

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70476 Larry Bell

Email: larry@bostonbookkeeping.com  15084721724

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Secs

City: OVERLAND PARK

State: Kansas

Country: UNITED STATES

Chat Transcript

Larry Bell	Hello, I am your Acebuddy
Acebuddy	Hello Larry Bell, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Larry Bell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry Bell	I'd like to report an Issue
Acebuddy	Please select an option!
Larry Bell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Larry Bell	Outlook still does not work on my login for my cloud server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.

Larry Bell	Hi Tushar
Tushar Pharswan	Hi Larry.
Larry Bell	the outlook issue on my login was still not resolved i am logged in to my cloud server desktop if you want to see what i'm seeing
Tushar Pharswan	Kindly allow me two minutes to check the same on our server end as well. I deeply apologize for the inconvenience caused to you. It seems the issue arise again even after the repair we did.
Larry Bell	Yes it's in it's second day now yes the repair did not work
Tushar Pharswan	We will now have to reinstall the application completely to resolve this.
Larry Bell	do you want to look at my screen okay should i log out
Tushar Pharswan	We will email you again once that is complete kindly revert back to that email if the issue gets resolved. Yes. Is there anything else I may help you with ?
Larry Bell	nope that's it
Tushar Pharswan	Okay. Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
Larry Bell	will i look for an emai once it's been resolve?
Tushar Pharswan	Yes .
Larry Bell	thank you
Tushar Pharswan	I will email you once everything is done. 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 appreciate your cooperation at quality@acecloudhosting.com. Thanks!

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71386 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 43 Secs

City: FLORHAM PARK

State: New Jersey

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mohita Chadha	Hello - I'm not being able to connect to my Remote Desktop. It's taking a very long time and then I receive an error saying
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Tushar Pharswan accepted the chat transfer request.</i></p>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Mohita Chadha	Hello - my server name is KTPC_Accountant
	Would you like access to my computer? I am talking to via the app on my phone
Tushar Pharswan	Yes I would need the access of your computer.
Mohita Chadha	What would be the best way to do that?
Tushar Pharswan	Kindly send me an email so that I can share the remote link.
	Prior providing the access, I would suggest you to close any important documents at your end.
Mohita Chadha	What is your email address?
Tushar Pharswan	your email address so that I can email you a link which you will have to open in browser.
Mohita Chadha	It's mohita@kaurtax.com
	I just sent an email to the support line
Tushar Pharswan	Kindly Click on the link and open the downloaded file.
Mohita Chadha	I have not received an email yet
	it's Mohita@kaurtax.com
	Can you please double check the email?
	Since I haven't received anything yet
Tushar Pharswan	I will resend it.
	https://assist.acecloudhosting.com/join/8072317998
Mohita Chadha	I have now joined
Tushar Pharswan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
Mohita Chadha	sounds good
Tushar Pharswan	As this chat session is disconnected also there is no response on remote session as well.
	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.

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70733 rlangford

Email: rlangford@roistrategies.net  14046102218

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 8 Secs

City: ALPHARETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

rlangford Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

rlangford Managed IT

Acebuddy Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Priyanshu accepted the chat transfer request.

Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
rlangford	Do we have to ability to go restore 1 particular excel file from the last backup?
Priyanshu	Sorry, could you please share your businessname and username so that I can assist you accordingly.
rlangford	Business name is ROI Strategies LLC
	User name is riplangford
Priyanshu	Thank you for sharing the details. It seems that your server is being managed by different team, therefore please allow me better on this.
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
rlangford	thanks
	<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.
rlangford	Hi...was wondering do we have the ability to restore just 1 excel file from the latest backup?
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further. Also, the registered email for your account with us is : rlangford@roiistrategies.net
	And kindly mention the path of the file and the name too.
rlangford	ok will do...so we have the capability to restore just one file?
Manish Singh	Yes, we have the data backup of last 45 days.
rlangford	and we do NOT have to restore everything? Just 1 file is ok?
Manish Singh	Alright, we have noted your request kindly email us. Is there anything else I may help you with ?
rlangford	not right now...it will most likely be tomorrow when i request the file restore. thanks for your help!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

need to setup connection on a mac

Visitor Details

#71255 chad williams

Email: cwilliams@wfgroup.com  6155071500

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: BRENTWOOD

State: Tennessee

Country: UNITED STATES

Chat Transcript

chad williams need to setup connection on a mac

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

chad williams I don't see an option to download the rdp in the self care portal - what other options do i have?

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

Anurag Sharma accepted the chat transfer request.

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

Hello

chad williams ok

Anurag Sharma I will be surely assisting you with this. Kindly help me with your server name and user name?

chad williams ChadWi and Waterford Tax

Anurag Sharma Thanks for the confirmation !

	May I take the remote access of your local computer?
chad williams	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
chad williams	k
Anurag Sharma	https://assist.aceclouddhosting.com/join/6012783544
	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 putting resolved, kindly give your confirmation on this chat.
chad williams	Thank you
	can I test the printing real quick?
Anurag Sharma	Okay
	While helping you with this RDP setup I discovered one more critical thing.
chad williams	ok printing is working, what did you find
Anurag Sharma	I found that your server is running very low on Disk space.
	It has only 12% of disk space in the C drive which will impact the server working.
chad williams	what's the size now and how much are we using
	let me see what's on there - hang on one second
Anurag Sharma	You currently have 240GB disk space in your C drive and you are only left with 28.82GB
chad williams	You're talking about my remote C: drive, not Client Data correct?
Anurag Sharma	I am talking about the C drive of the server.
chad williams	which is the same as client data (D:)
	?
Anurag Sharma	No, client data is another drive.
chad williams	I think we recently upgraded the C: drive, so I'm trying to figure out what's taking up the space
Anurag Sharma	C drive contains critical components such as user profiles, application folders, Windows files, cache data, updates, and ap
chad williams	i understand that, but I'm trying to understand what changed
Anurag Sharma	Okay
chad williams	can I not see the C drive from my remote?
Anurag Sharma	Meanwhile you are figuring out your space utilization. I will try to remove as much space as I can from your C drive.
	I will share you the snapshot here please wait.
chad williams	OK I think we need to get rid of so many versions of Quickbooks - that will help.
	I need to think through that before uninstalling them, but I'll work on that in the days to come

*12:15:27 AM*Anurag Sharma is sharing a file with you

[image.png](#) - (Size:10.38 KB)

Anurag Sharma

Okay no problem

You can revert back to us if you need further assistance regarding this.

chad williams

can you tell me how many installations of quickbooks that we have on our C: drive

Anurag Sharma

Okay

*12:17:20 AM*Anurag Sharma is sharing a file with you

[image.png](#) - (Size:72.34 KB)

chad williams

One thing I just noticed is that DRAKE 2017, 2018, 2019 and all associated programs should be uninstalled.

can you do that?

Anurag Sharma

Okay, after this chat. I will send you an email. You can just revert back to that email with an approval from the primary co

chad williams

ok also can we connect on a different computer right now, I have one other machine that I think I need to get ACE on.

Anurag Sharma

Yes we can. But I would require the remote session of that computer.

So if it is possible we can get it done here only. Or you can re-initiate another chat from the other device. And I will setup .

Is there anything else I may help you with ?

chad williams

not here, I'll reinitiate the chat from the other computer

Anurag Sharma

Okay

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

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

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

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

I cannot access server. Again.

Visitor Details

#71480 erin

Email: erin@advocate-accounting.com ☎ 12062164629

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: OLYMPIA

State: Washington

Country: UNITED STATES

Chat Transcript

erin I cannot access server. Again.

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

erin I spent an hour with tech support this morning to resolve this issue

I was able to access for a bit and now I can't again

Can you help me get a permanent fix?

I can't keep getting locked out of my software every hour....

I received multiplied ticket numbers so at this point I don't know which is correct for this issue

629397

629420

Gantavya My apologies for the inconvenience you have faced here

erin we are very worried to be honest

we have hundreds of filings due over the next few days and we have not been able to access the software

Gantavya Again my apologies here, I am from the sales team but I would try to help you best I can.

I request you to do 2 things here

1. First get the issue resolved here as I move you to support channel
2. Afterwards , please send escalation to these email escalation@acecloudhosting.com (mailto:quality@acecloudhosting.com)

Someone should get back to you with a permanent solution

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

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Erin
	I will surely help you with this issue.
erin	thank you
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
erin	yes, have you had a chance to review the notes? Im worried I'm going to spend another hour getting support, only for it to
	I have been unable to use my software for almost 24 hours, a very very long time during tax season
	please send me the zoho thing and I'll open the file and follow steps
Shashwat Verma	Yes, we have checked the previous tickets
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/9842311750
	Kindly Click on the link and open the downloaded file.
erin	okayt I will execute in one moment. I need to shut down some things first.
Shashwat Verma	Okay, No problem!
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	As per remote session, we have escalated the case of your login issue
erin	ok
Shashwat Verma	Our team will shortly connect with you .
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the details of the same.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can reach us at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70186 Kristine K Spring

Email: springcpa@yahoo.com  14062560770

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: BILLINGS

State: Montana

Country: UNITED STATES

Chat Transcript

Kristine K Spring	Hello, I am your Acebuddy
Acebuddy	Hello Kristine K Spring, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kristine K Spring	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kristine K Spring	I'd like to raise a Request
Acebuddy	Please select your request type.
Kristine K Spring	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Kristine K Spring	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

	<p>Do you need any further assistance on the topic?</p>
Kristine K Spring	<p>Yes</p>
Acebuddy	<p>Please wait while we connect you to our Support Representative</p>
	<p><i>Acebuddy (bot) forwarded the chat request</i></p>
	<p><i>Shubham Yadav accepted the chat transfer request.</i></p>
Shubham Yadav	<p>Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.</p>
	<p>I will be surely assisting you with this. Kindly help me with your server name and user name?</p>
Kristine K Spring	<p>I need Excel on my RDP. I am not receiving any emails from you. The person I talked to said he would look into it. Kristi an</p>
Shubham Yadav	<p>Thank you for the information and allow 2 minutes to check the same.</p>
	<p>Kristine we will surely add the Excel 2016 standalone on the server @ \$5.99 per user per month.</p>
Kristine K Spring	<p>yes please add it for now</p>
Shubham Yadav	<p>Can you please confirm the number of users you want excel for ?</p>
Kristine K Spring	<p>just 1</p>
Shubham Yadav	<p>Sure Kristine</p>
Kristine K Spring	<p>just for my rdp</p>
Shubham Yadav	<p>Please mention the username</p>
Kristine K Spring	<p>KKSpring</p>
Shubham Yadav	<p>Thanks for the confirmation</p>
	<p>Kindly send us an email from the registered email address referencing the same ticket #612635, so we can proceed with</p>
Kristine K Spring	<p>I am not getting emails from you. I will check and see if i have one from this conversation.</p>
	<p>No email</p>
Shubham Yadav	<p>Sure, Kristine. We will send you an email once this chat ends, after adding Excel 2016 to the server. (Edited)</p>
Kristine K Spring	<p>ok. why am i not getting your emails?</p>
Shubham Yadav	<p>Kristine Spring springcpa@yahoo.com 14062560770</p>
	<p>We have sent a follow up mail on the given mail.</p>
Kristine K Spring	<p>I didn't get the email. Like I said, your email are not coming to spam or anywhere.</p>
Shubham Yadav	<p>Kristine after installation I will be sending you an email.</p>
Kristine K Spring	<p>ok so you didn't send an email yet?</p>
Shubham Yadav	<p>No Kristine</p>
Kristine K Spring	<p>ok thanks for your help</p>

Shubham Yadav	Welcome Kristine, I will be sending you an email just after installation shortly.
	Is there anything else I may help you with ?
Kristine K Spring	no thank you
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71031 Nick Vogel

Email: nick@elmbrookcpas.com  14142547592

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: 5 Mins 49 Secs

City: KENOSHA

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Nick Vogel

Hello, I am your Acebuddy

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Nick Vogel	Kindly login to the server once now.
Nick Vogel	logged in
Manish Singh	Is there anything else I may help you with ?
Nick Vogel	that works! 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 this message. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70386 info

Email: info@brkimcpa.com  9729724930

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: FLOWER MOUND

State: Texas

Country: UNITED STATES

Chat Transcript

	info	Hello, I am your Acebuddy
Acebuddy		Hello Jungmi Lee, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	info	Technical Support (QB & App Hosting)
Acebuddy		Welcome to Ace Support.
		Please chose an option :
	info	I'd like to raise a Request
Acebuddy		Please select your request type.
	info	Setup Ace Server
Acebuddy		If you would like to configure the server access link on your computer, Kindly select your desired Operating System
	info	MacOS
Acebuddy		Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
		Do you need any further assistance on the topic?
	info	Yes
Acebuddy		Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan		Hello Jungmi.
	info	hello
Tushar Pharswan		I was about to assist you with your setup for MAC.
		Kindly help me with your server name and user name?
	info	server name: bongryong.myreldata.net
Tushar Pharswan		May I take the remote access of your local computer?
	info	username: jung.m@myreldata.net
		yes
Tushar Pharswan		Prior providing the access, I would suggest you to close any important documents at your end.
	info	okay
Tushar Pharswan		https://assist.acecloudhosting.com/join/5022146588
		Kindly Click on the link and open the downloaded file.
		We are connected now, I will now set it up for you.

info	okay thank you
Tushar Pharswan	As you can see by the error message.
	Windows App can't be installed on "Macintosh HD" because macOS version 12 or later is required.
info	yes
	ill be back after updating then
Tushar Pharswan	Kindly upgrade it and after that you can reinitiate the chat.
	This message has been deleted
	Okay kindly reinitiate the chat again we are going to end this chat session as of now.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70112 Wade Lemke

Email: nh@nautilus-homes.com  18596197831

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: SARASOTA

State: Florida

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71080 Laura Garcia

Email: lgarcia@visitingangels.com **8314300616**

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: SAN MATEO

State: California

Country: UNITED STATES

Chat Transcript

Laura Garcia	Hello, I am your Acebuddy
Acebuddy	Hello Laura Garcia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Laura Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Laura Garcia	I'd like to report an Issue
Acebuddy	Please select an option!
Laura Garcia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Laura Garcia	I received an email on ticket#624903 to install a new version of RDP but the links sent don't do anything
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	Are we still connected here?
Laura Garcia	Yes
	What do I need to do?
Manish Singh	May I take the remote access of your local computer?
Laura Garcia	Sure
Manish Singh	https://assist.acecloudhosting.com/join/1382694631
	Prior providing the access, I would suggest you to close any important documents at your end.
Laura Garcia	Ok, I think I am joined now?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.

	Is there anything else I may help you with ?
Laura Garcia	No
Manish Singh	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71549 linda

Email: linda@netmoresolutions.com  6153737331

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 31 Secs

City: NOLENSVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

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

	linda	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	linda	I'd like to report an Issue
	Acebuddy	Please select an option!
	linda	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	linda	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution.
		Was that helpful?
	linda	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>Ankit Kumar accepted the chat transfer request.</i>
	Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.
		Hello Linda, How are you doing today ?
	linda	Good thank you
		I'm trying to open my quickbooks files and it keeps telling me "This action requires Windows administrator permissions"
	Ankit Kumar	I deeply apologize for the inconvenience caused to you.
		I will surely help you with this issue.
		Kindly allow me 1- 2 minutes, So that I can check your account details.
	linda	Thank you
	Ankit Kumar	Thank you for your time and patience.
		Kindly confirm if this is your username : LindaShepherd@myrealdatal.net ?
		This message has been deleted
	linda	LindaShepherd is my user name, NetMoreInc.myrealdatal.net is the company
	Ankit Kumar	Thank you for the details.
		May I know if this is the first time you are facing this issue?
	linda	yes, we upgraed to QB24 last week and I used one file and it worked the one time but I can't get into anything now
	Ankit Kumar	I kindly request you to try accessing the application now and let me know if the issue has been resolved. I have made a few changes to the system.
	linda	That seems to have worked. I got one company to open. Let me try another.

Ankit Kumar	Sure. Please take your time.
linda	That seems to have worked. Thank you
Ankit Kumar	Awesome 😊
	Is there anything else I may help you with ?
linda	No that was all.
Ankit Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ankit Kumar has ended this chat session

Chat Transcript

Appraisal1 and Appraisal 2 have a QuickBooks 2024
is their version 2023? Can you update it pl...

Visitor Details

#70411 marc

Email: marc@vr66.com  7737931562

Department: Support(QB & App Hosting)

Operator: Yash Kalra

Website: [https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary%20Search%20-%20Cloud%20Hostings&utm_content=Cloud%20Hostings%20-%20Cloud%20Hostings](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary%20Search%20-%20Cloud%20Hostings&utm_content=Cloud%20Hostings%20-%20Cloud%20Hostings&utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary%20Search%20-%20Cloud%20Hostings&utm_content=Cloud%20Hostings%20-%20Cloud%20Hostings)

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: CAPE CANAVERAL

State: Florida

Country: UNITED STATES

Chat Transcript

marc	Appraisal1 and Appraisal 2 have a QuickBooks 2024 License ... why is their version 2023? Can you update it please?
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>3:54:45 AM marc is sharing a file with you</i>	
	<u>Blake Quickbooks License.jpg</u> - (Size:156.82 KB)
<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?
marc	Server Name: AppraisalLinx.myrealdata.net
	Appraisal1 and Appraisal2
Yash Kalra	Kindly allow me two minutes to check the same.
	Marc, we have noted your request and have scheduled this task for the night hours. Alternatively, if its urgent and need to be done now, it may take 30-40 minutes so that we can perform the upgrade.
	Also, kindly mail us at support@acecloudhosting.com with the attached license details to proceed with the upgrade. (Edit)
marc	Is there somebody online right now?
Yash Kalra	Kindly allow me two minutes to check the same.
	Yes, the user Appraisal2 is active on the server.
	Please confirm your preference at your earliest convenience, so we can schedule the upgrade task accordingly.
marc	Can you make the upgrade in 60 minutes?
Yash Kalra	Marc, please confirm if the request is to upgrade within 60 minutes or to start the upgrade process after 60 minutes.
marc	start the process after 60 minutes
	And when complete, I would appreciate you sending an email to me at marc@vr66.com and copying the account owner B
	IS that acceptable?
	After you are done, I will go online and update the QBK files so they are ready to use tomorrow morning
Yash Kalra	Marc, we have scheduled this task and will notify you once it's completed.
	Is there anything else I may help you with?
marc	yes
Yash Kalra	Is there anything else I may help you with ?
marc	Soon QuickBooks 2025 will be available, correct ... how do we get upgraded to that when it is available?
Yash Kalra	For the upgrade, just mail us the license number and product number, and we will upgrade the application on your server
marc	ok, ut, you have everything you need to do the current, upgrade, sorrect?

*correct?

License is attached to this chat.

Yash Kalra Yes, but as part of our procedure, please email these details using either **qc@appraisallinx.com** or **marc@vr66.com** to installation. Additionally, kindly mention the QuickBooks edition you wish to upgrade.

marc I will do it right now

Yash Kalra Is there anything else I may help you with?

marc When will the install/upgrade be completed?

Yash Kalra It would just take maximum of 30-40 min to complete this task.

marc Can you confirm receipt of my email and that all is "good-to-go"?

Yash Kalra As soon as this chat ends, you will receive a transcript of the conversation on the email ID **marc@vr66.com**.

Is there anything else I may help you with ?

marc ok, but can you confirm the receipt of the email and that its content is satisfactory and meets your requirements?

Why contact me n one hour just to tell me that the email is missing something and drag this task out?

Yash Kalra Don't worry, Marc. I will personally handle this case and ensure everything goes as expected.

marc ok ... email me when completed in about 90 minutes .. thanks .. bye

Yash Kalra Sure marc, we will mail you once the task is completed.

marc thanks and bye

Yash Kalra should we now proceed to end this chat.?

marc yes

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

marc has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70270 Julie Zamarron

Email: billingwatpt@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: LAVON
State: Texas
Country: UNITED STATES

Chat Transcript

Julie Zamarron	Hello, I am your Acebuddy
Acebuddy	Hello Julie Novac, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Julie Zamarron	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Julie Zamarron	I'd like to raise a Request
Acebuddy	Please select your request type.
Julie Zamarron	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue. Our technical support technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate request type.
	As we haven't got any response from your end, We are closing this chat. If you have any further issues, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71620 Jacqueline Soderquist**Email:** jsoderquist@pactimo.com **Phone:** 720-574-9578**Department:** Support(QB & App Hosting)**Operator:** Tushar Pharswan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 1 Min 46 Secs**City:** ALBUQUERQUE**State:** Arizona**Country:** UNITED STATES**Chat Transcript** -----

Jacqueline Soderquist	Hello, I am your Acebuddy
Acebuddy	Hello Jacqueline Soderquist, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jacqueline Soderquist	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
Please chose an option :	
Jacqueline Soderquist	Restart
Acebuddy	Hello Jacqueline Soderquist, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jacqueline Soderquist	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Mayank accepted the chat transfer request.</i>	
Mayank	Hi, This is Mayank
Jacqueline Soderquist	Hi
<i>Mayank is transferring the chat to Support(QB & App Hosting).</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
Hello Jacqueline.	

Jacqueline Soderquist	Hi We were chatting about an hour ago & you said you couldn't help me
Tushar Pharswan	Yes.
Jacqueline Soderquist	I need someone to look at what I'm seeing in QB online services and help n
Tushar Pharswan	Sure.
	May I take the remote access of your server?
Jacqueline Soderquist	you mean take remote access of my computer?
Tushar Pharswan	yes, are you logged into server?
Jacqueline Soderquist	Yes
	Are you able to call me too
Tushar Pharswan	I am allowed to just have chats there is another team which do call back wl
Jacqueline Soderquist	I just need help now. However that needs to happen. Take remote access, I know what I need?
Tushar Pharswan	Let me take have look and see if it possible to solve or not.
	I will share prompt on server end kindly accept that.
	Prior providing the access, I would suggest you to close any important doc
Jacqueline Soderquist	When you log in, you will see I'm already logged into Tax1099. My issue is t download either WebConnect or Webconnect 3.0. That's what I'm not able t
	QB is already open. I dont' know why it won't show from the icon at the bot
	Are you still there?
Tushar Pharswan	Yes, I am. I am currently checking the webconnector file.
	Please open 1099 portal on google chrome (Edited)
Jacqueline Soderquist	All I did was minimize QB. Why won't it pop back up?
	Ok I'm logged in
Tushar Pharswan	Please enter the password.
Jacqueline Soderquist	I just did
	That same error message I got too
Tushar Pharswan	Please read the 3rd option.
Jacqueline Soderquist	Ok I have to add the M
Tushar Pharswan	It required the form type in the password.
Jacqueline Soderquist	Go back & I'll add the M on the end

Tushar Pharswan

Alright

Jacqueline Soderquist

is it just M or -M

Tushar Pharswan

It will be -M

It's all set now.

Is there anything else I may help you with ?

Jacqueline Soderquist

Where is the data imported now

When I go to Import from QB Desktop, it still doesnt show Pactimo in the Bu

Tushar Pharswan

For this you will have to contact with 1099 as we are only able to connect to QuickBooks, they have the expertise regarding the data.

Is there anything else I may help you with ?

Jacqueline Soderquist

One more question: why is it showing we used Web connect 3.0 instead of

Tushar Pharswan

As per your this chat message it said WebConnect or Webconnect 3.0 so we used 3.0.

Is there anything else I may help you with ?

Jacqueline Soderquist

I guess not

Tushar Pharswan

Kindly reach us again if there is any other issue we appreciate your patience are available 24/7 feel free to reach us out if you have any 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 conversation, along with a ticket number and survey feedback form.

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71233 Melissa Grinage

Email: melissa@deltablue.cpa

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Melissa Grinage Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Melissa Grinage Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Melissa Grinage I'd like to report an Issue

Acebuddy Please select an option!

Melissa Grinage QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Melissa Grinage Other QB related issue

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

Melissa Grinage When trying to download an accountants copy, I receive the following error request

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Aarush Aneja accepted the chat transfer request.

Aarush Aneja

Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wi

Melissa Grinage

Thank you. I am trying to download an accountants copy but every time th message - HTTP 400 bad error request. I have tried two different accountar same message.

Aarush Aneja

We will surely assist you

May I take the remote access of your server?

Melissa Grinage

yes

Aarush Aneja

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

We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.

Melissa Grinage

I was able to do that one outside the server and copy the file to the server. isn't working.

Aarush Aneja

ok, Kindly user wetransfer.com

*9:05:12 PMAarush Aneja is sharing a file with you
[File Transfer SOP \(WeTransfer\).pdf](#) - (Size:188.1 KB)*

We are connected back

We ended the chat session

You were able to download the file in incognito mode. We believe your issue

Is there anything else I may help you with ?

Melissa Grinage

thank you. that is all for today.

Aarush Aneja

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

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

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

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

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70913 Rubens S Jacob

Email: seflglass@gmail.com  13058233097

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: HOLLYWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Rubens S Jacob Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Rubens S Jacob Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Rubens S Jacob I'd like to report an Issue

Acebuddy Please select an option!

Rubens S Jacob Other Issue

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

Rubens S Jacob Hi. Hope you are doing well. The user Combo is not able to donlowad a exc help us with this in order to see the reports in the combo user. Thank you!!

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Aarush Aneja accepted the chat transfer request.

Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wi
Rubens S Jacob	Hi
Aarush Aneja	Hello
	How may I assist you today
Rubens S Jacob	Hi. Hope you are doing well. The user Combo is not able to download a excel file help us with this in order to see the reports in the combo user. Thank you!!
Aarush Aneja	We will surely assist you
	We are checking the same in the backend firstly
	<i>Aarush Aneja is transferring the chat to Tushar Pharswan.</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Rubens S Jacob	Hi
	Thank you!!
Tushar Pharswan	Hi, I will be assisting you as of now.
Rubens S Jacob	Thank you!
Tushar Pharswan	Kindly help me with your server name and user name?
Rubens S Jacob	Southeast Florida username combo
Tushar Pharswan	Kindly allow me two minutes to check the same.
Rubens S Jacob	Ok thank you
Tushar Pharswan	As I checked from backend user combo does not have access to Excel 2016
	Kindly email us from seflglass@gmail.com Rubens seflglass as this is the account we are facing issue with us mentioning the access for Excel do note the pricing for this will be \$10 per month.
	Our email address is support@acecloudhosting.com.
	Is there anything else I may help you with ?
Rubens S Jacob	Thank you
	But it says is nor for registration because I guess we paid for it and we have no problem that it say dont have memory
Tushar Pharswan	It shows that error message, but it is related to access.
	If other users are facing the issue as well then, we will have to probe further.
Rubens S Jacob	But we already have it for the other accounts.
	The other users are ok. They can see the excel with no problem
	Why we just have the problem with this user??
Tushar Pharswan	Let's clarify are other users having the same issue that user combo is facing
	The user Combo does not have access to the excel that's why.

Rubens S Jacob	No. Other user can see excel with NO problem
Tushar Pharswan	Other users can see because they have access to Excel.
Rubens S Jacob	So we have the lincesie. The problem is only with this user
Tushar Pharswan	The application is one on the server but access is given separate for each user
	Once you email for the access for Combo user as well the issue will be resolved
Rubens S Jacob	How many user an licence we have for the excel??
	Rubens and MAggie have it
	There is other user else that have the same licensie??
Tushar Pharswan	Three users Andre, Margaritta and Rubens has access to Excel, license are provisioned for them that's why they are able to access Excel related task Once you email us for provision the license which will be then make combo user to also access Excel
Rubens S Jacob	Ok thank
	We will send the email
Tushar Pharswan	Okay.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email confirmation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our website (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70624 KEITH

Email: ks.partsfast@gmail.com **Phone:** 7133203009

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: 2 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript -----

KEITH Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

KEITH Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

KEITH I'd like to report an Issue

Acebuddy Please select an option!

KEITH QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

KEITH QuickBooks Update

Acebuddy Quickbooks update related alerts can be caused due to various reasons. All application updates at the backend and apply the necessary patches as an might get delayed due to unforeseen circumstances.

If you're also getting an update popup, please grab a screenshot of the error support@acecloudhosting.com. Our engineers will manually check and imp be and share a confirmation via email.

Do you need any further assistance on the topic?

KEITH Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

KEITH keith with server partsfast.myrealdatal.net

i was chatting on the server side

Manish Singh accepted the chat transfer request.

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I wi

KEITH now i am coming from my local side

Manish Singh Hii Keith

KEITH i am logged off

Manish Singh Can I disconnect the old chat.

KEITH yes

Manish Singh We are running the update now.

Once the update will be completed, we will notify you over the email.

KEITH i ran updates several times over the weekend. updated several catagories , catagories

ok. how long best guess

Manish Singh Within 10 mins.

KEITH ok no worries

Manish Singh We will notify you over the email.

KEITH ok

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

KEITH no. good luck

Manish Singh You can try to access the server after 10 mins.

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

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

KEITH ok

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70824 Pamela Northcutt

Email: pnorthcutt@genesisfire.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Secs

City: FORNEY

State: Texas

Country: UNITED STATES

Chat Transcript

Pamela Northcutt	Hello, I am your Acebuddy
Acebuddy	Hello Pamela Northcutt, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Pamela Northcutt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pamela Northcutt	I'd like to report an Issue
Acebuddy	Please select an option!
Pamela Northcutt	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Pamela Northcutt	Earlier today we reset the password and now I cannot login with the new p;
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I
Pamela Northcutt	Earlier today we reset the password and now I cannot login with the new pa
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server nam
Pamela Northcutt	where do I find that information if I cannot get in
Anurag Sharma	Please share me the error
	Take the snapshot of the error.
	Are we still connected here?

*5:03:47 AMPamela Northcutt is sharing a file with you
[image.png](#) - (Size:20.22 KB)*

This is what I get when I enter the user name & Password

Pamela Northcutt	Hello??
Anurag Sharma	Could you please share me the CID?
Pamela Northcutt	WHERE DO IU FIND THAT!!!
Anurag Sharma	You can find that in your invoice.
Pamela Northcutt	Look this is the second time I have had to deal with this today. The account Protection. I do not have access to the invoice
Anurag Sharma	Okay

*5:06:57 AMAnurag Sharma is sharing a file with you
[image.png](#) - (Size:22.01 KB)*

Could you please confirm your username from here?

Pamela Northcutt	Pam Northcutt
Anurag Sharma	May I take the remote access of your local computer?
Pamela Northcutt	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important docu
Pamela Northcutt	There is nothing else open
Anurag Sharma	https://assist.acecloudhosting.com/join/9252462882
	Kindly paste this link in the browser of local computer and join the session.
Pamela Northcutt	I have done this now
Anurag Sharma	Please check again. Your screen is not visible to me.
	We are connected on the remote session and will proceed with the troubles

Pamela Northcutt	the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
Anurag Sharma	my keyboard is not typing the correct symbols. Can you enter Genesis25 w
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
Pamela Northcutt	That is all. Thank you for your help!
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable 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 conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acebuddy.com Thanks!
	Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70397 Varun Kathait

Email: varun@sundackcpa.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: FARMINGDALE
State: New York
Country: UNITED STATES

Chat Transcript

Varun Kathait	Hello, I am your Acebuddy
Acebuddy	Hello Varun Kathait, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Varun Kathait	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Varun Kathait	I'd like to raise a Request
Acebuddy	Please select your request type.
Varun Kathait	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue and we will connect you to our technicians who will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate request type.
Varun Kathait	Setback
Acebuddy	Please select your request type.
Varun Kathait	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly provide me with your Operating System
Varun Kathait	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the connection on your Windows PC
	Do you need any further assistance on the topic?
Varun Kathait	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
Varun Kathait	Hi tushar
Tushar Pharswan	Hello Varun.

Varun Kathait	We are adding sureprep to our tax software which is a cloud software, hwoe with ultratax
Tushar Pharswan	would you be able to assist and connect with our sure prep representative?
Varun Kathait	I will be surely assisting you with this. Kindly help me with your server nam
Tushar Pharswan	server is Sundack LLC and my username is VarunKATH, hwoever this needs all Ultratax users
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Could you kindly share your contact number so we can schedule a call at a with your preferred time zone?
	So that we can assist you with your sure prep representative.
Varun Kathait	631-499-9437 Easter
	eastern*
Tushar Pharswan	Kindly tell us the date and time to schedule the call.
	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-i (1-888-415-5240) if any further assistance is required.
	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 em conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my ma working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com).

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70488 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com ☎ +2207751010

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: KER BAKARY

State: Banjul

Country: GAMBIA

Chat Transcript

fady.hocheimy	Hello, I am your Acebuddy
Acebuddy	Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
fady.hocheimy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
Please chose an option :	
fady.hocheimy	I'd like to report an Issue
Acebuddy	Please select an option!
fady.hocheimy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
fady.hocheimy	save password
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 wi
fady.hocheimy	hi Manish
	how r u
Manish Singh	I am good, how are you doing today?

fady.hocheimy this is simple question: i forgot how to save my password so that i dont have to log into the RDP

i cannot find the setting

Manish Singh May I take the remote access of your local computer?

fady.hocheimy ok

Manish Singh <https://assist.acecloudhosting.com/join/6182537183>

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

We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the troubleshooting is completed, I will resume the chat and ask for your confirmation on this chat.

Is there anything else I may help you with ?

fady.hocheimy thanks for the help

taker care

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

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

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

I request you to kindly spare a moment to fill that out for me so that my team can review it and work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70716 Tova Somerwick

Email: tovas@israelrescue.org ☎ 16468337108

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: BERGENFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

Tova Somerwick Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Tova Somerwick Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71497 Cheryl Barksdale

Email: cheryl@metromechanical.co ☎ 17575257707

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: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

Cheryl Barksdale	Hello, I am your Acebuddy
Acebuddy	Hello Cheryl Barksdale, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cheryl Barksdale	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cheryl Barksdale	I'd like to report an Issue
Acebuddy	Please select an option!
Cheryl Barksdale	Password Reset
Acebuddy	Please select an option below
Cheryl Barksdale	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the user's password needs to be reset and we'll share an update once the request is received.
	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 require any further assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71441 kelly

Email: kellykoval@zoominternet.net  33066511511

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: YOUNGSTOWN

State: Ohio

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71639 Naresh Kumar Dhuna

Email: info@nkumarcpa.ca ☎ 15144432158

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: 27 Secs

City: VAUDREUIL-DORION

State: Quebec

Country: CANADA

Chat Transcript

Naresh Kumar Dhuna	Hello, I am your Acebuddy
Acebuddy	Hello Naresh Dhuna, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Naresh Kumar Dhuna	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Naresh Kumar Dhuna	I'd like to report an Issue
Acebuddy	Please select an option!
Naresh Kumar Dhuna	Password Reset
Acebuddy	Please select an option below
Naresh Kumar Dhuna	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your
	Do you need any further assistance on the topic?
Naresh Kumar Dhuna	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
Naresh Kumar Dhuna	Hi, I am trying to reset my password on the self service portal, but the records from my past emails the username is CID70663
Shashwat Verma	Hello I will surely help you with this issue. Kindly allow me two minutes to check the same.
Naresh Kumar Dhuna	sure!
Shashwat Verma	As per earlier ticket, you have raised request of user addition too. Do you have the access of the Myportal?
Naresh Kumar Dhuna	I used to have access, but Im trying to reset my password and the email or this is what I see An email describing how to reset your password/unlock your account has been sent to q0*****@ut***.com. im not sure whos email that is, is my account name good?
Shashwat Verma	Naresh, the screen you have shared on email is of selfacreditor User management is done from Myportal Let me show you on remote May I take the remote access of your local computer?
Naresh Kumar Dhuna	ohhh I think I found the other link
Shashwat Verma	Okay
Naresh Kumar Dhuna	sorry about that
Shashwat Verma	No problem Is there anything else I may help you with ?
Naresh Kumar Dhuna	no that is it thank you!
Shashwat Verma	It would be great if you could share your feedback after this chat ends. 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 with a summary of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can review it. It will help us improve our services. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com

Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71127 jend

Email: jend@taxproak.com ☎ 19077431040

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

jend Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jend Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

jend I'd like to report an Issue

Acebuddy	Please select an option!
jend	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
jend	an attempt was made to start the server cannot connect to ATX 2023
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
	I will surely help you with this issue.
jend	thx
Manish Singh	Kindly check now.
jend	ok stand by
Manish Singh	Sure, take your time.
	Are you able to access ATX 2023?
	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-call (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70789 Arron Forbes

Email: irzad.zamcorp@gmail.com **Phone:** 15926741503

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: NORTH EAST LA PENITENCE

State: Demeraramahaica

Country: GUYANA

Chat Transcript

Arron Forbes	Hello, I am your Acebuddy
Acebuddy	Hello Irzad.zamcorp, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Arron Forbes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Arron Forbes	I'd like to report an Issue
Acebuddy	Please select an option!
Arron Forbes	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Arron Forbes	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Arron Forbes	Restart
Acebuddy	Hello Irzad.zamcorp, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Arron Forbes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Arron Forbes	I'd like to report an Issue
Acebuddy	Please select an option!
Arron Forbes	Password Reset
Acebuddy	Please select an option below
Arron Forbes	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your

	Do you need any further assistance on the topic?
Arron Forbes	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
Arron Forbes	Hi I need urgent assistance with ticket 621579
Tushar Pharswan	Kindly allow me two minutes to check the same.
Arron Forbes	I've done password resets for Sandy Calumani and JorgeBir and I'm not get
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server nam
Arron Forbes	CID72328
Tushar Pharswan	I just checked Sandy Calumani was disabled due to inactivity I have reactiv
	May I take the remote access of your local computer?
	So that we can check for both users.
	Prior providing the access, I would suggest you to close any important docu
Arron Forbes	Oh I see. We were paying the monthly subscriptions though
	yes how would you like to access?
Tushar Pharswan	They are active in a way, but we disable them temporally for security reasc
	server for about 90 days.
Arron Forbes	ok
Tushar Pharswan	https://assist.acecloudhosting.com/join/1392712298
Arron Forbes	let me know how you would like access
Tushar Pharswan	Kindly Click on the link and open the downloaded file.
	We are connected now.
Arron Forbes	yes please proceed
Tushar Pharswan	Kindly try the new password for Sandy.
	Let's pause the chat session here.
	.
	As per our remote session.
	We were successful in getting you connected to the server.
	Is there anything else I may help you with ?
Arron Forbes	Hey Tushar

	thanks much
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Arron Forbes	that's it for now
Tushar Pharswan	You may end this chat now. Once you end this chat, you will receive an email conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudbilling.com .
	For self-help, check out our Knowledge Base (https://www.acecloudbilling.com).

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71152 donna

Email: donna@brkimcpa.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: CARROLLTON

State: Texas

Country: UNITED STATES

Chat Transcript

donna	Hello, I am your Acebuddy
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Acebuddy	Hello Donna, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
donna	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
donna	I'd like to report an Issue
Acebuddy	Please select an option!
donna	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
donna	Cannot connect to server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
donna	I cannot connect to the server. the error message shows that the server is
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I wi
	I will surely help you with this issue.
donna	hello
	i cannot connect to ther sercer
Manish Singh	Working on it
donna	okay thanks
	let mw know when you are done
Manish Singh	Sure
donna	how long time does it gonna take it?
Manish Singh	You are in the disconnected state Donna
	And the session is stuck
	We are trying to remove please wait.
donna	okay bc I need to get off 25 minutes later.
Manish Singh	I understand your concern, Please wait.
donna	Please hurry.
Manish Singh	Yes
	Need to reboot the server once.
	Rebooting the server in 5 mins

donna	okay. i will ask to my co-wokers soon. hold on hold on . I think i need to get off the office soon, too. maybe tomorrow. there is no point to ask get out of the server to all. Please fix it after 8:00pm tonight. they will be out all.
Manish Singh	Alright, we have noted your request and apologies for the situation caused
donna	yes. please.
Manish Singh	Is there anything else I may help you with ?
donna	thank you.

donna has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71309 Cheryl

Email: clientsupport@silversfs.com ☎ 7905922798

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Cheryl	Hello, I am your Acebuddy
Acebuddy	Hello Clientsupport, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Cheryl	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cheryl	I'd like to report an Issue
Acebuddy	Please select an option!
Cheryl	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Cheryl	My teams is not working . I cant make call and cant see calls coming in
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Aarush Aneja accepted the chat transfer request.</i>	
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wi
Cheryl	Hello Aarush
	My teams is not working. I cant see calls coming. I can only see missed call
	I am also not able to make calls
Aarush Aneja	We will surely assist you
	May I take the remote access of your local computer to assist you?
Cheryl	sure
Aarush Aneja	Prior providing the access, I would suggest you to close any important docu
Cheryl	Sure
Aarush Aneja	https://assist.acecloudhosting.com/join/4772202786
	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 troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
	We checked and found the chat got disconnected in between. We are also e
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Once you end this chat, you will receive an email from us regarding this co ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manager can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
Thanks!

Note: You may change/reset your server password on your own by registering at selfcare.acecloudhosting.com.

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

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70859 Ali Wynn

Email: ali.wynn@montesanogroup.com **Phone:** 18056981608

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: 14 Secs

City: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

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

	Ali Wynn	I'd like to report an Issue
	Acebuddy	Please select an option!
	Ali Wynn	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Ali Wynn	QuickBooks Update
	Acebuddy	Quickbooks update related alerts can be caused due to various reasons. All application updates at the backend and apply the necessary patches as an might get delayed due to unforeseen circumstances.
		If you're also getting an update popup, please grab a screenshot of the error and share it with us at support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.
		Do you need any further assistance on the topic?
	Ali Wynn	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 am here to help you.
		Hello Ali
	Ali Wynn	Hi! I'm having trouble opening QB
		<i>11:05:49 PM Ali Wynn is sharing a file with you</i> <u>image.png</u> - (Size:109.31 KB)
		<i>do you know if this will take awhile or if it's an error?</i>
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
		I will be surely assisting you with this. Kindly help me with your server name and IP address.
		Are we still connected here?
	Ali Wynn	yes sorry
		MontesanoGroup.myrealdatal.net
	Anurag Sharma	Thanks for the confirmation !
		Kindly allow me 3-4 minutes to check the same.
	Ali Wynn	ok thank you!
	Anurag Sharma	Ali as I can check there are pending updates in QB. I am updating the QB right now. Please don't login to the server for 30-45 minutes. I will send you an email once the update is completed.
		Is there anything else I may help you with ?

Ali Wynn	Ok thank you! Should I tell the other users not to log in as well?
Anurag Sharma	Yes, please login only after I will send you an email of completed task.
Ali Wynn	ok thank you!
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable 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 conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering at selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70552 will.okeefe

Email: will.okeefe@emailshutters.com ☎ 16185670384

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

will.okeefe	Hello, I am your Acebuddy
Acebuddy	Hello Will.okeefe, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
will.okeefe	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
will.okeefe	I'd like to report an Issue
Acebuddy	Please select an option!
will.okeefe	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
will.okeefe	Our microsoft excel app crashes everytime we try tpo use it on the remote
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. today.
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server nam
will.okeefe	houstonshutters.myrealdatal.net BrianJO
	but it is happening on all users
Shubham Kataria	Thank you for the information
	Could you please confirm if receiving any error message as well on excel
will.okeefe	no error messages. The excel file opens for about 30 seconds then crashes
Shubham Kataria	Kindly allow me two minutes to check the same.
will.okeefe	Thank you
	it's happening on all files too, not one specific one
Shubham Kataria	I will surely help you with this issue.
	Could you please ask all the users to log off from the server as we need to
will.okeefe	yes one moment
Shubham Kataria	Thank you for your understanding.
will.okeefe	

	ok i think everyone has logged off
Shubham Kataria	Thank you, I am initiating the repair
	Repair is in the progress, I will inform you once completed
will.okeefe	thank you!
Shubham Kataria	you're welcome
	Thank you for your patience.
	Could you please log on to the server and try to access Excel
will.okeefe	yes
	it is still crashing
Shubham Kataria	May I take the remote access of your server?
will.okeefe	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important docu
will.okeefe	done!
Shubham Kataria	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
	Thank you for your patience.
	As per our remote conversation, we have escalated your issue to the conce proactively working on it, once the issue resolved. we will inform you via er
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
will.okeefe	that is all for now
	i will await the updates on the excel question
Shubham Kataria	Sure, we will update you once completed
	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 em conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my ma working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com).

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70264 Carla Weiser

Email: jbarcllc@gmail.com ☎ 3073312453

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: WHEATLAND

State: Wyoming

Country: UNITED STATES

Chat Transcript

Carla Weiser Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Carla Weiser Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Carla Weiser I'd like to raise a Request

Acebuddy Please select your request type.

Carla Weiser Password Reset

Acebuddy Please select an option below

Carla Weiser	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your Do you need any further assistance on the topic?
Carla Weiser	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 wi
Carla Weiser	Hi Manish! I'm the admin for our account and one of our users (GeniaV) has server for awhile and when she tried today it wouln't let her. I tried logging into her selfecare portal and doing forgot password but said
Manish Singh	I will surely help you with this issue.
Carla Weiser	thank you
Manish Singh	Kindly allow me two minutes to check the same. May I take the remote access of GeniaV local computer?
Carla Weiser	yes
Manish Singh	Prior providing the access, I would suggest you to close any important docu
Carla Weiser	she and her local machine are sitting next to me but it's not this machine is that ok?
Manish Singh	https://assist.acecloudhosting.com/join/4662009363
Carla Weiser	She is connecting no now*
Manish Singh	Sure, take your time.
Carla Weiser	are you able to see her machine?
Manish Singh	No, you have to provide permissions first as it is a MAC.
Carla Weiser	shes doing that part now I think we are almost there
Manish Singh	Sure
Carla Weiser	ok i think we got the permissions fixed
Manish Singh	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
Carla Weiser	Do you need her to put in the PW she originally had?
Manish Singh	Yes (Edited)

Carla Weiser Do you need us to do anything? Sorry she is not able to see the chat screen

Manish Singh No, we are working on it

Kindly give us 4-5 minutes.

Carla Weiser ok

Manish Singh Kindly check now.

Carla Weiser ok

Ok that got her in!! Thank you!!

are we good to end the session?

Manish Singh Yes!

Is there anything else I may help you with ?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate (1-888-415-5240) if any further assistance is required.

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71413 megan

Email: megan@martinenterprisesheatingandac.com  8474381203

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: BARRINGTON

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?
megan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
megan	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 Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. help you with resolving the issue
	Was that helpful?
megan	No
Acebuddy	No issues, please wait while I connect you to one our support engineers wh
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I v
megan	Hello, Quickbook's won't open.
Sharath Kumar	Helo Megan, could you please let me know the server name that you are si
megan	Martin_2
Sharath Kumar	allow me one moment
	I am signing into the server
	let me take over your remote session and see why QuickBooks won't open
megan	Okay.
Sharath Kumar	am requesting for a remote session, please make sure to close out anything
	Hello Megan, could you please try signing in now.
megan	All is good, thank you.

Sharath Kumar	Is this something that happens very often?
megan	It was happening a lot but it's been pretty good for awhile.
Sharath Kumar	if yes, I would like to show you a couple of workarounds to resolve this issue
megan	Sure.
Sharath Kumar	The first option would be the QB reset option just click on the unfreeze QB and will close out any ongoing QB session for In case, that doesn't work, go to task manager and right click on QB and then you will need to do this for QB connector or any open sessions that you see for I hope it was helpful. do you need assistance with anything else?
megan	I'll try that next time.
	Thank you.
Sharath Kumar	My Pleasure, am closing out the remote session You may end this chat now. Once you end this chat, you will receive an email confirmation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my manager can review it. If you have any further questions or concerns while working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering for a self-care account at https://selfcare.acecloudhosting.com . For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70692 Jean Hu

Email: jea.hu@sntreacom

Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 1 Sec
City: OXNARD
State: California
Country: UNITED STATES

Chat Transcript

Jean Hu	Hello, I am your Acebuddy
Acebuddy	Hello Jean Hu, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jean Hu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jean Hu	I'd like to report an Issue
Acebuddy	Please select an option!
Jean Hu	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Jean Hu	Not able to connect to Remote Desktop. Pages get stuck and unable to enter. Stuck on blue screen.
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
	I am same working on the issue with Anthony.
Jean	
	Kindly try to access now.
Jean Hu	I'm able to enter the verification code. Page seems to be frozen. The timer
	I'm unable*
	now it's disconnected
Manish Singh	Alright, Anthony is able to login now.

	try on your side again.
	Are you able to login? Jean
	Are we still connected here?
Jean Hu	yes
	it works now
	thank you
Manish Singh	Great!
	Is there anything else I may help you with ?
Jean Hu	no that's it
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudbhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudbhosting.com/knowledge-base).
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71289 duane

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

Department: Support(QB & App Hosting)

Operator: Vignesh Arul

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: NORTH MYRTLE BEACH

State: North Carolina

Country: UNITED STATES

Chat Transcript

duane	Hello, I am your Acebuddy
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
duane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
duane	I'd like to report an Issue
Acebuddy	Please select an option!
duane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
duane	this issue hasn't been resolved, it's preventing 3 employees from completir Number is: 627248 Expect to hear from one of our technical engineers with
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
	Kindly allow me two minutes to check the same.
duane	ok
Tushar Pharswan	I'm currently checking the server as we speak thank you for waiting. (Edite
duane	had the same issue in 2024 July-took a few tries to get the program to upd; atx 2022 & atx 2023 payroll
Tushar Pharswan	We will update it, Kindly ask the user of CarterCPAATX2 to login to server a server by accepting the prompt I will send.
duane	ok, give me a couple of mins
Tushar Pharswan	The user amanda is logged in so have sent the remote access prompt.

	Prior providing the access, I would suggest you to close any important doc end.
duane	i don't see your request-where is it visible?
Tushar Pharswan	I will send again.
	Kindly look at the server end of CarterCPAATX2]
	I'm connected now.
duane	trying to close Quickbooks
Tushar Pharswan	Okay.
duane	I see your message
Tushar Pharswan	Is this the correct version that needs to be updated?
duane	yes it is
Tushar Pharswan	Kindly login.
duane	it's going to require an authentication so give me a min to launch the app
Tushar Pharswan	Sure, please take your time
duane	assume it's running in the background? don't see anything on monitor
Tushar Pharswan	Kindly try to login again.
duane	are you in control now
Tushar Pharswan	Yes.
	Let me reboot the server and try again after that.
duane	this is the message receiving each time-it's a loop
Tushar Pharswan	Also kindly give me access again after that.]
duane	ok- will my remote connection close?
Tushar Pharswan	From where you have initiated this chat session.
duane	ok to go back
Tushar Pharswan	Kindly log back in.
duane	in process-takes a long time to connect
	almost reconnected
	connected
	ready when you are
Tushar Pharswan	Kindly accept the prompt.
duane	do you know about the atx database reset?
Tushar Pharswan	No. This is application specific.

	Its updated.
	Kindly ask CarterCPAATX3 to login to server as well.
duane	it will take some time to get to that one-can we go atx1 next
Tushar Pharswan	You can now update your ATX on your own once it is completed kindly let u
duane	ok, thanks
Tushar Pharswan	Is there anything else I may help you with ?
duane	can you give 2 mins to confirm atx1 is updating
	it's not updating, can you remote into it?
Tushar Pharswan	okay.
duane	my server name is cartercpaatx1.myrealdatal.net
	are we still connected
Tushar Pharswan	Yes, I was setting up the server access for the update process.
duane	ok, thank you
Tushar Pharswan	From where have you initiated this chat session?? (Edited)
	Local end or server end?
duane	local
	can reboot without losing chat
Tushar Pharswan	let's try to work without reboot this time.
	kindly give me access on server. (Edited)
	Also, if you have initiated the chat from local this chat session will not get l
	We will have to reboot the server here to proceed further. (Edited)
duane	ok, do i need to close quickbooks
Tushar Pharswan	yes, save your work.
duane	ok, doing it now
	i also get a message saying QB needs to be updated-can you grant me acc
Tushar Pharswan	It will let you update after the server reboot.
	for now, it will prompt an error message at the end if you try to update it no
duane	ok, ready to reboot server
Tushar Pharswan	Okay
	Kindly log in now.
duane	ok, takes a minute
Tushar Pharswan	Sure, please take your time

duane	ok, it's up
Tushar Pharswan	Kindly accept the prompt.
duane	u should be in
Tushar Pharswan	Yes, I'm connected.
	Kindly login to payroll as ell.
	It is updated successfully.
duane	ok, atx payroll is working-I saw the quickbooks error message-do I need to update?
Tushar Pharswan	just run the update.
	As QuickBooks will take time to update till then I will be transferring this ch regarding this whole matter.
	<i>Tushar Pharswan is transferring the chat to Vignesh Arul.</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
duane	ok, thanks for the help
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I wil
	Duane. May I please know if there is anything else we may help you with ?
duane	are you remoted into the server? I'm having trouble updating my QB file
Vignesh Arul	Let me have a look at this.
	Kindly allow me few minutes to check the same.
duane	thanks
Vignesh Arul	Really appreciate your patience here.
duane	ok thanks
	i'm out
Vignesh Arul	Just to update you it is still in progress.
duane	ok-thanks
Vignesh Arul	As we haven't got any response from your end, We are closing this chat. If Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71137 Fenil Shah

Email: tax@sktaxaddison.com ☎ 8473508121

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Fenil Shah Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Fenil Shah I'd like to report an Issue

Acebuddy Please select an option!

Fenil Shah Other Issue

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

Fenil Shah my payroll atx server is not working

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. today.

Fenil Shah	I will be surely assisting you with this. Kindly help me with your server name and user name.
Shubham Kataria	please solv my issu in payroll atx server
Fenil Shah	I will surely assist you with this. Kindly provide your server name and user name.
Shubham Kataria	SKtax4 is my server name and user name is vrushang
Fenil Shah	thank you for the information. Please allow me two minutes to check the same.
Shubham Kataria	Kindly confirm if you're unable to access the server or just unable to launch applications
Fenil Shah	okk
Shubham Kataria	May I take the remote access of your local computer to check the issue.
	Are we still connected here?
	Are we still connected here?
	As you are disconnecting from the chat, we are ending the chat now. You may call us at (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70964 Sunita Karamchandani

Email: sunita@skcpallc.com **Phone:** 14198823599

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: SYLVANIA

State: Ohio

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70591 sabino

Email: sabino@kevinbarry.com ☎ 8184471400

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: SYLMAR

State: California

Country: UNITED STATES

Chat Transcript

sabino	Hello, I am your Acebuddy
Acebuddy	

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70592 sabino

Email: sabino@kevinbarry.com ☎ 8184471400

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: SYLMAR

State: California

Country: UNITED STATES

Chat Transcript

sabino	Hello, I am your Acebuddy
Acebuddy	Hello Sabino, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sabino	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sabino	I'd like to raise a Request
Acebuddy	Please select your request type.
sabino	Password Reset
Acebuddy	Please select an option below
sabino	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the user's password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
sabino	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70256 docs

Email: docs@qsteels.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

docs	Hello, I am your Acebuddy
Acebuddy	Hello Rabiya Shafiq, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
docs	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
docs	I'd like to report an Issue
Acebuddy	Please select an option!
docs	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
docs	My ticket ID is 615432
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 happy to help you with your issue.
docs	Hello
Manish Singh	Hii Rabiya
	I will surely help you with this issue.
	<i>8:26:32 PMdocs is sharing a file with you</i>
	<i><u>image.png</u> - (Size:43.34 MB)</i>
	<i>I am facing this issue. I do have the google authenticator app installed on my phone.</i>
	May I take the remote access of your local computer?
docs	sure
Manish Singh	https://assist.acecloudhosting.com/join/2152357500
	Prior providing the access, I would suggest you to close any important documents.

docs	I am trying to click on agree and download
	but it just keeps loading
Manish Singh	It will take some time, Rabiya
docs	Okay it downloaded
Manish Singh	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
docs	okay
Manish Singh	Is there anything else I may help you with ?
docs	No that's it
	Thank you
Manish Singh	It would be great if you could share your feedback after this chat ends. Tha
	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 emai conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my ma working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70906 Merry McCleary

Email: kendra.apelt@avisystems.com  14049159857

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Secs

City: CARVER

State: Minnesota

Country: UNITED STATES

Chat Transcript

Merry McCleary	Hello, I am your Acebuddy
Acebuddy	Hello Kendra Apelt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Merry McCleary	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Merry McCleary	I'd like to report an Issue
Acebuddy	Please select an option!
Merry McCleary	Password Reset
Acebuddy	Please select an option below
Merry McCleary	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your
	Do you need any further assistance on the topic?
Merry McCleary	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wi
Merry McCleary	Hi Aarush. The person who has the login for the portal is no longer with AVI AVI email and trying to reset the password but we end up in a loop of reset requiring a verification code again. Can we get the primary user for the por
Aarush Aneja	May I know you wish to reset the password for the myportal login? myportal.acecloudhosting.com
Merry McCleary	yes, we are trying to reset the password and when we do it doesn't seem to

	us to get a new verification code.
Aarush Aneja	The myportal credentials are managed by our Billing team. They may assist you with this issue.
Merry McCleary	okay, do I need to restart a chat with the billing team?
Aarush Aneja	Actually, the chat window for the Billing team starts at 9 PM IST (after 1 hour). You can raise a chat ticket to their team to assist you with this issue (Edited)
Merry McCleary	Thank you!
Aarush Aneja	Kindly help us with the best number to reach you so that they can contact you.
Merry McCleary	1-952-905-7973
Aarush Aneja	Thank you for the details. I am forwarding the the details to the Billing team further (Edited)
Merry McCleary	Thank you.
Aarush Aneja	Welcome (Edited)
	Kendra, Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	We checked and found you disconnected the chat session. We are also disconnected.
	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 confirmation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering with us (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
	<i>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70239 Rhesa Guillory

Email: rhesa@askloral.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: CARSON CITY

State: Nevada

Country: UNITED STATES

Chat Transcript

Rhesa Guillory Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Rhesa Guillory Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Rhesa Guillory 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
Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70628 John Bove

Email: it@fixyourtaxproblem.com ☎ 114157064442

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: CONCORD

State: California

Country: UNITED STATES

Chat Transcript -----

John Bove Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

John Bove Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

John Bove I'd like to report an Issue

Acebuddy Please select an option!

John Bove Other Issue

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

5:26:19 AM John Bove is sharing a file with you

[1_image.png](#) - (Size:2.78 KB)

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

John Bove existing ticket number 604278

Manish Singh accepted the chat transfer request.

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I wi

John Bove Hi Manish i was working with Anush is he available?

Sorry Ayush

Manish Singh He has made the required changes.

John Bove we need more changes

Manish Singh Kindly log back in and let us know if the issue is resolved.

John Bove i haven't even told you what changes we need
we have new requests

5:30:19 AM Manish Singh is sharing a file with you
[image.png](#) - (Size:31.48 KB)

Manish Singh He has emailed you regarding the matter.

John Bove that part is working fine...like i said, we have new requests

Manish Singh Kindly email on the same ticket we will proceed with the request according

John Bove yes but we need this done right now, we cannot wait for tomorrow

Manish Singh You need us to disable the firewall?

John Bove yes, and we need to be able to launch and make changes to SQL Configuration
we need to be able to disable the firewall and make changes to its configuration
Goldmine application work

Manish Singh As this is security related John, kindly email us so that we can proceed with

John Bove ok i sent the email, i will hold here while you check

Manish Singh Would you like us to call you regarding the changes in configuration, one of
you regarding the matter.

John Bove yes please call me at 925-864-5926

Manish Singh Sure, let me arrange a callback accordingly.

Is there anything else I may help you with ?

John Bove that's it ...what is the eta for the call?

Manish Singh Around 1 hour.

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

John Bove 1 hour is ok

sooner the better

Manish Singh Alright! John, we have noted your request.

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

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71569 Jenny

Email: tax@mkservices.llc

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: 47 Secs

City: PANAMA CITY BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Jenny Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jenny Sales & Solutions

Acebuddy Please wait while we connect you to one of our Sales Representative.

Acebuddy (bot) forwarded the chat request

Rishabh Gogia accepted the chat transfer request.

Rishabh Gogia Hello!

Jenny Hi. I have a ticket. ID 630781. I am needing to set my password for ATX 201

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

Manish Singh accepted the chat transfer request.

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I wi

I will surely help you with this issue.

Jenny thank you

Manish Singh We only manage your Server password, The user password of ATX will be handled by ATX support. Admin password is to be handled by ATX support.

Jenny ok. thank you for your time.

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

Jenny no thank you

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

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

I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71595 Robert Zeigen

Email: rzeigen@szcpa.tax  15613920620

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: LAKE WORTH
State: Florida
Country: UNITED STATES

Chat Transcript

Robert Zeigen	Hello, I am your Acebuddy
Acebuddy	Hello Robert Zeigen, 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 Kindly re-initiate the chat.	

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71459 Rosangela Strapasson
Email: rosangela@wiseinsight-acc.com 15614043549
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Mins 11 Secs
City: BOCA RATON
State: Florida
Country: UNITED STATES

Chat Transcript

Rosangela Strapasson	Hello, I am your Acebuddy
Acebuddy	Hello Rosangela Strapasson, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Rosangela Strapasson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rosangela Strapasson	I'd like to raise a Request
Acebuddy	Please select your request type.
Rosangela Strapasson	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue you are facing. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option:
Rosangela Strapasson	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Rosangela Strapasson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Rosangela Strapasson	Setback
Acebuddy	Please select an option!
Rosangela Strapasson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Rosangela Strapasson	I can't to access the Ace Cloud software
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Rosangela Strapasson	Hello
Sharath Kumar	What is the server name and user account that you are signing in with?

Rosangela Strapasson	I'm Rosangela and I am new here
Sharath Kumar	Hi Rosangela, could you share a screenshot of the error message you received from your server
Rosangela Strapasson	WISC.myrealdata.net
Sharath Kumar	alright, thank you for that info. Let me quickly check your account bear with me for a moment
Rosangela Strapasson	Its not giving an error, maybe I don't know how to use it
Sharath Kumar	no worries, let me help you with that.
Rosangela Strapasson	Thank you I did the configuration But, I don't know how to use it My computer isn't good Maybe can be it The system isn't open
Sharath Kumar	I see that WISC was recently onboarded to ACE There is a separate team that handles new client. let me quickly get you connected to the appropriate team
Rosangela Strapasson	ok Thank you
<i>Sharath Kumar is transferring the chat to Onboarding.</i>	
Sharath Kumar	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 by calling us at (1-888-415-5240) if any further assistance is required.
	You may end this chat now. Once you end this chat, you will receive an email confirmation of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering for a self-care account at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70345 REBECCA HARDY

Email: rebecca@trelfalabs.com  19784172525

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: SALISBURY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

REBECCA HARDY Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

REBECCA HARDY Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

REBECCA HARDY I'd like to raise a Request

Acebuddy Please select your request type.

REBECCA HARDY Other Request

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

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71192 Amy Lofgren

Email: amy@thebeaconadvisors.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 31 Secs

City: MARION

State: Connecticut

Country: UNITED STATES

Chat Transcript

Amy Lofgren Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Amy Lofgren Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Amy Lofgren I'd like to raise a Request

Acebuddy Please select your request type.

Amy Lofgren

Restart

Acebuddy

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

Whom Would You Like to Connect With?

Amy Lofgren

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Amy Lofgren

I'd like to report an Issue

Acebuddy

Please select an option!

Amy Lofgren

Other Issue

Acebuddy

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

Amy Lofgren

need log in credentials for microsoft for new laptop

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma

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

Hello Amy

Amy Lofgren

Hi!

Anurag Sharma

I will be surely assisting you with this. Kindly help me with your server nam

Amy Lofgren

just a minute while I get that info

Anurag Sharma

Sure, please take your time

Are we still connected here?

Are we still connected here?

Amy Lofgren

hi I am sorry I am all set our server is not set up just yet.

Anurag Sharma

I will be surely assisting you with this. Kindly help me with your server nam

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-i
(1-888-415-5240) if any further assistance is required.

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71314 ANDREW LEWIS KLEIN

Email: burro7777@aol.com **Phone:** 15034903553

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

ANDREW LEWIS
KLEIN Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ANDREW LEWIS
KLEIN Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ANDREW LEWIS
KLEIN I'd like to report an Issue

Acebuddy Please select an option!

ANDREW LEWIS
KLEIN QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

ANDREW LEWIS
KLEIN QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks company file.

	help you with resolving the issue
	Was that helpful?
ANDREW LEWIS KLEIN	No
Acebuddy	No issues, please wait while I connect you to one our support engineers wh
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
ANDREW LEWIS KLEIN	Hi Tushar
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server nam
	Hi Andy.
ANDREW LEWIS KLEIN	AndrewKI.NENT1
	QBNXTENT1.myrealdata.net
Tushar Pharswan	Kindly allow me two minutes to check the same till then if you have any sc other details you want to share with me regarding the issue kindly share.
ANDREW LEWIS KLEIN	no screenshot. One of our QB files won't open.
	Maybe because its not in the Client Data folder?
	I can place it in the folder if you recommend
	I cannot open the folder to see what files are in there
	I never moved it out of the folder
	But I can see it on the desktop
Tushar Pharswan	Okay.
	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important docu
ANDREW LEWIS KLEIN	yes. done
Tushar Pharswan	We are connected.
	Are other company file opening?
ANDREW LEWIS KLEIN	I think so
Tushar Pharswan	Let's try to open another one to check.
ANDREW LEWIS KLEIN	We can try to open another company file
Tushar Pharswan	Kindly try to open any other company file.

ANDREW LEWIS
KLEIN

It works with a different file

Tushar Pharswan

This is the one that is not opening?

ANDREW LEWIS
KLEIN

Let's try to repair the file from file doctor.

Tushar Pharswan

I don't know if its the one on the desktop or if its in the client data folder

ANDREW LEWIS
KLEIN

Andy, please allow me 2 minutes to check the issue.

ok

Tushar Pharswan

It is working now.

Is there anything else I may help you with ?

ANDREW LEWIS
KLEIN

May be missing data

Let me check

Tushar Pharswan

Sure, please take your time

ANDREW LEWIS
KLEIN

It's good. Thank you!

Tushar Pharswan

Great.

Kindly share your feedback by clicking the smiley icons at the end of this c

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

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

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

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

ANDREW LEWIS
KLEIN

ok

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71046 Maria Echeverri

Email: maria.echeverri@onfloor.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: TULSA

State: Oklahoma

Country: UNITED STATES

Chat Transcript

Maria Echeverri Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Maria Echeverri Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Maria Echeverri Setback

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

Whom Would You Like to Connect With?

Maria Echeverri Sales & Solutions

Acebuddy Please wait while we connect you to one of our Sales Representative.

Acebuddy (bot) forwarded the chat request

Rishabh Gogia accepted the chat transfer request.

Rishabh Gogia Hello Maria!

How are you doing today?

Maria Echeverri

I'm good, how are you?

Rishabh Gogia

Doing well, thank you for asking!

How can I help you today?

Maria, are we connected?

Maria Echeverri

Yes, I have been set up for Ace cloud with credentials from my organization
download it.

Rishabh Gogia

Okay, stay connected. Let me transfer you to our technical support team to

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

Sharath Kumar accepted the chat transfer request.

Sharath Kumar

Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I v

Hi Maria, could you please confirm me your company name

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-i
(1-888-415-5240) if any further assistance is required.

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

Sharath Kumar has ended this chat session

Chat Transcript

Having trouble changing a password for one of
ElizabethAR

Visitor Details

#71030 dilanglais

Email: dilanglais@gmail.com ☎ 9787667342

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 24 Secs

City: SALISBURY

State: Massachusetts
Country: UNITED STATES

Chat Transcript

dilanglais	Having trouble changing a password for one of my users. ElizabethAR
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you
	Hi Dilanglais, let me transfer you to support, they'll be able to assist yo

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

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh today.
dilanglais	I need help with a password for ElizabethAR, one of my users
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.
	Also, the registered email for your account with us is : dilanglais@gmail.com
	Is there anything else I may help you with ?
dilanglais	sent
Manish Singh	We will share the password over the email.
dilanglais	Do you assist with OneDrive?
Manish Singh	Let me transfer you to our engineer regarding the matter.

Manish Singh is transferring the chat to Sharath Kumar.

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Could you please let me know more about your One Drive issue?
dilanglais	I have purchased 2 new computers. Ace Cloud has been updated on both computers and now they are up to date with latest file data.
Sharath Kumar	Understood. Is it only on these 2 new computers? Could you confirm if OneDrive online is showing the data up to date
dilanglais	Unfortunately I need to change the password on an old computer first. Could you please ask the support staff to email me back.
Sharath Kumar	Ok, if you could let me know the ticket number I can look into it and have the support person work on this
dilanglais	

	624250
Sharath Kumar	allow me a couple of minutes
dilanglais	Thank
Sharath Kumar	my colleague's working on it, he will be sharing the new password with
dilanglais	Thanks
	They just disabled ElizabethAR
Sharath Kumar	that is strange
dilanglais	I'm trying it through another3
Sharath Kumar	The user account ElizabethAR was in a restricted mode due to inactivit
	we have just enabled the account once again
dilanglais	I've been using it right along
	I used Lennyl, but that didnt have an updated onedrive.
Sharath Kumar	let me connect to Lennyl and check the one drive settings
	Prior providing the access, I would suggest you to close any important end.
dilanglais	ok
	done
Sharath Kumar	I am getting an error that the account lennyl is already being shadowed
dilanglais	you are trying to access remote to the ElizabethAR computer
	all 3 computers are closed. I have Diane ML, Lennyl, and ElizabethAR
Sharath Kumar	the software won't let me remote into Lennyl for some reason, could you sign back in?
	let me know if I can take any other computer on remote
dilanglais	the only one open is DianeML. I close that too. All set
Sharath Kumar	DianeML is also logged out
dilanglais	yes
Sharath Kumar	I am the only one who is active on the server currently
dilanglais	yes
Sharath Kumar	try signing back in with any of the accounts that you have
	I'll remote in and check the One Drive settings
	I see Diane's account now, remoting in
dilanglais	I'm signed itnto DianeML
Sharath Kumar	

thank you

Hello Diane, am unable to type on the notepad file anymore

could you let me know if you need any further assistance?

As there was no response, we are disconnecting the chat now. You may call us at (1-888-415-5240) if any further assistance is required.

Sharath Kumar has ended this chat session