

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #70719 Thomas Sherman

**Email:** tsherman@stikleyconsulting.com  18327300003

**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:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello!

## Visitor Details

### #70340 Dustin

**Email:** dustin@davcreekmedia.com ☎ 00000000000000000000000000000000

**Department:** Support(QB & App Hosting)

**Operator:** Manish Singh

**Website:** <https://www.acecloudhosting.com/quickbooks-hosting/>

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** CONWAY

**State:** Arkansas

**Country:** UNITED STATES

## Chat Transcript

Dustin

Hello!

Akash Majumdar

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

Let me transfer you to the technical team for this.

*Akash Majumdar is transferring the chat to Support(QB & App Hosting).*

Dustin

I am currently trying to download ACE cloud hosting on my IMac laptop, I'm currently using it on my desktop but I need to start. I only use it for Quickbooks.

*Manish Singh accepted the chat transfer request.*

Manish Singh

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

Dustin

I am currently trying to download ACE cloud hosting on my IMac laptop, I'm currently using it on my desktop but I need to start. I only use it for Quickbooks.

Manish Singh

Are you not able to access RDP from your MAC?

Dustin

I don't have that downloaded, I am not sure what our server name is.

Manish Singh

May I know your Business name?

Dustin

Dave Creek Media

Manish Singh

Kindly allow me two minutes to check the same.

*May I take the remote access of your local computer?*

Dustin	Yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/2062845831">https://assist.acecloudhosting.com/join/2062845831</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	As you will follow up again.
	Is there anything else I may help you with ?
Dustin	That
	That is all, thanks!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> ) For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70330 Krystal Lee

**Email:** krystal.lee@la.gov  2253421047

**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:** 16 Secs

**City:** BARKSDALE AFB

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

Krystal Lee	Hello, I am your Acebuddy
Acebuddy	Hello Krystal Lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Krystal Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Krystal Lee	I'd like to raise a Request
Acebuddy	Please select your request type.
Krystal Lee	Password Reset
Acebuddy	Please select an option below
Krystal Lee	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?
Krystal Lee	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. I will be assisting you today.
Krystal Lee	Hello..I am unable to sign into to the hosting site to access our Quickbooks application. I am also unable to sign into self c
	My information is below: KrystalLee and company name is Divisionof Admin
Tushar Pharswan	Kindly allow me two minutes to check the details.
Krystal Lee	Thank you.
Tushar Pharswan	Thank you for waiting as I can see your account is disabled due to inactivity.
	I will reactivate it soon.
Krystal Lee	Thank you!
Tushar Pharswan	Thank you for waitng.
	Kindly try to login with your old credentials once.

Krystal Lee	I'm sorry, but I don't know my last password.
Tushar Pharswan	Kindly ask Kerri Traxler to reset your password thorough MyPortal or email us at support@acecloudhosting.com to reset your password.
Krystal Lee	I will send an email to support and Kerri...Is there a ticket number I can reference?
Tushar Pharswan	A new ticket will get generated and once this chat ends, we will merge this chat session transcript as well with that new ticket.
	Is there anything else I may help you with ?
Krystal Lee	is this the correct email: support@acecloudhosting.com?
Tushar Pharswan	support@acecloudhosting.com
	yes, its correct.
	Is there anything else I may help you with ?
Krystal Lee	No, that is all..thank you.
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.
	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 ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70454 Nathan Urry

**Email:** techs@cr-t.com **Phone:** 13853251678

**Department:** Support(QB & App Hosting)

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

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

*Yash Kalra accepted the chat transfer request.*

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Nathan Urry	please send link for a video call right now
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.  Kindly allow me two minutes to check the issue.
Nathan Urry	i need a response asap  i have spent 15 hours now on quickbooks issues this week  i need a video call this instant  right now  i have been on the phone with quickbooks for 4.5 hours today and they need to talk to you  right now  video link  right now
Yash Kalra	Nathan don't worry I am here to help you out please allow me some time while I check the issue with team, and I will surely get back to you.  Nathan, I've noted the issue. As soon as this chat ends, our team will send you the video call link. (Edited)  Is there anything else I may help you with ?
Nathan Urry	no you were too slow  UGGGHHHHH  you didn't even understand what I wanted
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Yash Kalra has ended this chat session*

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## Chat Transcript

## Visitor Details

### #70528 John Lupo

**Email:** johnlupoprop@gmail.com ☎ 13109262009

**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

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

John Lupo Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

John Lupo Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

John Lupo I'd like to report an Issue

Acebuddy Please select an option!

John Lupo Other Issue

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

John Lupo remote desktop gateway servers certificate

Acebuddy Please wait while we connect you to a 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. I will be assisting you today.

We deeply apologize for the inconvenience caused to you. We need to inform you that this is an ongoing issue at the back resolve this issue as soon as possible. As soon as we have the resolution, we will update you over the email.

John Lupo ok thank you

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

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

John Lupo I will check back tomorrow morning as it is after 8pm pacific time. thanks

Shashwat Verma Sure John.

*Shashwat Verma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71389 jend**

**Email:** jend@taxproak.com  19077431040

**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:** 22 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

jend Hello, I am your Acebuddy

Acebuddy Hello Jen Desroches, 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 support representative!
jend	cant connect to the server to open atx 2023
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Jend
jend	hi anurag cannot connect to server to open atx 23
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
jend	Jen Desroches
	Tax Professionals of Alaska
Anurag Sharma	Thanks for the confirmation !
	I have restarted the services from the backend.
	Kindly check if the issue is now resolved.
jend	standby
Anurag Sharma	As I can check, you reported with the same kind of issue earlier as well. As it has become an re-occurring issue for you. I \ team can work on the issue to resolve it completely.
	Please confirm if the issue is resolved for now?
	Are we still connected here?
jend	hi i just had to take a call
	sstanding
Anurag Sharma	Okay, please check and confirm if the issue is resolved.
jend	yes it is resolved for today, but why does it keep happening?
Anurag Sharma	The services of the application is stopping on its own.
jend	so is there a permanent solution?
Anurag Sharma	I am going to escalate this issue to our escalation team. They will help you out with the issue.

jend	ok thank you, i enjoy working with you every day, but im sure you have more important stuff to do, as do i..... lol
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Just to make your work smooth till our escalation team will provide you the permanent solution.
jend	ok thanks again that should do for today i hope.
Anurag Sharma	I can do one thing, After this chat I will send you an email. You can just revert back to that email with an approval from the server.
jend	chat ya later
	ok, i thank you
Anurag Sharma	You can just reboot the server then on your own. It will make you independent.
	shutdown -r -t 0
	This is the command you can use in Run to reboot the server.
jend	ahh ok...
Anurag Sharma	Okay, I will inform you regarding this on email.
	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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
jend	Thanks again

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70499 abuonpane**

**Email:** abuonpane@gmail.com  9085079240

**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:** 17 Secs

**City:** FT MYERS

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

abuonpane	Hello, I am your Acebuddy
Acebuddy	Hello Anthony Buonpane, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
abuonpane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
abuonpane	I'd like to report an Issue
Acebuddy	Please select an option!
abuonpane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>11:21:58 PM abuonpane is sharing a file with you <u>1_image_3.png</u> - ( Size:30.76 KB )</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
abuonpane	AnthonyBuo Acct ID CID65289
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
abuonpane	AnthonyBu Acct ID CID65289
	Hi, I can't login
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me 2-3 minutes to check the same.
abuonpane	It's ok now?
Anurag Sharma	I am checking. Please allow me 2-3 minutes.

abuonpane	Short term glitch?
Anurag Sharma	I am figuring out that. Please stay connected.
abuonpane	ok
Anurag Sharma	Please stay connected. I am working on your issue.
abuonpane	ok
Anurag Sharma	Anthony I have fixed the issue from the backend.  Please log off the server once and login back again.  Please login to the server now.
abuonpane	ok  both ok
Anurag Sharma	And let me know if the issue is now resolved.
abuonpane	all good, thanks
Anurag Sharma	Thanks for the confirmation !  Is there anything else I may help you with ?
abuonpane	No, thanks
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #70373 Kara StOnge

**Email:** kstonge@ipowerne.com  4133620972

**Department:** Support(QB & App Hosting)

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** AGAWAM

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Kara StOnge	Hello, I am your Acebuddy
Acebuddy	Hello Kara Stonge, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kara StOnge	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kara StOnge	I'd like to report an Issue
Acebuddy	Please select an option!
Kara StOnge	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kara StOnge	I am trying to Mirror my files on my desktop to the server
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. I will be assisting you today.
Kara StOnge	Hi Shubham!
Shubham Kataria	Hello Kara
	Good Day
Kara StOnge	I have previously moved to a new laptop and on my old one, I was able to create a shortcut to my desktop and the file wo reason, I'm having trouble setting that up on this laptop.

	so instead, i'm having to work off of the server and copying/pasting the updated document to the server. it's such a pain :
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kara StOnge	thank you so much!
	my server name is KaraSt1
Shubham Kataria	thank you for the information.
	May I take the remote access of your local computer?
Kara StOnge	yes :)
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Kara StOnge	all set!
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/2182652611">https://assist.acecloudhosting.com/join/2182652611</a>
	Kindly join this link
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	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

**#71450 Brandon Heist**

**Email:** brandon@mxfpsf.com

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Brandon Heist	Hello, I am your Acebuddy
Acebuddy	Hello Brandon Heist, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brandon Heist	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brandon Heist	I'd like to raise a Request
Acebuddy	Please select your request type.
Brandon Heist	Password Reset
Acebuddy	Please select an option below
Brandon Heist	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70120 Tiffany Seiler**

**Email:** tiffany@seilerexc.com **Phone:** 16184667096

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Tiffany Seiler	Hello, I am your Acebuddy
Acebuddy	Hello Tiffany Seiler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tiffany Seiler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tiffany Seiler	I'd like to report an Issue
Acebuddy	Please select an option!
Tiffany Seiler	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Tiffany Seiler	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #71290 Jim Kellames

**Email:** jim@jkservicesinc.com

**Department:** Support(QB & App Hosting)

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Jim Kellames	Hello, I am your Acebuddy
Acebuddy	Hello Jim Kellames, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jim Kellames	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jim Kellames	I'd like to report an Issue
Acebuddy	Please select an option!
Jim Kellames	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jim Kellames	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jim Kellames	QB 24 Desktop won't recognize my credit card reader
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Jim
Jim Kellames	hi sir\
	the system is not recognizing my credit card reader from q

	q
	Quickbooks
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jim Kellames	blueisle-drake
	jimk i think
	jim.k
Anurag Sharma	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Jim Kellames	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Jim Kellames	ok
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/2042917695">https://assist.acecloudhosting.com/join/2042917695</a>
	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 the issue is resolved, kindly give your confirmation on this chat.
	As per the remote session we suggested you to purchase a license of Fabulatech application. As it is required if you want to use the device.
	This is an plug and play device. Which needs to be installed on the server as you are using a new device.
Jim Kellames	ok its all paid
Anurag Sharma	After this chat I will send you an email. You can just revert back to that email with an approval from the primary contact responsible for the server.
Jim Kellames	I am an authorized user as is Shari Bray/Rogers
Anurag Sharma	Make sure to share us the license details on the email aswell.
	That's great, you can just then give the approval to the mail I will send to you.
Jim Kellames	I also need to get another couple versions of Drake installed on the server
Anurag Sharma	Okay
Jim Kellames	Can we do all that at the same time
Anurag Sharma	You can add those requests as well with the email.
	Yes, we will try to install all the applications as soon as possible
	Is there anything else I may help you with ?
Jim Kellames	no thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, 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](mailto: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/>)

*Anurag Sharma has ended this chat session*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70049 info

**Email:** info@brkimcpa.com  9729724930

**Department:** Support(QB & App Hosting)

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Sec

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, 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	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
info	Restart
Acebuddy	Hello Info, 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 report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	Could you update the QB update today midnight?
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.
	Sure.
	If possible, could you please specify the time for the QuickBooks update, including the time zone? Additionally, please note order to proceed with the update.
info	GMT-6
	CST
Tushar Pharswan	Okay and your account is Bongryong Kim CPA correct?
info	yes but not only my computer
	I'd like to be updated all servers.
	and that time all server would be off.

Tushar Pharswan	By server you mean users right ?
info	yes
Tushar Pharswan	Okay we will do it and email you as well once it is done.
	Is there anything else I may help you with ?
info	No. That was all. Thank you.
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of  Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	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 ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71291 ntmilburn**

**Email:** ntmilburn@gmail.com  7035871186

**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 1 Sec

**City:** MARSHALL

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

ntmilburn	Hello, I am your Acebuddy
Acebuddy	Hello Nancy T Milburn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ntmilburn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ntmilburn	I'd like to report an Issue
Acebuddy	Please select an option!
ntmilburn	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ntmilburn	case #627415,
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
ntmilburn	I have been trying since this morning to get help with a trash issue on my D drive and more importantly to get web conne
	I have been on hold now for 1 hour - your response time is supposed to be within 2 hours and also why are the hold times
	<i>Tushar Pharswan accepted the chat transfer request.</i>
	last ticket is 627415,
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Kindly allow me two minutes to check the same.
ntmilburn	I really need to speak with someone. I am really frustrated at this point.
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.
ntmilburn	Thats great I have now been on hold for 58 minutes and the initial response to my issue was at 8 am this morning?
	I dont know if the issue with syncing with Tax1099 is a webconnect issue - I have tried to update but it isnt sending me a
Tushar Pharswan	Your last in the Queue your call will be answered soon we are having a high call flow. Also kindly provide us with your cont
ntmilburn	7035871186 -Again I have been on hold for over 60 minutes how can i be last in queue?
	should I hang up?
Tushar Pharswan	Your call is being answered.
	Kindly confirm once it's been picked up.
ntmilburn	Finally...
Tushar Pharswan	Your issue will be resolved.

ntmilburn	thank you
Tushar Pharswan	I'm going to hang up 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 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 cooperation at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70076 William Mays

**Email:** it@grafbro.com  17404643070

**Department:** Support(QB & App Hosting)

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** SOUTH SHORE

**State:** Pennsylvania

**Country:** UNITED STATES

### Chat Transcript

William Mays	Hello, I am your Acebuddy
Acebuddy	Hello It, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
William Mays	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
William Mays	I'd like to report an Issue
Acebuddy	Please select an option!
William Mays	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
William Mays	User Kortni Bolton is unable to print from quickbooks. TSPrint needs restarted on her server.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
William Mays	Hello, we are trying to print from the server and receiving an error stating to restart tsprint  This is happening with user Kortni Bolton our server name is GrafBrothers.myrealdatal.net:54369
Anurag Sharma	I deeply apologize for the inconvenience caused to you.  Kindly allow me 3-4 minutes to check the same.
William Mays	Thanks
Anurag Sharma	May I take the remote access of your local computer?
William Mays	Typically remote access isn't needed for this issue  The service just needs restarted
Anurag Sharma	Okay  Let me check if restarting the services could resolve.
William Mays	Let me copy/paste the exact error we are receiving one second  TSPrint Licensing Service not started. Reinstall TSPrint Server or start TSPrintManagement Service.
Anurag Sharma	Okay  Kortni, I have started the TSPrint services from the backend.  Please log off and log in back to the server once. And then try to print again.
William Mays	one moment  It's working, thank you.
Anurag Sharma	Glad to hear!  Is there anything else I may help you with ?

William Mays That's it, I appreciate the help. Have a great rest of your day.

*IT has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70098 Sumeet

**Email:** suekaur20@yahoo.com  15162410536

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** GREATER KAILASH

**State:** Uttar Pradesh

**Country:** INDIA

### Chat Transcript

Sumeet Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Sumeet Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #71260 Sherry Zang

**Email:** sherry@rainbowloom.com ☎ 12489243151

**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:** SOUTHFIELD

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

Sherry Zang Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Sherry Zang Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Sherry Zang I'd like to report an Issue

Acebuddy Please select an option!

Sherry Zang Other Issue

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

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #70298 asajwani

**Email:** asajwani@gmail.com ☎ 416-319-6811

**Department:** Support(QB & App Hosting)

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** THORNHILL

**State:** Ontario

**Country:** CANADA

## Chat Transcript

asajwani Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

asajwani Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

asajwani I'd like to report an Issue

Acebuddy Please select an option!

asajwani Other Issue

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

asajwani unable to rdp

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Yash Kalra accepted the chat transfer request.*

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?
asajwani	Hi Yash again I am facing same issue, unable to log in to rdp ras1. stuck at Please wait  my username is Ahmed and server is RAS1
Yash Kalra	May I take the remote access of your local?
asajwani	SURE
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.  Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/1032868257">https://assist.acecloudhosting.com/join/1032868257</a>
asajwani	hi
Yash Kalra	Ahmed, we assisted you in resolving the RDP login issue. Additionally, we will move this case to the escalation team. (Edit)
asajwani	thx. really appreciated for all your support. take care
Yash Kalra	Is there anything else I may help you with ?
asajwani	no. thx
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.  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 and suggestions at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

**#71284 taxadmin**

**Email:** taxadmin@silversfs.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:** SANTO NINO

**State:** Davao Del Sur

**Country:** PHILIPPINES

## Chat Transcript

taxadmin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

taxadmin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70161 Elvis Rodriguez**

**Email:** elvis.rodriguez@castlewalk.us ☎ 13346355622

**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:** 10 Secs

**City:** EL CACAO

**State:** Managua

**Country:** NICARAGUA

## Chat Transcript

Elvis Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Elvis.rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Elvis Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Elvis Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Elvis Rodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>9:36:36 PM Elvis Rodriguez is sharing a file with you <a href="#">1_image.png</a> - ( Size:128.1 KB )</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Hello Elvis
Elvis Rodriguez	Hello
	<i>9:37:56 PM Elvis Rodriguez is sharing a file with you <a href="#">image.png</a> - ( Size:128.1 KB )</i>
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Elvis Rodriguez	castillo poultry
	elvis rodriguez
Tushar Pharswan	Kindly allow me two minutes to check the same.
Elvis Rodriguez	sure
Tushar Pharswan	Thank you for waiting.

	As per your screenshot provided it is related to disk space.
Elvis Rodriguez	yes
Tushar Pharswan	We will try to clean some space f windows file which can be deleted.  Also, you can try to clean your desktop, document and download folder.
Elvis Rodriguez	I did as much as possible
Tushar Pharswan	okay we will try to free up space from our end as well.
Elvis Rodriguez	ok
Tushar Pharswan	We will share you the storage plan also over the email it will be your decision to choose any of the plan.  We will email you the detailed analysis of storage usage as well.
Elvis Rodriguez	ok sounds good to me
Tushar Pharswan	Is there anything else I may help you with ?
Elvis Rodriguez	no sir  thank you
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of  Thank you for choosing ACE cloud Hosting, you have a wonderful day.  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 ( <a href="https://selfcare.acecl">https://selfcare.acecl</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#71191 stanshepp

Email: stanshepp@gmail.com

**Department:** Support(QB & App Hosting)

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 58 Secs

**City:** CLIFTON

**State:** California

**Country:** UNITED STATES

## Chat Transcript

stanshepp	Hello, I am your Acebuddy
Acebuddy	Hello Stanley Shepp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
stanshepp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
stanshepp	I'd like to report an Issue
Acebuddy	Please select an option!
stanshepp	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
stanshepp	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
stanshepp	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>
stanshepp	Hello
	<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.
stanshepp	Hi Tushar
	This is Stan Shepp
Tushar Pharswan	Hello Stan.

stanshepp	Southwest Automatic Sprinklers  i'm trying to log on to our company file and it says we only have a single license. But we pay for three, I believe
Tushar Pharswan	Kindly allow me two minutes to check the details you provided.
stanshepp	Thanks!
Tushar Pharswan	May I take the remote access of your server?  Also thank you for waiting.
stanshepp	yes
Tushar Pharswan	Kindly allow me just 2 minutes.  We will have to migrate you to a new and improved server ,so that this issue does not happen again. It will done in night 1  I deeply apologize for the inconvenience caused to you.
stanshepp	Oh!  That will be tonight then?
Tushar Pharswan	Yes.
stanshepp	Okay
Tushar Pharswan	We will email you for the same and let you know once the process is complete.
stanshepp	Thank you very much
Tushar Pharswan	Thank you for understanding.  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 copy of the 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 cooperation and support at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#70051 angela

**Email:** angela@maineyacht.com

**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:** 4 Secs

**City:** PORTLAND

**State:** Maine

**Country:** UNITED STATES

## Chat Transcript

angela	Hello, I am your Acebuddy
Acebuddy	Hello Angela, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
angela	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
angela	I'd like to report an Issue
Acebuddy	Please select an option!
angela	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
angela	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
angela	I can't open a second company
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 will be assisting you today.
angela	Hello Aarush.
Aarush Aneja	Hello Angela

There are 3 ways to open a Secondary file. While the first company file is open:

Double-click the second company file's name.

Double-click the QuickBooks icon.

Go to the **File** menu, then select **Open Second Company**.

angela I am aware of how to open a second company. I receive an error when I try to.

*10:03:57 PMangela is sharing a file with you*

[image.png](#) - ( Size:9.68 KB )

Aarush Aneja May I take the remote access of your server?

angela yes

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

angela I already did

Aarush Aneja We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.

We are connected back

angela Thank you for your help.

Aarush Aneja We have patched the server and assisted in accessing two company files

We believe your issue is now resolved

Angela, Is there anything else I may help you with ?

angela That was it. Much appreciated

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 email from us regarding this conversation, along with the 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](mailto: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/>)

*Aarush Aneja has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #71203 carolina reyes

**Email:** contact@ssadvancecpa.com  3472829145

**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:** FLUSHING

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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

## Chat Transcript

## Visitor Details

**#70642 burd.julie**

**Email:** burd.julie@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:** VALENCIA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

burd.julie Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

burd.julie Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

burd.julie I'd like to report an Issue

Acebuddy Please select an option!

burd.julie Password Reset

Acebuddy Please select an option below

burd.julie Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.

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

### #70492 Jordan

**Email:** owensjordan@hotmail.com  440-915-7281

**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:** WINSTON SALEM

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Jordan	Hello, I am your Acebuddy
Acebuddy	Hello Jordan, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jordan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jordan	I'd like to raise a Request
Acebuddy	Please select your request type.
Jordan	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Jordan	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
	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

### #70558 Nathang

**Email:** nathang@vintegritywine.com ☎ 9132096880

**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:** KANSAS CITY

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Nathang Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Nathang Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Nathang I'd like to report an Issue

Acebuddy Please select an option!

Nathang QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Nathang QuickBooks is Frozen

Acebuddy Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks

Was that helpful?

Nathang Yes

Acebuddy I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!

*Acebuddy has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #71623 Blais

**Email:** janice@catholicshop.ca  19053355599

**Department:** Support(QB & App Hosting)

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 51 Secs

**City:** GRIMSBY

**State:** Ontario

**Country:** CANADA

### Chat Transcript

Blais Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Blais Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Blais I'd like to raise a Request

Acebuddy Please select your request type.

Blais Office 365 Addition

Acebuddy	Please specify if you already have an Office365 subscription
Blais	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows 10 Pro <ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul> If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can assist you further.
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned from Ace.
	Do you need any further assistance on the topic?
Blais	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. I will be assisting you today.
Blais	Hello
	I am calling about ticket 624517
Tushar Pharswan	Kindly allow me two minutes to check the same.
Blais	We were told by Ace we had to upgrade to O365 E3, which I just did, and they sent an email that it will be installed overnight. I was wondering about all of our files and data saved on your Microsoft. Will you transfer them over to the new Microsoft? I was mentioned that. Thanks
Tushar Pharswan	Kindly allow me two to five minutes to check the same.
Blais	thank you
Tushar Pharswan	Yes, the files will stay. and you can open the files in Microsoft 365 (Edited)
	Is there anything else I may help you with ?
Blais	So for example, the excel files that are saved on your version of Microsoft will just exist without being saved anywhere new. I'm just concerned about losing things.
	Also, will we need to do anything to format our email to work with Quickbooks now? When we first started with you about Quickbooks. Do you know anything about how we will make this work?
Tushar Pharswan	I totally understand your concern
	All your data will be safe
	It will sync with the new license
	QuickBooks email would work absolutely fine with the new license
	Is there anything else I may help you with ?

	Are we still connected here?
Blais	hi sorry
	Thank you for your help. One last question. The ticket said they can install overnight, or on the weekend. Is it possible to :
	This way I can make sure everything is running on Sunday before my staff gets back to work Monday
Tushar Pharswan	sure, we can install it on Friday night.
Blais	thank you so much
	Have a great day
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70945 Megan Szul

**Email:** szulsland@verizon.net  6092919663

**Department:** Support(QB & App Hosting)

**Operator:** Vignesh Arul

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 12 Secs

**City:** PUNTA GORDA

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Megan Szul	Hello, I am your Acebuddy
Acebuddy	Hello Szulsland, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Megan Szul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Megan Szul	I'd like to report an Issue
Acebuddy	Please select an option!
Megan Szul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Megan Szul	installation of pdf
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.
	Is the Adobe pdf app not accessible on your server?
Megan Szul	I just purchased a premium version ofAdobe Acrobat Pro which allows more functions to work with pdf files. Can you insta
Tushar Pharswan	For this you just have to login into the application.
	If after that the issue still persists kindly let us know.
Megan Szul	Can you give me a moment to check email they sent to me.
Tushar Pharswan	Sure, please take your time
Megan Szul	I am opening the email in the server to see if it will allow me to install on server. Can you wait a moment?
Tushar Pharswan	It is already installed on server you just have to open the application and login with the email ID on which the license is pi
Megan Szul	I know i had an older version of the pdf file. Can you show me where this newer pdf is?
Tushar Pharswan	Sure
	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly login.
Megan Szul	is this acrobat pro?

	i always had acrobat but i updated to pro to allow me to do editing to pdf files
Tushar Pharswan	Yes, I get that.  Kindly try to login again.
Megan Szul	Because on the screen we were on it shows an icon to update to pro?
Tushar Pharswan	Let's log you off and relogging as the changes are not taking effect.
Megan Szul	In the upper right hand corner it says i have a paid. subscription that needs to be downloaded?
Tushar Pharswan	It usually changes to pro once logged in.  Currently it is not taking effect so we will have to log you off and reloggin.
	Should we proceed with it.
Megan Szul	ok
Tushar Pharswan	Kindly login now.
Megan Szul	Ok logged back in
Tushar Pharswan	Let's try the Adobe login again.
Megan Szul	I don't think it loaded acrobat pro  we can download fro email they sent to me?
Tushar Pharswan	I'm going to transfer this chat to the engineer who will better assist you regarding this issue. Kindly stay connected till the transfer is completed.
	<i>Tushar Pharswan is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma declined the transfer request.</i>
	<i>Tushar Pharswan is transferring the chat to Vignesh Arul.</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you today.
Megan Szul	Hello. I have regular pdf and purchased acrobat pro. I like to install this on the server. I have an email from them to install it.
Vignesh Arul	Okay, I would be glad to help you with this installation. May I know if you are the only user who has purchased an Acrobat Pro? If yes, then users may not be able to access the regular Adobe application. It will be installed for all users.
Megan Szul	yes
Vignesh Arul	So I am able to see you remote sesison.  Let me download the setup
Megan Szul	ok. do you see the email?
Vignesh Arul	Yes, I do. Let me provide you with the permissions to install it, as I won't be able to do it myself since it would require you to log in.
Megan Szul	ok
Vignesh Arul	I just noticed that the RAM utilization of the server is pretty high.

	Do you use Adobe Creative cloud because that is consuming lot of resources on the server? (Edited)
Megan Szul	I am not sure what this is?
Vignesh Arul	Adobe Creative Cloud is a subscription service that offers a suite of creative applications and services, including tools like Express.
	It gets downloaded with Adobe package
	If you say I will remove it.
Megan Szul	I don't think I need that?
Vignesh Arul	Yes I believe the same if you are not using it.
Megan Szul	I just need acrobat pro pdf
Vignesh Arul	on it already you can see the progress on your screen
Megan Szul	Thank you. Do I need to stay here on my computer while you do the installation? I have a conference all to take in about :
	I'll keep my computer up and running
	*call
Vignesh Arul	Sure if that's the case you may go ahead and finish up the call , I recommend you to stay connected over the chat here.
Megan Szul	Ok. I see installation is slow. I will leave chat open. If for some reason we get disconnected, I assume you will email me wth
Vignesh Arul	Surely I will do that .
Megan Szul	It seems to be stuck at 29%
Vignesh Arul	It is progressing .
Megan Szul	ok.
	Ok leaving for meeting and will have no access. Keep me posted.
Vignesh Arul	Okay So the installation is completed, You just need to login now.
	Your password seems to be saved already , It logged in .
	Now you are set to use the pro version.
	As you are away from the PC, I will be closing the remote session and ending this chat.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Vignesh Arul has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #71559 Lynn Durkin

**Email:** lynn@lynndurkincpa.com  17813781845

**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:** 19 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Lynn Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Lynn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lynn Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lynn Durkin	I'd like to report an Issue
Acebuddy	Please select an option!
Lynn Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lynn Durkin	Trying to dowload OneDrive on user computer but getting error.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Lynn Durkin	Firm: Lynn Durkin CPA & Associates PC
	User: Bianca Law

have downloaded the OneDrive download file, but have an error when trying to launch

*Shubham Kataria accepted the chat transfer request.*

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

I will be surely assisting you with this. Kindly allow me two minutes to check

Thank you for your patience.

May I take the remote access of your server?

Are we still connected here?

Lynn Durkin Hi

Yes, you can have access!

Shubham Kataria Prior providing the access, I would suggest you to close any important documents at user end. (Edited)

Lynn Durkin OKay all set!

Shubham Kataria We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.

Thank you for your patience.

As discussed during the remote session, you would like to install OneDrive on the server. After this chat, I will send a request so you can proceed with the installation of OneDrive for you.

Lynn Durkin Will do. Thank you! Have a great day

Shubham Kataria You're welcome

Is there anything else I may help you with ?

Lynn Durkin NO thankyou!

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

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this 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](mailto: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/>)

*Shubham Kataria has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#70158 wendyp

Email: wendyp@surfaceenergysolutions.com ☎ 587-226-8253

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: 14 Secs

City: CALGARY

State: Virginia

Country: CANADA

## Chat Transcript

wendyp Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

wendyp Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

wendyp I'd like to report an Issue

Acebuddy Please select an option!

wendyp Other Issue

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

wendyp Cannot open various files as they are not being recognized in my system

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Manish Singh accepted the chat transfer request.*

Manish Singh

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

wendyp	ok
	Hello are you there?
	I have various files I cannot open because my system is not recognizing them
Manish Singh	I will surely help you with this issue.
	Kindly help me with your server name and user name?
wendyp	Username is WendyPo and server name is FletcherGroupmyreldata.net
Manish Singh	May I take the remote access of your server?
wendyp	okay
	The delay is incredible. Are you sending me a remote access request?
Manish Singh	<a href="https://assist.acecloudhosting.com/join/2102805258">https://assist.acecloudhosting.com/join/2102805258</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	This message has been deleted
	Is there anything else I may help you with ?
wendyp	No
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the 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 cooperation. You can send it to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

**#71613 Pramod Sathe**

**Email:** pramodgcllc@gmail.com

**Department:** Support(QB & App Hosting)

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 34 Secs

**City:** SUWANEE

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Pramod Sathe	Hello, I am your Acebuddy
Acebuddy	Hello Pramod Sathe, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pramod Sathe	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pramod Sathe	I'd like to report an Issue
Acebuddy	Please select an option!
Pramod Sathe	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Pramod Sathe	Need update on ticket 628918
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.
Pramod Sathe	Ok
	Need update on ticket 628918
Tushar Pharswan	Kindly allow me two minutes to check the same.
Pramod Sathe	ok
Tushar Pharswan	As I checked the update on ticket is,
	This is in reference to freeing up space on the server, please allow me to inform around 4.5GB was freed from server after

Pramod Sathe	would like to proceed with deleting Drake 2018, 2019 and 2020.
Tushar Pharswan	not deleting anything , if needed we need MOVE , not Delete
	So % wise how much is free space vs used and am I at risk right now ?
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Thank you for waiting.
	<i>2:32:31 AM Tushar Pharswan is sharing a file with you <a href="#">image.png</a> - ( Size:4.98 KB )</i>
Pramod Sathe	Sure
Tushar Pharswan	As of now your space is at 20% free which is 25.60 GB available out of 127.55GB
Pramod Sathe	ok, is that good, ok, not good , at risk ?
Tushar Pharswan	We recommend it to be near 20% so as of now you are good you can reach us out at when you get low disk space error or performance.
Pramod Sathe	Perfect, thanks
Tushar Pharswan	Is there anything else I may help you with ?
	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 cooperation. You can send me an email at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

password reset

### Visitor Details

**#70712 Kara StOnge**

**Email:** kstonge@ipowerne.com  4133620972

**Department:** Support(QB & App Hosting)

**Operator:** Yash Kalra

**Website:** [https://www.acecloudhosting.com/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=Ace%20Cloud%20Hosting&utm\\_adgroup=Primary&i](https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&i)

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** AGAWAM

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Kara StOnge password reset

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

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

*Yash Kalra accepted the chat transfer request.*

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

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

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71580 Gabby kalenka**

**Email:** info@besteverpads.com ☎ 18055288009

**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:** 54 Secs

**City:** CARLSBAD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Gabby kalenka	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gabby kalenka	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gabby kalenka	I'd like to report an Issue
Acebuddy	Please select an option!
Gabby kalenka	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Gabby kalenka	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when is might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message support@acecloudhosting.com. Our engineers will manually check and implement the be and share a confirmation via email.
	Do you need any further assistance on the topic?
Gabby kalenka	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. I will be a
Gabby kalenka	thank you. i cannot loggin into quickbooks
	i emailed too

	"a critical quickbooks update is waiting"
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and use
	Also, the ticket number would help too.
Gabby kalenka	admin_bep
	619195
Tushar Pharswan	Thank you for waiting.
	It's for QuickBooks 24 correct?
Gabby kalenka	yes enterprise
Tushar Pharswan	We will update the QuickBooks for you, but we need users to be logged off as it asks at the end.
	Should we schedule this for night hours?
Gabby kalenka	please force log every one off. i need access today.
	please do update now
Tushar Pharswan	Okay.
	I will first give everyone a message that we are updating save all your work.
	Once the update is complete, we will email you for the same.
	Is there anything else I may help you with ?
Gabby kalenka	how long?
Tushar Pharswan	It will take 30 minutes.
Gabby kalenka	ok i will wait. please as fast as you can
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 with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review your feedback. 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 Knowledge Base ( <a href="https://selfcare.acecloudhosting.com/knowledgebase">https://selfcare.acecloudhosting.com/knowledgebase</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> ).

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70956 Amy Wiggins**

**Email:** awdiver@yahoo.com  2178170131

**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:** 6 Secs

**City:** GEORGE TOWN

**State:** Cayman Islands

**Country:** CAYMAN ISLANDS

## Chat Transcript

Amy Wiggins	Hello, I am your Acebuddy
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be as
	Hello Amy
Amy Wiggins	Hi Anurag. You were helping me with my password reset a few moments ago. I receiv and I responded. However, the email bounced back saying that anurag.sharma1@acecloudhosting.com is not valid.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Please stay connected. I am sending you another email.
	Please revert back to that email.
Amy Wiggins	thank you
	ok i am watching for the email
Anurag Sharma	Please check your mail box.
Amy Wiggins	OK, thanks I've just replied.
Anurag Sharma	Thankyou for the fast response Amy
	Amy as I can check emily@snap.ky is the primary contact.

	Please ask him for reverting back to the mail with an approval.
Amy Wiggins	OK, I will ask Emily. I am speaking with her now .
	Emily is my colleague.
Anurag Sharma	Oh Great!
Amy Wiggins	Just waiting for her to reply to my WhatsApp message.
Anurag Sharma	Ok.
	Are you done?
Amy Wiggins	I am awaiting Emily to respond to your e-mail request.
Anurag Sharma	Okay
Amy Wiggins	She just replied to you.
Anurag Sharma	Can't find her mail.
	Please ask her to send again at support@acecloudhosting.com
	There is no hurry. You can send the email whenever you want I will then deliver the r mail instantly. (Edited)
	Just got her email.
Amy Wiggins	Ok great!
Anurag Sharma	Sending you a new password on mail now.
	Is there anything else I may help you with ?
Amy Wiggins	Can I try it before I disconnect?
Anurag Sharma	You can expect the new mail from our end within 5 minutes.
	Okay
Amy Wiggins	Just awaiting your e-mail.
	Was the password reset e-mail sent to awdive@yahoo.com or to emily@snap.ky?
Anurag Sharma	Just sent you the mail.
Amy Wiggins	Got it.
Anurag Sharma	Please try to login to the server now.
	Please confirm if you can enter into the server now.
Amy Wiggins	Yes I was able to get into the server. Thank you. I will now enroll in the self service po
Anurag Sharma	Thanks for the confirmation !
Amy Wiggins	Thanks for your help.
Anurag Sharma	Is there anything else I may help you with ?
Amy Wiggins	That should be it. Thank you.

Anurag Sharma

I would greatly appreciate if you could spare a minute to give your valuable feedback.

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

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

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

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70286 sampsonsauto**

**Email:** sampsonsauto@gmail.com **Phone:** 14018328001

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** WAKEFIELD

**State:** Rhode Island

**Country:** UNITED STATES

### Chat Transcript

sampsonsauto

Hello, I am your Acebuddy

Acebuddy

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

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70329 johnathon**

**Email:** johnathon@islandenterertainment.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:** 10 Secs

**City:** PENSACOLA

**State:** Alabama

**Country:** UNITED STATES

### Chat Transcript

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnathon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnathon	I'd like to report an Issue
Acebuddy	Please select an option!
johnathon	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
johnathon	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
johnathon	After an update there is an overlay on the screen and we are not able to close it to bring back inside of quickbooks.
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 with your issue.
	Hii Johnathon
johnathon	Hello
Manish Singh	I will surely help you with this issue.
johnathon	CID68317
	Current user that is having the problem is Gena. She is currently not able to work.
Manish Singh	Kindly allow me two minutes to check the same.
	Is this the first time you are facing this issue, Johnathon?
johnathon	No. This popup is starting to happen with all users and they are having trouble closing the work
Manish Singh	Can you share me the screenshot of the pop-up that is causing issue.
	And is Gena is the only one facing this issue?
johnathon	Can you remote in and look?
Manish Singh	Sure
	Prior providing the access, I would suggest you to close any important documents at this point.

johnathon	Currently Gena is experiencing it and can't get it to go away. .
	Others are experiencing it as well but they were able to get it out of the way
Manish Singh	Alright! thanks for the information.
	Kindly ask Gena to accept the remote session.
johnathon	Doine
Manish Singh	Kindly ask her to login once in Company file.
johnathon	One Sec
Manish Singh	Sure, take your time, Johnathon.
johnathon	done
Manish Singh	All Set! Johnathon.
johnathon	So the message should not pop up anymore?
Manish Singh	If it will you just can remove it.
	Is there anyone else who is facing this issue?
johnathon	not at this time
Manish Singh	Is there anything else I may help you with ?
johnathon	no
Manish Singh	It would be great if you could share your feedback after this chat ends. Thanks in ad'
	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 with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70632 Aamir Khowaja**

**Email:** akhowaja@akfintaxadvisors.com  19014468492

**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:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Aamir Khowaja	Hello, I am your Acebuddy
Acebuddy	Hello Anum Khowaja, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Aamir Khowaja	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aamir Khowaja	I'd like to report an Issue
Acebuddy	Please select an option!
Aamir Khowaja	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Aamir Khowaja	I was working on my RDP and suddenly screen went black. I cannot do anything
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Aamir Khowaja	Need urgent support
<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 a

Duplicate chat.

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70737 info**

**Email:** info@snsbs.com

**Department:** Support(QB & App Hosting)

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Sec

**City:** KENT

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Scott Long, 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 report an Issue
Acebuddy	Please select an option!
info	Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
info	Office Suite Login
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
info	Hello Yash Kalra
	server name: sherP.realdata.net
	un: rossitto
	sorry, un: SherP_Rossitto
	sorry again, server: sherP.myrealdata.net
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer? (Edited)
info	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at this time.
info	done
	i'm in it now
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/4552323223">https://assist.acecloudhosting.com/join/4552323223</a>
info	oh wait
	i'm in the RDP
	can't you just take over ther?
	the issue is, and Ace fixed this before on another machine, that in that VM i can't sign in to Office Suite because it's on a terminal server so it doesn't like my license
	hello
	thank you that fixed it
Yash Kalra	Scott, as per our discussion, we have assisted you with the O365 issue. Is there anything else I may help you with?
	Are we still connected here?] thank you, understood now :)
info	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on the Smilies.

info	not thank you , have a great night
Yash Kalra	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 with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> ).
	<i>Yash Kalra has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70992 Christine Baleto

**Email:** ajtr11.mr@gmail.com **Phone:** 16714875301

**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:** 12 Secs

**City:** HAGATNA

**State:** Guam

**Country:** GUAM

### Chat Transcript

Christine Baleto	Hello, I am your Acebuddy
Acebuddy	Hello Adam Rivera, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Christine Baleto	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christine Baleto	I'd like to report an Issue
Acebuddy	Please select an option!
Christine Baleto	Password Reset
Acebuddy	Please select an option below
Christine Baleto	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pa
	Do you need any further assistance on the topic?
Christine Baleto	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Christine Baleto	Hi one of my users is having issues with signing into the RDP file
	its requesting for an MFA from the admin are you able to reset the MFA to use her en
	<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 a
	I will be surely assisting you with this. Kindly help me with your server name and use
Christine Baleto	this is the issue im having
	froots
	da'jah arceo
Tushar Pharswan	Kindly allow me two minutes to check the same.
Christine Baleto	thank you
Tushar Pharswan	Thank you for waiting.
	May I take the remote access of your local computer?
Christine Baleto	i dont have her computer with me
	are you just able to reset the MFA?
Tushar Pharswan	Before trying to reset the MFA, I wanted to make sure that is no other underlying iss
	Kindly email us at support@acecloudhosting.com to reset the MFA with the users na
	Once we receive the email we will proceed with your request.

Is there anything else I may help you with ?

Christine Baleto	sending email now
Tushar Pharswan	email sent
Christine Baleto	Okay, we will revert back on the same email once we have reset the MFA it will take minutes if less, we will email you.
Tushar Pharswan	thank 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 conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can work. 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71114 tyler.peldo**

**Email:** tyler.peldo@wescominc.com ☎ 12183432638

**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:** 30 Secs

**City:** DULUTH

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

tyler.peldo	Hello, I am your Acebuddy
Acebuddy	Hello Tyler.peldo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tyler.peldo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tyler.peldo	I'd like to report an Issue
Acebuddy	Please select an option!
tyler.peldo	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
tyler.peldo	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
tyler.peldo	When trying to download or print to PDF out of QB, we get an error message.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>12:59:01 AMtyler.peldo is sharing a file with you <a href="#">QB Error.png</a> - ( Size:44.6 KB )</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.
	I will surely help you with this issue.
tyler.peldo	ok
Manish Singh	Kindly check now.
tyler.peldo	All of our QB are now frozen, will let you know when I get back in....
	Looks like we can save again. Thank you!
Manish Singh	Is there anything else I may help you with ?
tyler.peldo	That will be it.
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 from us.

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

I request you to kindly spare a moment to fill that out for me so that my managers can 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/knowledgebase>)

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70926 info

**Email:** info@brkimcpa.com  9729724930

**Department:** Support(QB & App Hosting)

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** CARROLLTON

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Daniel Han, 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 report an Issue

Acebuddy Please select an option!

info Other Issue

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

info My desktop froze then when I closed and reopened I just see a black screen

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Tushar Pharswan accepted the chat transfer request.*

Tushar Pharswan Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you with your issue.

info Hello

Tushar Pharswan I will be surely assisting you with this. Kindly help me with your server name and user name.

info Daniel\_Bk and the server name is Bongryong.myrealdate.net

data not date

Tushar Pharswan This happens when the session is not disconnected properly I will disconnect your session manager as of now.

info ok

Tushar Pharswan Daniel\_Bk this is the user which is having issues with black screen?

info yes

Tushar Pharswan Kindly log in and check if the issue is resolved or not.

info That fixed it thank you

Tushar Pharswan Is there anything else I may help you with ?

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

Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

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

I request you to kindly spare a moment to fill that out for me so that my managers can review your feedback. 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 Knowledge Base (<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

**#70391 ankit**

**Email:** ankit@hkidata.com

**Department:** Support(QB & App Hosting)

**Operator:** Tushar Pharswan

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 12 Secs

**City:** VERA

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
ankit	QB not working
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 with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and use case.
ankit	TrupalM
	Username
	Priorwaremain
	Server name
Tushar Pharswan	Kindly allow me two minutes to check the same.
ankit	Ok
Tushar Pharswan	Thank you for waiting.
	May I know the version of QuickBooks that is having issue.
	As you got disconnected from this chat session.
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling our toll-free number (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 email from us containing a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> ).
<i>Tushar Pharswan has ended this chat session</i>	

# Chat Transcript

SKCPA Server

## Visitor Details

**#70966 Sunita Karamchandani**

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

**Department:** Support(QB & App Hosting)

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** SYLVANIA

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Sunita Karamchandani	SKCPA Server
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.
	Hi Sunita, I was about to give you a call.
	Let me transfer the chat now.
	<i>Aayush Verma is transferring the chat to Support(QB &amp; App Hosting).</i>
Sunita Karamchandani	how long i have to wait for two days for weeks
	<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 a
Sunita Karamchandani	i want some one to log on to my user sunitaK
	every minute the server freezes
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check your previous tickets and server..
Sunita Karamchandani	for 15 days no one calls no assist
Tushar Pharswan	Our team tried to call you multiple times but was reaching on voice call.

	<p>May I take the remote access of your local computer?</p>
Sunita Karamchandani	<p>really what about me calling them back and then stupid servoce team never answer</p>
Tushar Pharswan	<p>To check the issue as of now.</p>
Sunita Karamchandani	<p>are you trying to fool me</p>
Tushar Pharswan	<p>Kindly provide me your contact number so we can arrange a call back or you can rea <b>888-415-5240</b></p>
Sunita Karamchandani	<p>i am holding for support for 2 hours no one answers the phone</p>
Tushar Pharswan	<p>Kindly provide us your number I will schedule a call back for now.</p>
Sunita Karamchandani	<p>you have the phone number</p>
	<p>cell number not the office number</p>
Tushar Pharswan	<p>14198823599</p>
	<p>Kindly confirm if this is the number.</p>
Sunita Karamchandani	<p>that is office number no one is there for past 4 days</p>
	<p>4195094559</p>
Tushar Pharswan	<p>Apologies for the number issue</p>
	<p>Kindly stay connected.</p>
Sunita Karamchandani	<p>i have to leave iwill back at 3.00 PM Eastern Time</p>
Tushar Pharswan	<p>We will surely schedule the call back as per your given time we will make sure this ti this number [4195094559](tel:4195094559)</p>
	<p>I deeply apologize for the inconvenience caused to you.</p>
	<p>Is there anything else I may help you with ?</p>
	<p>Are we still connected here?</p>
	<p>Since this chat session was disconnected, we are concluding the current conversatio your callback is scheduled.</p>
	<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 conversation, along with a ticket number and survey feedback form.</p>
	<p>I request you to kindly spare a moment to fill that out for me so that my managers c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!</p>
	<p>Note: You may change/reset your server password on your own by registering on our (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p>

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71316 Marty Jones**

**Email:** client.services@amowc.com ☎ 18133412600

**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:** 27 Secs

**City:** TAMPA

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

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

Marty Jones	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps will help you with resolving the issue
	Was that helpful?
Marty Jones	No
Acebuddy	No issues, please wait while I connect you to one of our support engineers who'd assist you.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Megan
Marty Jones	Hello, I am having issues logging in. Can you help assist me?
	My Username and password are not working properly
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name.
Marty Jones	User name: Megan
	I'm not sure on the server name?
	Do you need the CID or Act name?
Anurag Sharma	Yes, please share the CID.
Marty Jones	CID74158
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling us at (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

**#70024 krisika**

**Email:** krisika@hkidata.com ☎ 7383092838

**Department:** Support(QB & App Hosting)

**Operator:** Aarush Aneja

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 52 Secs

**City:** ANAND

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

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

	krisika	MD-30 Columbia junction chicken LLC company not open
		You said that
		From intuit side they told to slove from hosting side
		Do needful
	Aarush Aneja	We will surely assist you
	krisika	Yes
	Aarush Aneja	We checked and found the services for QuickBooks application are working fine.
		May I take the remote access of your server?
		Kindly confirm your username once
		<i>6:45:03 PMAarush Aneja is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( Size:11.05 KB )
	krisika	Hkidata01
	Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at
	krisika	Ok
	Aarush Aneja	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
		We shared a new remote request on the server
	krisika	Ok
	Aarush Aneja	Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		We checked and found you disconnected the chat session. We are also disconnecting
		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 conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers c working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
		Note: You may change/reset your server password on your own by registering on our ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/know">https://www.acecloudhosting.com/know</a>

*Aarush Aneja has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71534 Thomas Bowen**

**Email:** tombowen@bowencpa.net  17703434692

**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:** 29 Secs

**City:** ROSWELL

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

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

Thomas Bowen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Thomas Bowen	unable to connect to server
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 with your issue.
Thomas Bowen	Hello Manish
Manish Singh	I will surely help you with this issue.
Thomas Bowen	Error received is "The connection was denied because the user account is not authorized to log in."
Manish Singh	Kindly allow me two minutes to check the same.
	Kindly try after 2 minutes.
Thomas Bowen	Remote Desktop connection with the error is: myrealdata\TashaWBCL
Manish Singh	Try once to login to the server.
Thomas Bowen	sure.. one moment
	I received the same error
Manish Singh	May I take the remote access of your local computer?
Thomas Bowen	yes please
Manish Singh	<a href="https://assist.acecloudhosting.com/join/9632131232">https://assist.acecloudhosting.com/join/9632131232</a>
	Prior providing the access, I would suggest you to close any important documents at this time.
	We are connected on the remote session and will proceed with the troubleshooting of the issue. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly provide me your confirmation on this chat.
	Is there anything else I may help you with ?
Thomas Bowen	Hi. thank you for working on this
	No other items
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us containing a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review your feedback. 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/know>

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71103 Darren Story**

**Email:** darren@strong.ag  14156097482

**Department:** Support(QB & App Hosting)

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** WATSONVILLE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Darren Story	I can't log on to QB. Says I need Microsfot Admin privelages
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>	
<i>Manish Singh is transferring the chat to Sharath Kumar.</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 with your issue.
Darren Story	Man. I have been on hold for 30 minutes. What are you guys doing?
Sharath Kumar	Hello Darren, apologies for the delay
	We were in an important meeting.
Darren Story	I have an open ticket. They installed QB 2024 on our machines yesterday and now we are having issues.
Sharath Kumar	could you help me with the ticket ID
Darren Story	624497
Sharath Kumar	allow me a moment to go through this ticket
Darren Story	This is very frustrating. You guys didnt finish the job
Sharath Kumar	looking into it
Darren Story	624365
Sharath Kumar	So the QB was installed but it is not loading automatically for the method user?
Darren Story	Nope. The 2023 version tried to load. BUT I can't log on either. I am getting blocked by security requests
	Can you just screen share with me. I don't have time to explain this
	A picture is worth 1000 words
Sharath Kumar	absolutely! let me sign into the server
	one moment please
	shall I connect with user session (DarrenStory)?
Darren Story	Either one. That's fine
Sharath Kumar	make sure to close out anything confidential
Darren Story	Yep. I just recreated the error. You can see it now
	It says "This action requires Windows admin permissions"
Sharath Kumar	could you show me how you got this error
Darren Story	All I did was try to open and log on to Quickbooks. Nothing else

	There
Sharath Kumar	strange
Darren Story	This worked yesterday
Sharath Kumar	where exactly is this file located?
Darren Story	I'm in a pinch.. This is causing a huge issue
	WHAT ARE YOU TALKING ABOUT? THE FILE IS LOCATED ON A FOLDER YOU GUYS MADE YESTERDAY!!!!
Sharath Kumar	I understand. this has got to be a permission error.
Darren Story	PLEASE open in multi user
Sharath Kumar	give me a couple minutes, let me make sure you have the appropriate permissions c
Darren Story	Why would anything change? It worked yesterday
Sharath Kumar	The permissions are there, however, I checked and found the QB services on the server version has not started
	That may be the problem
	is it possible to quickly restart the server?
Darren Story	YES of course. Doesn't do me any good if I can't log on
Sharath Kumar	restarting the server
	server is up now
	making sure the services for QB are now running
Darren Story	Please tell me when I should try to log back in
Sharath Kumar	the services did not start after the restart, I am making the appropriate changes so they automatically
	Please go ahead and sign in
Darren Story	okay I am in the server
	I think you guys should uninstall QB 2023 as well. If there's no need for it, just going to
Sharath Kumar	I'll have my colleague make sure that 2024 opens up for the user account "method" will have him uninstall QB 2023
Darren Story	Thank you
Sharath Kumar	Let me know if restarting the services resolved your concern
Darren Story	Should I try to get on QB?
Sharath Kumar	yes sir
Darren Story	Looks like it is working
Sharath Kumar	Glad to hear that. As I said earlier, the services not starting was the issue.

	this will not happen again
Darren Story	Okay good to know. Great thanks. Please have them fix the issue on the Method user good. Thanks
Sharath Kumar	and my heartfelt apologies that you had to wait this long to get this sorted
	May I schedule the uninstallation for afterhours, if the users are logged into the service uninstallation may not be successful
Darren Story	Okay please do. That's perfect.
	Thanks
Sharath Kumar	Anything else that I may assist you with?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat (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

Hello, I am your Acebuddy

### Visitor Details

#### #70791 Jennifer Brown

**Email:** mytaxexpertinc@gmail.com **Phone:** 18018499699

**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:** 4 Secs

**City:** HERRIMAN

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Jennifer Brown	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Brown, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Brown	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Brown	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer Brown	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Jennifer Brown	drake software is showing on my screen log in but not on my other two employees Ic on their desk top too
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you with your issue.
Jennifer Brown	thank you
	drake 2024 is on my desk top but not on my employees. How do we get it on their log in?
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user names.
Jennifer Brown	the username is mytaxexpertinc@gmail.com
	I am trying to find the server name i dont think they told me that information
Anurag Sharma	Please confirm if your server name is MyTaxExpert.myrealdatal.net?
Jennifer Brown	yes that is it
	we have three different usernames
	drake is on my username but not on my other two employees
Anurag Sharma	Please confirm me your username so that I can help you with your request.
Jennifer Brown	my user name is myrealdatal/JenniferBrown
Anurag Sharma	These are the users on the server.
	<i>11:05:18 PM Anurag Sharma is sharing a file with you <a href="#">image.png</a> - ( Size:8.33 KB )</i>
Jennifer Brown	yes that is accurate
	haileybroad@myrealdatal.net and marlarichman@myrealdatal.net are the users with

Anurag Sharma	Okay
	Kindly allow me two minutes to check the same.
Jennifer Brown	thank you
Anurag Sharma	This message has been deleted
	Jennifer I have successfully provided the Drake 24 shortcut for all the users on the se
	Is there anything else I may help you with ?
Jennifer Brown	I believe that should be it for now thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback in 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 with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. If you are not able to do that right now, you can do it later when you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Knowledge Base ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> ).

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70131 aliena**

**Email:** aliena@sunsetwestusa.com **Phone:** 3109684687

**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:** 8 Secs

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

aliena	Hello, I am your Acebuddy
Acebuddy	Hello Alien, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
aliena	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
aliena	I'd like to report an Issue
Acebuddy	Please select an option!
aliena	Password Reset
Acebuddy	Please select an option below
aliena	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pa
	Do you need any further assistance on the topic?
aliena	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. I will be a
	Hello Alien.
	Are we still connected here?
aliena	hi there - yes
	I am enrolled in the self-care portal, however my old username and password no longer work
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user id
aliena	Sunset West

	user name is Aklaus or Aklaus_SW
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Your user account was disabled as you have not logged in for many days and for security reasons we have changed the status to inactivity.
	I will now reenable your account.
aliena	thanks!
Tushar Pharswan	Thank you for waiting.
	Kindly try to login with old credentials.
	Let me know if those work or not now.
	<i>12:54:04 AM aliena is sharing a file with you</i> <a href="#"><u>Screen Shot 2025-01-03 at 11.23.57 AM.png</u></a> - ( Size:14.0 KB )
aliena	still gives me a restricted message
Tushar Pharswan	May I take the remote access of your local computer?
aliena	I am using Aklaus_sw as my username
	sure
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at this time.
aliena	ok
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/4482182098"><u>https://assist.acecloudhosting.com/join/4482182098</u></a>
	Kindly Click on the link and open the downloaded file.
	We are connected now,
	Do you have the icon through which you login to server still?
aliena	yes
Tushar Pharswan	Try to login there with your old password.
	Let me edit some settings.
	Kindly enter your password that you remember let's see if it works or not.
	It worked.
aliena	yay!
	thank you!
Tushar Pharswan	Is there anything else I may help you with ?
aliena	that's all, thank you so much!
Tushar Pharswan	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.

aliena

sure

Tushar Pharswan

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

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

Note: You may change/reset your server password on your own by registering on our self-care portal (<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

#### #71311 accountant

**Email:** accountant@silversfs.com  7472192947

**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:** 13 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

accountant

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

accountant	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accountant	I'd like to report an Issue
Acebuddy	Please select an option!
accountant	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
accountant	Microphone is not working
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. I will be assisting you today.
accountant	Hi Shubham
Shubham Kataria	Hello
	Good Day
accountant	Hi again
	My microphone is not working
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user id.
accountant	BennySm
Shubham Kataria	thank you for the information.
accountant	Welcome
Shubham Kataria	please allow me a minute, let me check
accountant	take your time
Shubham Kataria	May I take the remote access of your local computer?
accountant	Okay sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at this time.
accountant	Ok
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/6272906201">https://assist.acecloudhosting.com/join/6272906201</a>
	Kindly join this link
	We are connected on the remote session and will proceed with the troubleshooting once the issue is resolved. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

Thank you for your patience.

As you are disconnected from the chat, we are ending the chat now. You may re-initiate 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

**#70168 Alejandro Guerra**

**Email:** alex@sanjoseproduce.com **Phone:** 16147729829

**Department:** Support(QB & App Hosting)

**Operator:** Gaurav kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** TOMBALL

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option below
Alejandro Guerra	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the userna the password needs to be reset and we'll share an update once the request is pi
	Do you need any further assistance on the topic?
Alejandro Guerra	Yes
Acebuddy	Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Gaurav Kumar accepted the chat transfer request.*

Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be today.
	Hello Alejandro.

*Gaurav Kumar has ended this chat session*

