHASE

State: Maryland

Country: UNITED STATES

Chat Transcript

lance ford	Hello, I am your Acebuddy
Acebuddy	Hello Lance Ford, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
lance ford	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lance ford	I'd like to raise a Request
Acebuddy	Please select your request type.
lance ford	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
lance ford	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?
lance ford	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
	<i>Acebuddy has ended this chat session</i>

Visitor Details

#77947 Jenifer Graham

Email: jgraham@mca80238.com 📞 3033880724

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: 42 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Jenifer Graham	Hello, I am your Acebuddy
	help
	i need tech support help with printing
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Jenifer
Jenifer Graham	hello
	sorry i got a call
	i am ready to get help now
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jenifer Graham	I am not sure
	jeniferg_mca
Anurag Sharma	May I take the remote access of your local computer?
Jenifer Graham	sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Jenifer Graham	yes
Anurag Sharma	https://assist.acecloudhosting.com/join/7292660019
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	As we are connected on the remote session. I am ending this chat session here. We will continue with our trouble shooting
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Do we ha

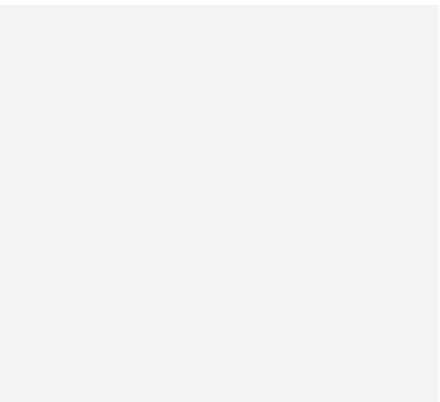
Visitor Details

#77874 Colin Mcalvain
Email: colin@allvalleyfp.com 📞 7074908760
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/blog/cloud-models-work-with-quickbooks-desktop/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 36 Secs
City: MERIDIAN
State: Idaho
Country: UNITED STATES

Chat Transcript

Colin Mcalvain	Do we have a backup of our quickbooks for 5/26/2025?
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.
	Hi Colin, how are you doing today?
Colin Mcalvain	Good
Mohit	Are you an existing customer of ACE?
Colin Mcalvain	Yes
Mohit	Please share your registered business name or CID
Colin Mcalvain	All Valley Fireplace LLC
	AVF.myrealdata.net
Mohit	Thanks, transferring your chat to support team to help you with this
Mohit is transferring the chat to Support(QB & App Hosting).	
Yash Ahi accepted the chat transfer request.	
Yash Ahi	

	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
Colin Mcalvain	Thank you Yash
Yash Ahi	Hi Colin. How are you doing today?
Colin Mcalvain	I am trying to get arestore our Quickbooks file as of 5/27/2025 or our server
Yash Ahi	Alright, I will surely help you with this.
	Kindly allow me two minutes to check the same.
	So, you want the backup of company file, correct?
Colin Mcalvain	Yes as of 5/26/2025
Yash Ahi	Okay let me pull that up.
Colin Mcalvain	Quickbooks is having an issue and they need the backup file as of that date to fix it
Yash Ahi	Kindly allow me 4-5 minutes for that.
	Kindly allow me 2-3 minutes more Colin.
Colin Mcalvain	thank you
Yash Ahi	https://we.tl/t-gfNIG7h6VJ
	Here is the link Colin.
	You can download that file using this link.
Colin Mcalvain	Is this from 5/26/2025?
Yash Ahi	Yes
	Are you able to download that file?
Colin Mcalvain	Yes, I was able to download
Yash Ahi	Thats great.
	Is there anything else I may help you with ?
Colin Mcalvain	How long do you guys keep backups from the server?
Yash Ahi	Up to last 45 days.
Colin Mcalvain	okay thank you!
Yash Ahi	My pleasure.
	Is there anything else I may help you with ?
Colin Mcalvain	nope you are a life saver!
Yash Ahi	I would greatly appreciate if you could share the feedback after this chat.
	After this chat you will get the reference ticket ID
	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/>)

Yash Ahi has ended this chat session



Visitor Details

#78300 lorena seppanen
Email: lorenas@sentryusa.com ☎ 6058801246
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 24 Secs
City: WATERTOWN
State: South Dakota
Country: UNITED STATES

Chat Transcript

lorena seppanen	Hello, I am your Acebuddy
	We are having a new issue with job numbers/customers
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Hello Lorenas, please elaborate on the cocnern so we can isolate the issue.
lorena seppanen	Some of our subjobs have been moved to the wrong customer. The entire customer center seems to be incorrect
	This is the same problem we had on Wednesday last week when our files were corrupted. Alexis A spoke with ACE to get t
Ashutosh Mishra	Thank you for the details, please share the ticket ID that was generated for this concern so we can quickly proceed with tl

lorena seppanen	I do not have access to the id. Alexis is out of office this week
Ashutosh Mishra	Kindly allow me two minutes to check the same.
lorena seppanen	Ok, this issue is in connection to issue RE 712748
Ashutosh Mishra	I understand you had just contacted regarding the ticket ID 712748.
	We have already forwarded this to the senior level to investigate further.
lorena seppanen	I wanted to make you aware of this new issue so you would have all the information
Ashutosh Mishra	I would suggest to not use QuickBooks right now as multiple issues are occurring, we will proceed with clean reinstalling t
	We would require downtime of at least two hours to complete the task.
	I would suggest to logout from the server so that there is no data discrepancy issue.
lorena seppanen	Ok, I have let everyone know to log off
Ashutosh Mishra	Thank you for the cooperation, i will inform the backend team to begin the task.
	Once it's completed, we will inform over the email
lorena seppanen	ok, before I end the chat, is there anyone on your end showing that is still logged in that I need to get out?
Ashutosh Mishra	Sure, please allow me a moment to check.
	Eric is still logged in.
lorena seppanen	Ok, thank you
Ashutosh Mishra	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/)

Ashutosh Mishra has ended this chat session

#78627 tiffany abbott
Email: tiffanyann11072008@gmail.com
Department: Support(QB & App Hosting)
Operator: Gaurava Tyagi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Chrome OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 17 Secs
City: WESTMINSTER
State: Maryland
Country: UNITED STATES

Chat Transcript -----

tiffany abbott	Hello, I am your Acebuddy
Acebuddy	Hello Tiffany Abbott, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tiffany abbott	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tiffany abbott	I'd like to report an Issue
Acebuddy	Please select an option!
tiffany abbott	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
tiffany abbott	cant sign in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
tiffany abbott	ok
	<i>Gaurava Tyagi accepted the chat transfer request.</i>
	<i>Gaurava Tyagi 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?
tiffany abbott	i need you to transfer me with soeome elde
	connet me with a different agent

Yash Kalra	Tiffany, I understand your concern but at this time all our representatives are busy on other chat and it would take some t
	Please let me know your server name and user name?
tiffany abbott	no
	I need a diffrent agent
Yash Kalra	sure, please stay connected while I connect you with someone else.
tiffany abbott	ok
Yash Kalra	Tiffany, I just check and last time you had word with our other representative named yash ahi
tiffany abbott	no
Yash Kalra	This time it you are already having a conversation with a different repetitive i.e. Yash Kalra
tiffany abbott	diffrent agent now no
Yash Kalra	May I take the remote access of your local computer in order to resolve this issue as on checking we found that last time :
tiffany abbott	no'
	your not helping me
Yash Kalra	Please stay connected while we connect you with some other representative.
tiffany abbott	ok
Yash Kalra	Thank you for your patience. Our team is currently assisting other clients, but I'll connect you with an available representi You may also contact us on our 24/7 helpline on 888-415-5240 (toll-free). (Edited)
tiffany abbott	ok
	no connet me with a diffrent agent 4
	<i>Yash Kalra is transferring the chat to Gaurava Tyagi.</i>
	<i>Gaurava Tyagi accepted the chat transfer request.</i>
Gaurava Tyagi	Thank you for contacting Ace Cloud Hosting. My name is Gaurava Tyagi. I will be assisting you today.
tiffany abbott	not you
	connet me with a different agent your not helping me no you dont no
Gaurava Tyagi	Yash just transferred your chat to me
tiffany abbott	no not you
	soeme else
Gaurava Tyagi	whom do you want to talk to ?Please specify
	I am from server support team
	and the floor supervisor
tiffany abbott	soeomeone else your not helping me connet me with soeomeone else
Gaurava Tyagi	Please share the issue, Let me try to help you out

tiffany abbott	no not you
Gaurava Tyagi	Yes Tiffany, you have been transferred, Kindly allow me to help you with sign issue
tiffany abbott	no
Gaurava Tyagi	Any specific name that you want to talk to ?
tiffany abbott	someone else
	a diffrent one '
Gaurava Tyagi	Ok I will, can you please share your account name or business name or CID ?
tiffany abbott	no
Gaurava Tyagi	Can I arrange call back for you ?
	Lets discuss over the call
	you still there ?
	Are we will connected ?
	Sorry, we won't be able to help you out till we pull up your account
	Are we still connected here?
	Tiffany abbott, Is there anything else I may help you with?
	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/)

Gaurava Tyagi has ended this chat session

Visitor Details

#78226 Adam Olson
Email: adam.olson@csre-global.com ☎ 12604137290
Department: Support(QB & App Hosting)

Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
City: MARTINSVILLE
State: Indiana
Country: UNITED STATES

Chat Transcript

Adam Olson	Hello, I am your Acebuddy
Acebuddy	Hello Adam Olson, 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	

Visitor Details

#78335 mark gutierrez
Email: markeg@worldpac.com ☎ 5103669847
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: DALLAS
State: Texas
Country: UNITED STATES

Chat Transcript

mark gutierrez	Hello, I am your Acebuddy
Acebuddy	Hello Mark Gutierrez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mark gutierrez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mark gutierrez	I'd like to raise a Request
Acebuddy	Please select your request type.
mark gutierrez	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 :
mark gutierrez	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
mark gutierrez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout



We need to dc
one we downlo
need t

Visitor Details

#78675 joe.quinn
Email: joe.quinn@internationalfilterproducts.com ☎ 818 802-0943
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/hosting/quickbooks-desktop/?

utm_source=google&utm_medium=cpc&utm_campaign=PMax_QB_Enterprise&utm_term=&utm_adgroup=QB_Enterprise_Online&gad_source=1&gclid=CjwKAE...

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Mins 29 Secs

City: SUN VALLEY

State: California

Country: UNITED STATES

Chat Transcript

joe.quinn	We need to download a different version of Avalara tax from the one we downloaded today. I have the zip file on my comp
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.
	Hi Joe, how are you doing today?
joe.quinn	• Go to C:\Program Files (x86) \Avalara\AvaTax Adapter\Bin. • Ensure the Avalara Folder has full Admin Permission. • Right
Mohit	Do you have an existing account with Ace?
joe.quinn	Yes
Mohit	Please help me with the registered business name or the CID
joe.quinn	International Filter Products
Mohit	Got it
	Transferring your chat to support for helping with this
	Mohit is transferring the chat to Support(QB & App Hosting).
	Yash Ahi accepted the chat transfer request.
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Joe. How are you doing today?
joe.quinn	Ok
	We are adding Avalara tax to our QB account. Ace helped me this morning but we have the wrong version and need to rei
	AvaTaxForQuickBooksDesktopVersion 1.0095.05V2
Yash Ahi	Thankyou for the information.
	Kindly allow me two- three minutes to check the same.
joe.quinn	ok
Yash Ahi	Thank you for your patience.
	Could you please help me with the location of that setup file that you have? (Edited)
joe.quinn	it is on my computer in downloads
	how do I get it to you or to the server

Yash Ahi	Well let me do one thing Joe.
	Let me send you a remote session request and provide you temp admin rights, as I just checked the previous chat, you w
	May I take the remote access of your local computer?
joe.quinn	yes
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8682717942
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
joe.quinn	ok
Yash Ahi	As discussed Joseph, it has been installed and you were able to use it.
	Is there anything else I may help you with ?
	As discussed over the remote session. We are closing the chat
	After this chat you will get the reference ticket ID
	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.acec
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Ahi has ended this chat session

Visitor Details

#78376 carmstrong

Email: carmstrong@mdcollision.net

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 51 Secs
City: HANOVER
State: Maryland
Country: UNITED STATES

Chat Transcript -----

carmstrong	Hello, I am your Acebuddy
Acebuddy	Hello Carmstrong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
carmstrong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carmstrong	I'd like to report an Issue
Acebuddy	Please select an option!
carmstrong	Password Reset
Acebuddy	Please select an option below
carmstrong	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?
carmstrong	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
carmstrong	user Colleen is locked out
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
carmstrong	thanks, my user Colleen is locked out of my remote desktop
Abhay Kumar Saraswat	I'm sorry for the inconvenience caused.
	Kindly allow me two minutes to check the same.
carmstrong	thank
Abhay Kumar	

Saraswat	I tried to grab your account details from this email carmstrong@mdcollision.net but couldn't get through.
	Could you please confirm me your account or business name?
carmstrong	business name is BSSF
Abhay Kumar Saraswat	Is this the complete name of your business? BSSF CPAs
carmstrong	yes
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	Is this the user Colleen@myrealddata.net you are talking about?
carmstrong	welcome
	yes
Abhay Kumar Saraswat	I've just unlocked his account.
	Could you please ask him to login and confirm?
carmstrong	it worked, thank you
Abhay Kumar Saraswat	My pleasure.
	Is there anything else I may help you with ?
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversa
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://s
	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>Abhay Kumar Saraswat has ended this chat session</i>

Visitor Details

#77877 Candy Sakarapanee
Email: csakarapanee@tnwf.org 📞 6154568021
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Performance_Max&utm_term=&utm_adgroup=&gad_source=1&gad_campaignr
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 17 Secs
City: MOUNT JULIET
State: Tennessee
Country: UNITED STATES

Chat Transcript

Candy Sakarapanee	I have downloaded the updated version of QB. Please reboot
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
Candy Sakarapanee	Thank you. I have downloaded the updated version of QB. Please reboot
Yash Ahi	Hi Candy. How are you doing today?
	I will surely help you with that.
	Could you please help me with your server name or business name?
Candy Sakarapanee	I am great, thank you. I do have QB support on the phone
	myrealdata\JanetHe
	TN Wildlife Federation
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	I have rebooted the server Candy.
Candy Sakarapanee	Thank you! Please hold as I attempt to log in.
Yash Ahi	Sure.
Candy Sakarapanee	We're all set, thank you!
Yash Ahi	My pleasure.

	I would greatly appreciate if you could share the feedback after this chat.
	After this chat you will get the reference ticket ID
	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 conversa
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://s
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Ahi has ended this chat session



Visitor Details

#77793 Cordi Brewer
Email: coverpro.cordi@gmail.com 📞 8056464232
Department: Support(QB & App Hosting)
Operator: Ankit Kumar
Website: https://www.acecloudhosting.com/hosting/drake-tax-software/?utm_source=google&utm_medium=cpc&utm_campaign=Performance_Max&utm_term=&utm_adgroup=&gad_source=1&gad_campaignr
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 2 Secs
City: OXNARD
State: California
Country: UNITED STATES

Chat Transcript

Cordi Brewer	unable to access documents
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.

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

	<i>Vignesh Arul accepted the chat transfer request.</i>
Cordi Brewer	I am unable to access my documents
	<i>Vignesh Arul is transferring the chat to Ankit.</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
Cordi Brewer	When I am logged into QBKS via the cloud, I am unable to access any documents on my computer. And Vice \
Ankit	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	Kindly help me with your server name and username?
Cordi Brewer	I am not sure what that means?
	Let me ask Matt (our point of contact that works here)
	COVERPRO-VR
Ankit	May I know your business name, CID number, or if you have any existing ticket number with us?
Cordi Brewer	Our company is CoverPro. My name is Cordi Brewer. coverpro.cordi@gmail.com
Ankit	Thank you for the details.
Cordi Brewer	I do not have an existing ticket.
Ankit	Not a problem. Kindly allow me 2-3 minutes to check the account details.
Cordi Brewer	myrealdata\CordiCP
Ankit	Thank you for waiting.
	Please confirm if we can connect remotely so that I can check the issue and assist you further.
Cordi Brewer	yes
Ankit	Also, could you please confirm if you are trying to access server data on your local computer and vice versa?
	Prior providing the access, I would suggest you to close any important documents at your end.
Cordi Brewer	Yes I am trying to access my local data
	I will close all important items
Ankit	Thank you for the confirmation. Cordi, I would need access to your local computer.
Cordi Brewer	ok
Ankit	https://assist.acecloudhosting.com/join/2262244578
	Please access this link from your local computer, as I need to make a few changes related to the RDP settings
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the tim

	As per discussion over the remote session, The issue is resolved now.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Ankit has ended this chat session



Visitor Details

#78682 Rob Riss/ Go West
Email: rob@justgowest.com 📞 19704938441
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Chrome OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 38 Secs
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Rob Riss/ Go West	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Rob Riss/ Go West	Setup Ace Server
	Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating S
	Rob Riss/ Go West	Microsoft Windows
	Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on youi
		Do you need any further assistance on the topic?
	Rob Riss/ Go West	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Anurag Sharma accepted the chat transfer request.</i>
	Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
		Hello Rob
	Rob Riss/ Go West	Hi Anurag, how are you
	Anurag Sharma	I am good Rob, thanks for asking.
		How can I help you?
	Rob Riss/ Go West	can you please link me to directions on hooking up my RDP on a chromebook?
	Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Rob Riss/ Go West	GWG_Admin
		GoWest.myrealdata.net
	Anurag Sharma	Thanks for the confirmation !
		<i>3:49:18 AMAnurag Sharma is sharing a file with you</i> <i>Accessing Ace server on Chromebook using Xtrallogic RDP Client_1_1.pdf - (Size:377.79 KB)</i> <i>Please follow these steps to setup the RDP on your chromebook</i>
		If you face any issues, you can reach out to us again on our toll free number Phone: 1-888-415-5240
		Is there anything else I may help you with ?
	Rob Riss/ Go West	looks, good, i'll try these steps. Thank you Anurag!
	Anurag Sharma	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.

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working.

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

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

Anurag Sharma has ended this chat session

Visitor Details

#78712 paul
Email: paul@neotechnetworks.com 📞 8887268138
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: 6 Secs
City: MARACAIBO
State: Zulia
Country: VENEZUELA

Chat Transcript

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

paul	I'd like to raise a Request
Acebuddy	Please select your request type.
paul	Password Reset
Acebuddy	Please select an option below
paul	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password ne
	Do you need any further assistance on the topic?
paul	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
paul	need to reset the password for the user ScottM_NNL on AZUREMILCONACCT server
Manish Singh	I will surely help you with this issue.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could
	Also, the registered email for your account with us is : paul@neotechnetworks.com
paul	ok thks will do that
	<i>paul has ended this chat session</i>

Visitor Details

#78625 tiffany abbott
Email: tiffanyann11072008@gmail.com
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Chrome OS

Browser: Google Chrome
Device: Desktop
Average Response Time: 42 Secs
City: WESTMINSTER
State: Maryland
Country: UNITED STATES

Chat Transcript

tiffany abbott	Hello, I am your Acebuddy
Acebuddy	Hello Tiffany Abbott, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tiffany abbott	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tiffany abbott	I'd like to raise a Request
Acebuddy	Please select your request type.
tiffany abbott	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our techni
	If you are facing any issue/problem with your server, Please select the appropriate option below :
tiffany abbott	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
tiffany abbott	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
tiffany abbott	I cant sign in '
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
tiffany abbott	ok
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Tiffany. How are you doing today?
tiffany abbott	good
Yash Ahi	I will surely help you with this issue.
	Could you please help me with your server name or business name?

tiffany abbott	can you crate a account for me'
Yash Ahi	I will surely help you Tiffany. Could you please share your server name or business name once?
tiffany abbott	tiffany about
	tiffany abbott
Yash Ahi	Mechanical Valve Solutions, is this your account name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-888-8888)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Yash Ahi has ended this chat session



Visitor Details

#77839 allison corado
Email: ac@pkave.com 📞 6462950712
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 14 Secs
City: GREENSBORO
State: North Carolina
Country: UNITED STATES

Chat Transcript

allison corado	Hello, I am your Acebuddy
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	Acebuddy	Hello Allison Corado, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	allison corado	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	allison corado	I'd like to report an Issue
	Acebuddy	Please select an option!
	allison corado	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	allison corado	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help yo
		Was that helpful?
	allison corado	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>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	allison corado	hi
	Shubham Kataria	Hello Allison
	allison corado	qb asked me to log in to intuit and i did and now it's just hanging there
	Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
	allison corado	allisonc.q14
	Shubham Kataria	Kindly share your business name as well
	allison corado	park avenue equity
	Shubham Kataria	Thank you for the information
		May I take the remote access of your server?
	allison corado	yes
	Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	allison corado	nothing open but trying to get qb open
	Shubham Kataria	Alright, please accept the remote request on the server screen
		We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the tim
		Thank you for your patience.

allison corado	thank you
	I hope thats it
Shubham Kataria	you're welcome
	Is there anything else I may help you with ?
allison corado	not at this time. thanks
Shubham Kataria	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 conversa
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://s
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session



Visitor Details

#78588 Mike Fisher
Email: fisherelectricinc@icloud.com 📞 18313457463
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: SCOTTS VALLEY
State: California
Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Visitor Details

#77849 fkoons
Email: russ@keypre.com ☎ 116102975220
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: ALLENTOWN
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

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

Visitor Details

#77807 accountant
Email: accountant@silversfs.com 📞 7472192947
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Performance_Max&utm_term=&utm_adgroup=&gad_source=1&gad_campaigr
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 50 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

	accountant	My Ace is running slow
	Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.
		<i>Mohit is transferring the chat to Aayush.</i>
		<i>Aayush declined the transfer request.</i>
		<i>Mohit is transferring the chat to Support(QB & App Hosting).</i>
	accountant	Hi Mohit, Could you please check and assist why my ace is running slow as I'm not even able to open files
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
		I will be surely assisting you with this. Kindly help me with your server name and user name?
	accountant	Silvers Financial Services
		Benny
		Smith
		BennySM
	Shubham Kataria	Thank you for the information.
		Kindly confirm if you're the only user who is facing this issue.
	accountant	I think so
	Shubham Kataria	Could you please confirm if other users also facing slowness on server
	accountant	Sure let me check
	Shubham Kataria	Thank you
	accountant	I think shubham all are gone for the day
	Shubham Kataria	No problem.
		May I take the remote access of your Local computer?
	accountant	Sure
	Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
		https://assist.acecloudhosting.com/join/2982296471
		Kindly paste this link in the browser of local computer and join the session.
	accountant	sure
	Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the tim
		Thank you for your patience.
		As per our recent chat conversation your issue has been resolved.
		Is there anything else I may help you with ?
	accountant	Not at the moment, please open a ticket for me

	thanks for help
Shubham Kataria	Sure, I will keep the ticket open for next 24 hours and once the window update completed. please reboot you
	You're welcome
accountant	Sure will do
Shubham Kataria	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 conversa
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://s
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Visitor Details -----

#77810 Jamie Graham
Email: j.graham@premiergroupmgmt.com 📞
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: <https://www.acecloudhosting.com/s>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 10 Secs
City: NEW BRAUNFELS
State: Texas
Country: UNITED STATES

Chat Transcript -----

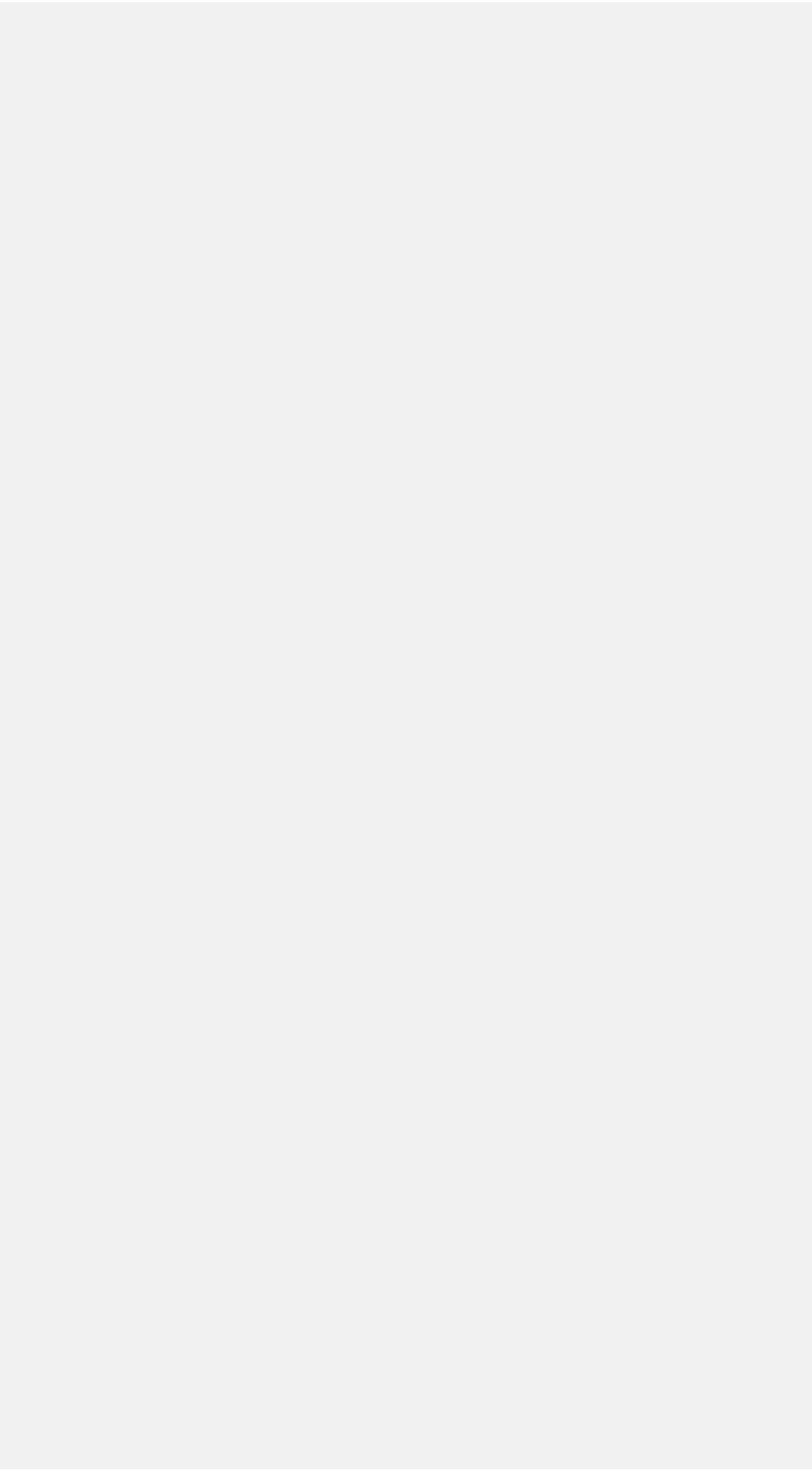
	Jamie Graham	Hello, I am your Ac
	Acebuddy	Hello Jamie Grahar
		Whom Would You L
	Jamie Graham	Technical Support i
	Acebuddy	Welcome to Ace St
		Please chose an op
	Jamie Graham	I'd like to report an
	Acebuddy	Please select an op
	Jamie Graham	Other Issue
	Acebuddy	Please specify the
	Jamie Graham	having trouble usir enterprise one tha
	Acebuddy	Please wait while v
		<i>Acebuddy (bot) for</i>
		<i>Yash Ahi accepted</i>
	Yash Ahi	Thank you for cont
		Hi Jamie. How are y
	Jamie Graham	good-thank you
	Yash Ahi	I will surely help yc
		Could you please h
	Jamie Graham	premier racquet m
	Yash Ahi	Thank you for the i
		Thank you for your
		May I take the rem
	Jamie Graham	yes
	Yash Ahi	Alright, could you j
	Jamie Graham	yes i am logged in
	Yash Ahi	Prior providing the
		I just sent you a re
		We are connected the time, I am putt give your confirma
		Could you please t

		Alright Jamie, now
	Jamie Graham	thank you!!
	Yash Ahi	You're welcome.
		Is there anything e
	Jamie Graham	no thanks!
	Yash Ahi	I would greatly app
		After this chat you
		Thank you for choc
		You may end this c conversation, alon
		I request you to kir working. I will appr Thanks!
		Note: You may cha (https://selfcare.ac
		For self-help, chec
	Jamie Graham	will do! thanks aga
	Yash Ahi	You're welcome Jar
		<i>Yash Ahi has ended</i>
<div></div>		
Visitor Details -----		
#77997 George Fowler		
Email: gpmfowler@gmail.com 📞 847899176		
Department: Support(QB & App Hosting)		
Operator: Shivam Singh		
Website: https://www.acecloudhosting.com/s		
Operating System: Microsoft Windows		
Browser: Microsoft Edge		

Device: Desktop
Average Response Time: 34 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript -----

George Fowler	Hello, I am your Ac
Acebuddy	Hello George Fowle
	Whom Would You L
George Fowler	Technical Support i
Acebuddy	Welcome to Ace St
	Please chose an op
George Fowler	I'd like to report an
Acebuddy	Please select an op
George Fowler	Other Issue
Acebuddy	Please specify the
George Fowler	issue retrieving file
Acebuddy	Please wait while v
	<i>Acebuddy (bot) for</i>
	<i>Ankit accepted the</i>
Ankit	Thank you for cont
George Fowler	hello ankit. there is
	can you help me g
Ankit	I deeply apologize
	I will be surely assi
George Fowler	George Fowler
	Candlelite
Ankit	Thank you for the i
	Kindly allow me 4-
George Fowler	ok
	<i>Ankit is transferrin</i>
	<i>Shivam Singh acce</i>

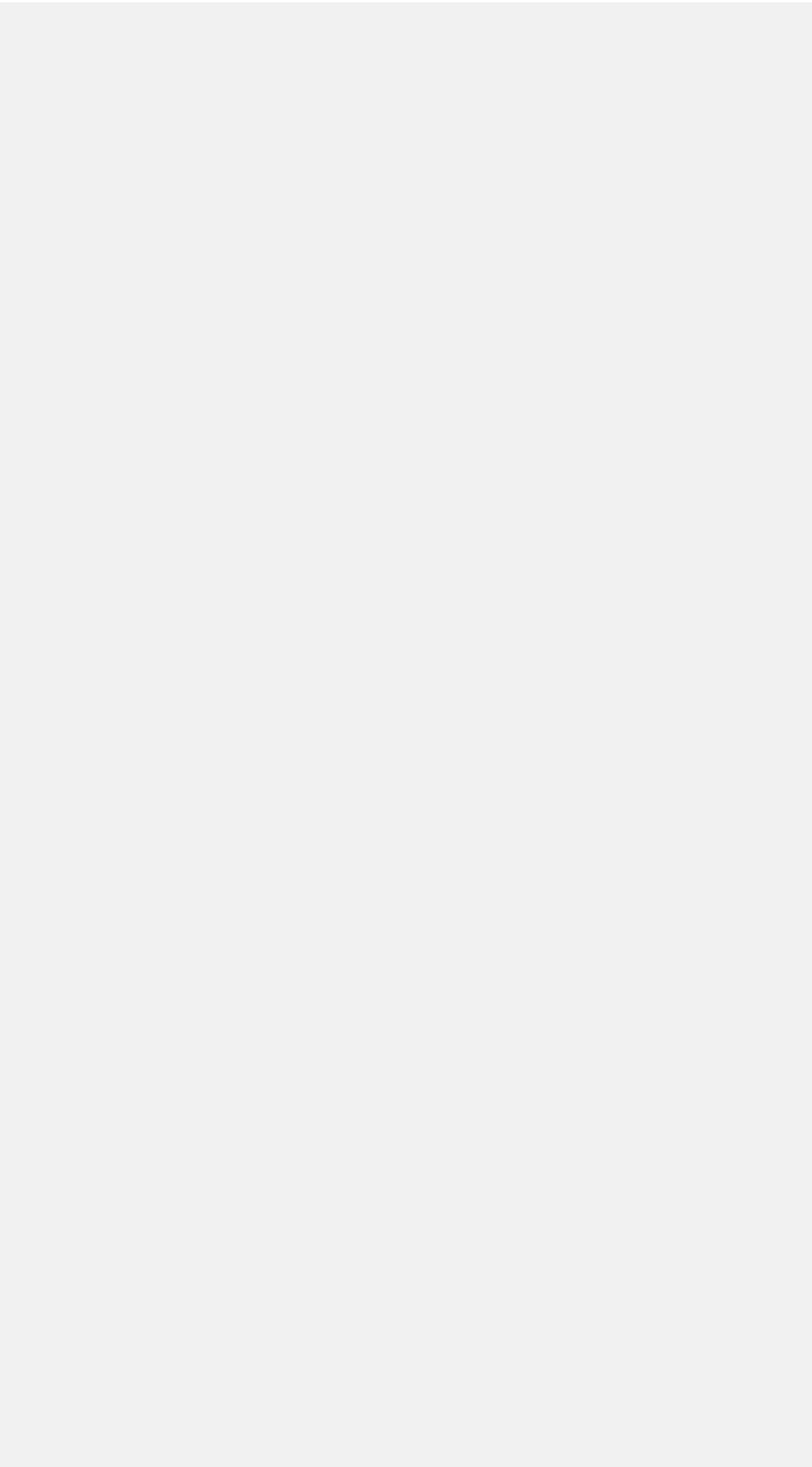


Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.c
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 7 Secs
City: GUADALUPE
State: Alajuela
Country: COSTA RICA

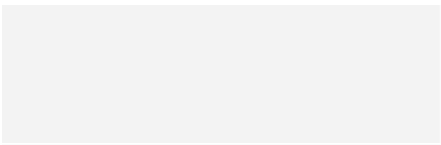
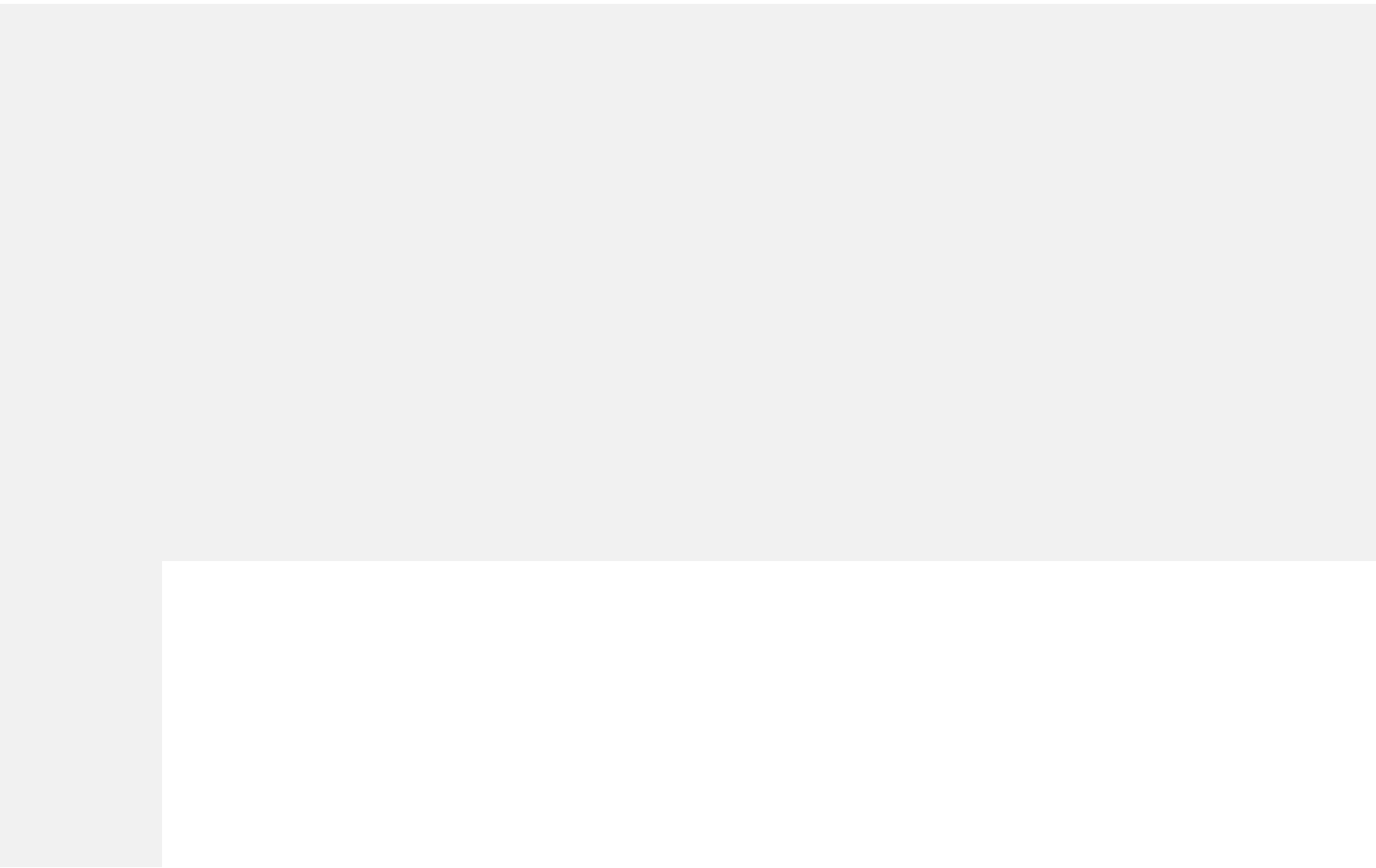
Chat Transcript -----

davis	Hello, I am you
Acebuddy	Hello Davis D
	Whom Would `
davis	Technical Supp
Acebuddy	Welcome to Ac
	Please chose a
davis	I'd like to raise
Acebuddy	Please select `
davis	Application Up
Acebuddy	Please send us update once t
	Typically, the i
	Do you need a
davis	Yes
Acebuddy	Please wait wl

	<i>Acebuddy (bo</i>
	<i>Manish Singh</i>
Manish Singh	Thank you for today.
	Hii Davis, how
davis	hello Manish
	I logged into A
	when I clicked



	I tried to reins
	it is the Taxdo
Manish Singh	Alright, I will s
davis	ty
Manish Singh	May I know yc
davis	Davis.D@strai
Manish Singh	StraightTalk.m
davis	where can I ve
	yeah that is it
	I just checked
Manish Singh	May I know th
davis	the app setup
	is at downloac
	called Taxdom
Manish Singh	Downloading i
	Successfully ir
davis	ok let me see
	I get a black s
	I logged out a
Manish Singh	Try to login no
davis	ok
	all good now
	thanks
Manish Singh	I would greatl
	clicking on sm
	Thank you for
	You may end t
	regarding this
	I request you t
	how I am work
	quality@acecl
	Note: You may
	Portal (https://



For self-help, c
(<https://www.a>

Manish Singh