

Ch

Hell

## Visitor Details

### #77770 Shawn Engleman

**Email:** shawn@cesartax.com

**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:** CERNA POLE

**State:** Praha

**Country:** CZECH REPUBLIC

## Chat Transcript

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

*Ended due to chat idle timeout*

Ch

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## Visitor Details

### #78188 Alexis

**Email:** alexisa@sentryusa.com  16057530880

**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:** 17 Secs

**City:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

## Chat Transcript

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

Alexis	Please direct me to Anjainay Singh regarding an existing issue
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.
Alexis	I was working with Anjainay Singh on an issue, and they took remote access to my screen, and I'm wondering if it's still connected.
Shubham Kataria	Hello Alexis
	Actually Anjainay has left for the day (Edited)
Alexis	Maybe you can help me
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Alexis	I think somehow his computer is still connected to mine  sentry.myrealdata.net
	I am Sentry_Alexis
Shubham Kataria	Sure, Kindly elaborate regarding the case so I can move further
	Let me check
Alexis	Thank you
Shubham Kataria	yes remote session is still connected, I apologize for the inconvenience caused to you.
Alexis	I appreciate your timely help! Can you disconnect it?
Shubham Kataria	Let me take it forward
	Sure
	It has been disconnected from my side
Alexis	Thank you, please stay connected I am going to try a few things to make sure it is fixed
Shubham Kataria	Kindly confirm if require any other assistance on this.
	Sure
Alexis	Yes you fixed it, thank you so much!
Shubham Kataria	You're welcome
	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.
	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 (<https://www.acecloudhosting.com/knowledgebase/>)

*Shubham Kataria has ended this chat session*

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## Visitor Details

### #78127 Kristen Bodine

**Email:** kbodine@awakenjustice.org  7758307381

**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:** RENO

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Kristen Bodine	Hello, I am your Acebuddy
Acebuddy	Hello Kristen Bodine, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kristen Bodine	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kristen Bodine	I'd like to raise a Request
Acebuddy	Please select your request type.
Kristen Bodine	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co

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

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

*Ended due to chat idle timeout*

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Ch

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## Visitor Details

**#78337 Shari**

**Email:** sbray805@gmail.com **Phone:** 8054079440

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** SAN JOSE DEL CABO

**State:** Baja California Sur

**Country:** MEXICO

## Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Shari	Hi I don't have access to my other server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
Shari	Hello Shari
Shari	hi I am unable to access the Blueisle-Ent.myrealdatal.net server
Shashwat Verma	I will surely help you with this issue.  Is this issue occurring only for you, or are other users on the server also experiencing it?
Shari	I am the only user
Shashwat Verma	Okay  Kindly allow me two minutes to check the same.
Shashwat Verma	May I take the remote access of your local computer?
Shari	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/3612944707">https://assist.acecloudhosting.com/join/3612944707</a>  Kindly Click on the link and open the downloaded file.
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting  As per discussion over the remote session, The issue is resolved by itself
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Shashwat Verma has ended this chat session*

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## Visitor Details

**#78559 marketing**

**Email:** marketing@nedia.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 20 Secs

**City:** FRANKFURT AM MAIN

**State:** Hessen

**Country:** GERMANY

## Chat Transcript

marketing	Hello, I am your Acebuddy
Acebuddy	Hello Vaish, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
marketing	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marketing	I'd like to report an Issue
Acebuddy	Please select an option!
marketing	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
marketing	The problem is with our hosting storage.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
	Are we still connected?
marketing	Yes
	We are currently using Fishbowl on your servers and it looks like the storage is about 98%
	We would like to increase the disk space. Could you please assist in providing the best price for the same.

Anjainay Singh	Thankyou for bringing this issue into our notice.
	Please provide me two minutes so that I can share the pricing details for adding the additional space.
marketing	Sure.
Anjainay Singh	Plan1 : 200GB : \$120/Month Plan2 : 100GB : \$60/Month Plan3 : 80 GB : \$50/Month Plan4 : 60 GB : \$40/Month Plan5 : 40 GB : \$28/Month
marketing	We've been long-time customers. Any chance you can do a better price for us on this?  40 FB would suffice for us for now  GB*
Anjainay Singh	We may offer 40 GB at \$25/month.
	In order to add 40 GB space please provide approval from spothen@nedia.com to support@acecloudhosting.com so that we can proceed with the changes.
marketing	What is our current storage and cost?
Anjainay Singh	I have cleared some space in C drive so the available free space is 19.37 GB out of total 178.68 GB.
marketing	What is the cost currently per month?
Anjainay Singh	Currently you are paying \$ 60.90 for additional space.
marketing	So 60.90 for 180 GB?
Anjainay Singh	No for 80 GB.
marketing	What are we not able to see the C drive in This PC?
Anjainay Singh	We have hidden C drive from every users as it contain important operating system files , application files which are critical for the system.
marketing	How do we view the remaining storage space?
Anjainay Singh	You may type C: in search box of explorer and hit enter you will get the C drive.
marketing	Okay. Got it.. So 80 GB for 60.90.. and if we add 40 GB @ \$25 it would be be 85.9 for 120GB. Correct"
	Also the current plan also includes the storage in D drive, correct?
Anjainay Singh	Yes Vaish , you are correct.
	I need to confirm it from concerned department and once I get confirmation I will send you an update over an email.
	Are we still connected here?
marketing	Yes
	Sure. Let me verify regarding the upgrade. Please hold.
Anjainay Singh	Sure.
	Are we still connected here?
marketing	Yes

Anjainay Singh	Thankyou for your confirmation, Vaish.
	Could you please provide me an update?
	Once this chat gets disconnected, you will receive an email in which you may send your authorization.
marketing	Yes. We will just email regarding the upgrade.
	Thank you
Anjainay Singh	Is there anything else I may help you with ?
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	I will also share the ticket id with you over the mail once this chat is disconnected.
marketing	That would pretty much it. Thank you!
	Okay.
Anjainay Singh	You may disconnect this chat, I will make sure space get added urgently on server in C drive.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anjainay Singh has ended this chat session*

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## Visitor Details

### #78684 Burton Mills

**Email:** burton@amcoautomation.com  3197594141

**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:** FAIRFIELD

**State:** Iowa

**Country:** UNITED STATES

## Chat Transcript

Burton Mills	Hello, I am your Acebuddy
Acebuddy	Hello Burton Mills, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Burton Mills	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Burton Mills	I'd like to raise a Request
Acebuddy	Please select your request type.
Burton Mills	Password Reset
Acebuddy	Please select an option below
Burton Mills	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*

Ch

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## Visitor Details

**#78165 Candy Sakarapanee**

**Email:** csakarapanee@tnwf.org  6154568021

**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:** 41 Secs

**City:** NASHVILLE

**State:** Tennessee

## Chat Transcript

Candy Sakarapanee	Hello, I am your Acebuddy
Acebuddy	Hello Candy Sakarapanee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Candy Sakarapanee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Candy Sakarapanee	I'd like to report an Issue
Acebuddy	Please select an option!
Candy Sakarapanee	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Candy Sakarapanee	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution:  Was that helpful?
Candy Sakarapanee	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>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 Candy
Candy Sakarapanee	Hello
	We recently upgraded Quickbooks to 2024 Accountant Plus. Since the upgrade, we have been unable to have more than one user connected at a time.
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?
Candy Sakarapanee	myrealdatalJanetHe
Anurag Sharma	May I take the remote access of your server?
Candy Sakarapanee	yea
	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.

Candy Sakarapanee	Thank you. The only thing open is QB on the company login page and the error message I receive when trying to login as
Anurag Sharma	Okay
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Are we still connected here?
Candy Sakarapanee	Yes
Anurag Sharma	Candy, we would request you to please contact intuit support as this issue is due to single user license that you have of Q
Candy Sakarapanee	Thank you
Anurag Sharma	Is there anything else I may help you with ?
Candy Sakarapanee	Not at this time, 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 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 appr
	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> )

*Anurag Sharma has ended this chat session*

Ch

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## Visitor Details

### #78724 Brenda Rosales

**Email:** brenda.rosales@eneos.com.ph ☎ 636325071840

**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:** 1 Min 33 Secs

**City:** AYALA-PASEO DE ROXAS

**State:** National Capital Region

**Country:** PHILIPPINES

## Chat Transcript

Brenda Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brenda Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at our end, if you're experiencing issues, please provide more details or share a screenshot of the error message.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com.
	Do you need any further assistance on the topic?
Brenda Rosales	Yes
Acebuddy	Please wait while we connect you to our 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 today.
Brenda Rosales	dear yash
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Hello Brenda
	Kindly help me with your server name and user name?
Brenda Rosales	my computer name is: JXNOEPC
	username: MASUGIT
Yash Kalra	

	Please allow us 4-5 minutes while we are updating the QuickBooks from the backend.
Brenda Rosales	sure Yash.  thank u so much for the help
Yash Kalra	As part of our backend updates, we may need to reboot the server. To prevent data loss, please:  <b>Action Required:</b> Save all open files and documents immediately Close any critical applications Pause ongoing transactions if any
Brenda Rosales	hi Yash,  sorry got internet connection issue
Yash Kalra	No worries.
Brenda Rosales	yes, i already inform the team regarding this. you can proceed.
Yash Kalra	Brenda, it's taking more than expected please allow 4-5 minutes more in order to update the application from the backend
Brenda Rosales	sure. thank u
Yash Kalra	Brenda, we have updated the QuickBooks from the backend. Is there anything else I may help you with ?
Brenda Rosales	kindly help us migrate the data from QB Premier to enterprise
Yash Kalra	Brenda, for this you have to open your QB files in QuickBooks Enterprise
Brenda Rosales	can you guide me through?
Yash Kalra	If you want, I can demonstrate this. (Edited)
Brenda Rosales	sure
Yash Kalra	May I take the remote access of your server?
Brenda Rosales	sure
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Brenda Rosales	noted on this
Yash Kalra	Please login to the server
Brenda Rosales	already close
Yash Kalra	Brenda, we assisted you regarding QuickBooks company file upgrade.
Brenda Rosales	thank u so much Yash for the help :)
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.
Brenda Rosales	it means a lot
	sure
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 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.

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

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

*Yash Kalra has ended this chat session*

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## Visitor Details

### #77684 Stephanie Craven

**Email:** stephanie@peaklandscapeinc.com  15304481936

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

**Operator:** Shashwat Verma

**Website:** [https://www.acecloudhosting.com/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace A\\_B14\\_&gclid=Cj0KCQjw0erBBhDTARIgKO8iqTiGsjbD5r\\_8SvqoJGVsLcTBt2ZjgfrH8hcQijEZ3zC7EnL37WCvWAaAliZEALw\\_wcB](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace A_B14_&gclid=Cj0KCQjw0erBBhDTARIgKO8iqTiGsjbD5r_8SvqoJGVsLcTBt2ZjgfrH8hcQijEZ3zC7EnL37WCvWAaAliZEALw_wcB)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 4 Secs

**City:** TRUCKEE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Stephanie Craven	Hi,
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
	Hi Stephanie
Stephanie Craven	Hi,
	I need help restoring my quickbooks file to the 2024 quickbooks edition

*Dikshant Yadav is transferring the chat to Support(QB & App Hosting).*

*Shashwat Verma accepted the chat transfer request.*

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Stephanie
	Do you want to restore the file and want to revert the changes you have made on it?
Stephanie Craven	As of right now I've been working on a 2022 version. I have several different companies within that 2022 version. I have r
Shashwat Verma	I will surely help you with this issue.
	<b>We would like to inform you that upgrading your QuickBooks file to the 2024 version will not result in any data loss.</b> We would like to inform you that upgrading your QuickBooks file to the 2024 version will not result in any data loss. We will proceed with the upgrade, and we will take full care in case of any unexpected data loss.
Stephanie Craven	Perfect, sounds great
Shashwat Verma	But once the file get upgrade it can't be used with 2022 version
	You can use it with Qb 24 smoothly.
	Is there anything else I may help you with ?
Stephanie Craven	No that is all for today. Will all my companies transfer over
Shashwat Verma	Yes, Qb have function to upgrade the file, once you try open it with 24 version
	Hope I have answered your question.
Stephanie Craven	ok, so how do we transfer the info over? Do you need me to do something on my end? 2024 has already been installed or
Shashwat Verma	Just use your Qb 24 version to open the existing file, it will prompt you to upgrade the file
	Once the upgrade is complete, you can use that file.
	Is there anything else I may help you with ?
Stephanie Craven	where do i open/ restore my company file from
Shashwat Verma	<b>To upgrade your QuickBooks file to 2024:</b> <b>Open QuickBooks Desktop 2024.</b> Choose " <b>Open or restore an existing company file.</b> " Navigate to the <b>file location</b> on the server where your current company file is stored. Select the file and click <b>Open</b> . QuickBooks will prompt you to <b>upgrade the file to the 2024 format</b> — follow the on-screen instructions to complete the upgrade. <i>⚠ Note: Once upgraded, the file will no longer be compatible with earlier versions of QuickBooks.</i>
Stephanie Craven	when i go to open a company file its only showing a date of 11/15/2023
	should i create a backup and open from there
Shashwat Verma	That might be the date of file creation.
	Shall I remote in and show you the same?
Stephanie Craven	yes plese
	please
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.

	<a href="https://assist.acecloudhosting.com/join/1832846745">https://assist.acecloudhosting.com/join/1832846745</a>
Stephanie Craven	ok
Shashwat Verma	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our experts.
Stephanie Craven	ok
Shashwat Verma	As per the remote session, we have assisted you to upgrade the Qb files .
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Shashwat Verma has ended this chat session*

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## Visitor Details

### #77971 Bakley Smith

**Email:** bakley@greencirclecap.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:** 8 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bakley Smith	I'd like to report an Issue
Acebuddy	Please select an option!
Bakley Smith	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Bakley Smith	I am not able to access the remote desktop
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>7:58:49 PM Bakley Smith is sharing a file with you <u>1_image.png</u> - ( Size:338.16 KB )</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Bakley Smith	I am getting this error
Manish Singh	I will surely help you with this issue.
Bakley Smith	hi manish
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Bakley Smith	yes for me
	and not sure if others are
Manish Singh	May I take the remote access of your local computer?
Bakley Smith	we think it is because we were running a huge report that may have run into the automatic update last night
	sure you can remote
Manish Singh	<a href="https://assist.acecloudhosting.com/join/4042309830">https://assist.acecloudhosting.com/join/4042309830</a>
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
Bakley Smith	sure
	im read
	ready
Manish Singh	Kindly access this link
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
	Is there anything else I may help you with ?
Bakley Smith	no that is all thank you

Manish Singh

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of  
Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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 appr

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

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

*Manish Singh has ended this chat session*

---

Ch

Hell

## Visitor Details

**#78108 jdavis**

**Email:** jdavis@willscpas.com

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

**Operator:** Ankit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 16 Secs

**City:** CHARLOTTESVILLE

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

jdavis

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

jdavis

Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
jdavis	I'd like to report an Issue
Acebuddy	Please select an option!
jdavis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jdavis	I have a ticket number 709399
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
jdavis	I need to finish this up
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
	Hello Jdavis, How are you doing today?
jdavis	I need to finish up this ticket. I currently do not have excel nor Word
Ankit	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the ticket once.
	Thank you for your patience. I can see there are currently users logged into the server. Could you kindly ask them to log off?
	We sincerely apologize for the inconvenience caused. Upon reviewing the ticket, I can confirm there has been a delay - it is due to a system disruption.
jdavis	We are working on it
Ankit	I completely understand this disruption is impacting your work hours. If you would prefer, I can reschedule this for today at a more convenient time. Please let me know if there are any necessary arrangements immediately (Edited)
jdavis	We are all off
	Do it now
Ankit	Thank you for the confirmation.
	Kindly allow me 8-10 minutes to repair the application.
	Thank you for your patience. I sincerely apologize for the delay - this is taking longer than expected. It might take another 10-15 minutes.
	Thank you for your time and patience. We would like to inform you that we have repaired the application. I would request you to do a quick test.
jdavis	ok
	Thank You!
	Looks like it is working now
Ankit	We are glad to hear your issue has been resolved and sincerely apologize for the delay. Thank you for your patience throughout the process.

	Is there anything else I may help you with ?
jdavis	nope. Thank you for your help
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day. :
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 cooperation.
	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> )

*Ankit has ended this chat session*

Ch

Hell

## Visitor Details

### #78518 Dezerea Cornell

**Email:** dez@ameristarroofing.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:** BRYAN

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dezerea Cornell	I'd like to raise a Request
Acebuddy	Please select your request type.
Dezerea Cornell	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>

Ch

Hell

## Visitor Details

### #78417 Lindsey Vela

**Email:** admin@beaconmarineelectronics.com

**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:** 22 Secs

**City:** OXNARD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Lindsey Vela	Hello, I am your Acebuddy
Acebuddy	Hello Randi, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Lindsey Vela	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lindsey Vela	I'd like to raise a Request
Acebuddy	Please select your request type.
Lindsey Vela	Printer/Scanner Addition
Acebuddy	Please select your desired option :
Lindsey Vela	Scanner Addition
Acebuddy	In order to scan from the server, TSScan software needs to be added at both end (local PC & Server). Kindly email us the details of the server and we will take care of it.
	Please select an option :
Lindsey Vela	Restart
Acebuddy	Hello Randi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lindsey Vela	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lindsey Vela	I'd like to raise a Request
Acebuddy	Please select your request type.
Lindsey Vela	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will contact you shortly.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Lindsey Vela	Setback
Acebuddy	Please select your request type.
Lindsey Vela	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lindsey Vela	I'd like to report an Issue
Acebuddy	Please select an option!
Lindsey Vela	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Lindsey Vela	Other QB related issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lindsey Vela	My name is Randi and I'm trying to chat about adding software for a credit card reader. Can you please connect with Blue
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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Lindsey Vela	blue isle drake
Shubham Kataria	Kindly confirm your username as well.
Lindsey Vela	Joel
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.
Lindsey Vela	please let me know if i need to log in
Shubham Kataria	Sure
	May I take the remote access of your local computer?
Lindsey Vela	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Lindsey Vela	Thank you, nothing is open.
Shubham Kataria	Great
	<a href="https://assist.aceclouddhosting.com/join/3172098274">https://assist.aceclouddhosting.com/join/3172098274</a>
	Kindly paste this link in the browser of local computer and join the session.
Lindsey Vela	doin
	Done. Do you need me to download?
Shubham Kataria	Yes, we are connected
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	As your local system is rebooted after the installation but we are still connected over remote session
	Thank you for your patience.
Lindsey Vela	Thank you for your assistance.
Shubham Kataria	As per the remote session we have installed Fabulatech on your local computer as well.
	you're welcome
	Is there anything else I may help you with ?

Lindsey Vela No thank you. I will be in touch if we have more issues. Have a nice day

Shubham Kataria Sure, we will be happy to assist you.

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

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

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

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

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*

---

Ch

Hi I'm in need of ge

## Visitor Details

### #77929 Jonathan Jones

**Email:** jonathan@musicnomad.com  14076202298

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

**Operator:** Yash Ahi

**Website:** [https://www.acecloudhosting.com/ace-support/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=.oeV4&gclid=Cj0KCQjwgIXCBhDBARIsAELC9Zi1AWxOHABI4laNDpg8L9Sq9tJQlkq9BG-sWX0MYOJxvGxZSAI9zcAaAnN5EALw\\_wcB](https://www.acecloudhosting.com/ace-support/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=.oeV4&gclid=Cj0KCQjwgIXCBhDBARIsAELC9Zi1AWxOHABI4laNDpg8L9Sq9tJQlkq9BG-sWX0MYOJxvGxZSAI9zcAaAnN5EALw_wcB)

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 11 Secs

**City:** SONOMA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Jonathan Jones Hi I'm in need of getting the answer to my ticket 707590

Aayush

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

Hello I will transfer your chat to support.

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

*Yash Ahi accepted the chat transfer request.*

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

Hi Jonathan. How are you doing today?

Jonathan Jones Great, can you help get the passwords reset for the users on my ticket

Yash Ahi Sure Jonathan, I will surely help you with that.

Kindly allow me two minutes to check the same.

Thank you for your patience.

Jonathan Jones No worries

Yash Ahi Well I need to inform you Jonathan, that you can also manage user's password through myportal.

Jonathan Jones Where is that?

Yash Ahi Do you want me to assist you on remote session on how to do that? (Edited)

Jonathan Jones Yes please

Yash Ahi Alright.

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

Kindly paste this link in the browser of local computer and join the session.

<https://assist.aceclouddhosting.com/join/9482025764>

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

*The visitor's phone number was changed from 4076202298 to 14076202298.*

My pleasure Jonathan.

Is there anything else I may help you with ?

Jonathan Jones No I'm all good thanks

Yash Ahi Alright, I am closing the the remote session.

I would greatly appreciate if you could share the feedback after this chat.

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

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

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

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

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

*Yash Ahi has ended this chat session*

---

Ch

Hell

## Visitor Details

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### #77975 Reece Morrel

**Email:** reecejr@law-office.com ☎ (918) 527-9206

**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:** 35 Secs

**City:** TULSA

**State:** Oklahoma

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please wait while we connect you to a Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>
Anurag Sharma	<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.
Reece Morrel	Hello Reece
Anurag Sharma	I try calling the 800-432-1585 phone number for support and it does not work.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.  I would like to inform you that this is our 24/7 available toll free number. Phone: 1-888-415-5240  Could you please confirm me the issue you are facing?
Reece Morrel	So that I can help you over the chat?
Reece Morrel	I need login credentials to our remote host.
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Reece Morrel	GoYeVillage.myrealdata.net
Anurag Sharma	Please confirm if your Username is ReeceJr@myrealdata.net
Reece Morrel	Is it? I thought it was ReeceJr@law-office.com  Which ever one works. There is only one "ReeceJr"
Anurag Sharma	Okay, I would like to inform you that this is your username ReeceJr@myrealdata.net
Reece Morrel	Great. Thank you.
Anurag Sharma	Reece, could you please confirm whether you've forgotten your credentials or if you're experiencing a login issue with the
Reece Morrel	I haven't logged into the server in a year or so, and I think the login procedure has changed.
Anurag Sharma	Okay no problem. We can do one thing, after this chat I will send you an email. Kindly revert back to that email with an ap
Reece Morrel	The only email account that I can access is reecejr@law-office.com
Anurag Sharma	Yes, that is the primary account. Please provide us the approval from this account only.  Is there anything else I may help you with ?
Reece Morrel	Are we still connected here?
Reece Morrel	am i waiting for an email from you
Anurag Sharma	You will receive the email after this chat closure.
Reece Morrel	Can I help you with anything else?
Anurag Sharma	what if it doesnt work
Anurag Sharma	It will work, I will send you a RDP as well. You can download that RDP to login to the server. (Edited)  If you still face any issues, you are always welcome to reach out to us anytime.
	Please confirm if I can end this chat so that I can send you the email.

Reece Morrel	Please send it
Anurag Sharma	Thanks for the confirmation !
Reece Morrel	Please send it to "reecejr@law-office.com"
Anurag Sharma	Of course I will.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Reece Morrel	Thank you.
Anurag Sharma	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 appr
	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*

Ch

Hell

## Visitor Details

**#78737 salmakki**

**Email:** salmakki@vineit.com ☎ 844 484 6348

**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:** ST PETERSBURG

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

Ch

Hell

## Visitor Details

### #78339 Shari

**Email:** sbray805@gmail.com ☎ 8054079440

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** SAN JOSE DEL CABO

**State:** Baja California Sur

**Country:** MEXICO

## Chat Transcript

Shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shari	I'd like to report an Issue
Acebuddy	Please select an option!
Shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Shari	Im trying to fix my sbray connection on my other laptop.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Shari
	Do you still facing the connection issue?
Shari	Hi, im trying to set it up on my other laptop, that I share with my daughter.
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your new local computer?
Shari	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/4982824469">https://assist.acecloudhosting.com/join/4982824469</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
	As per discussion over the remote session, The issue is resolved by itself.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Shashwat Verma has ended this chat session*

Ch

Hell

## Visitor Details

### #78530 Rosa Kwon

**Email:** tax@brkimcpa.com ☎ 9729724930

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 14 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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

Rosa Kwon	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rosa Kwon	Setback
Acebuddy	Hello Rosa Kwon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rosa Kwon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rosa Kwon	I'd like to report an Issue
Acebuddy	Please select an option!
Rosa Kwon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rosa Kwon	There was an error occurred when I tried to open Ultra app and the error sign is 'Only one instance of Ultra Tax CS is allow
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Rosa Kwon	Hello.
Sanyam Madan	Hello Rosa , how are you ?
Rosa Kwon	Fine, How about you?
Sanyam Madan	I am Good . Kindly help me with your server name and user name?
Rosa Kwon	Server name is Bongryong.myrealdatal.net and user name is Rosa_BK.
Sanyam Madan	I will be surely assisting you with this.
Rosa Kwon	Great!
Sanyam Madan	May I take the remote access of your server?
Rosa Kwon	Yes.
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
Rosa Kwon	I closed them.
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
Rosa Kwon	It is opened.
	Thank you.

Sanyam Madan	Great
	Is there anything else I may help you with ?
Rosa Kwon	That is all.
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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.
	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> )

*Sanyam Madan has ended this chat session*

Ch

Hell

## Visitor Details

### #78488 Brenda Rosales

**Email:** brenda.rosales@eneos.com.ph  636325071840

**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:** 36 Secs

**City:** AYALA-PASEO DE ROXAS

**State:** National Capital Region

**Country:** PHILIPPINES

## Chat Transcript

Brenda Rosales Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Brenda Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at our end, there may be times when you receive an update alert from the application itself. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com
	Do you need any further assistance on the topic?
Brenda Rosales	Yes
Acebuddy	Please wait while we connect you to our 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 today.
Brenda Rosales	Hi Yash
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Hello Brenda
Brenda Rosales	would like to follow up on the status of my ticket number 698269
Yash Kalra	Kindly allow me two minutes to check the same.
Brenda Rosales	user name: myrealdata\MASUGIT
	thank u
	i am really hoping that this will get done soon
	because anytime QB might terminate our access.
	they only give us until june 19
Yash Kalra	Brenda, upon checking from the backend we found that the order for QuickBooks has been placed and we will be upgrading the software shortly.
Brenda Rosales	yes!
	thank u so much]
Yash Kalra	Is there anything else I may help you with ?
Brenda Rosales	i was looking forward

none

will also check again later

thank u Yash!

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.

Brenda Rosales sure

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.

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

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

*Yash Kalra has ended this chat session*

---

Ch

Hell

## Visitor Details

### #78416 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:** 39 Secs

**City:** PENSACOLA

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon, 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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
johnathon	User not able to connect to RDP
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.  I will surely help you with this issue.  Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
johnathon	Seems to be only one user maybe having the issue.  Jeremy.Mo
Manish Singh	Kindly allow me two minutes to check the same.  As I can check user are logged into the server right now.  May I take the remote access of your local computer?
johnathon	I am talking with the user now to see if something changed since they reported the issue.
Manish Singh	Yes, please take your time.
johnathon	Are you able to enable microsoft office use for this user?
Manish Singh	Which user? Johnathon
johnathon	Jeremy.Mo
Manish Singh	If would like to provide MS Office access to user Jeremy.po kindly email us from your authorized email [johnathon@islande
	On support@acecloudhosting.com
	Are we still connected here?
johnathon	yes
	Is the user Jeremy.Po or Jeremy.Mo?

Manish Singh	Is server accessibility issue is resolved for user Jeremy?
	Jeremy.Mo@myrealdata.net
johnathon	Okay, email has been sent. User is not answering me so we will say his access is fixed if you see that he is currently signe
Manish Singh	No, user is not active on the server right now.
	We will provide access to MS Office as requested in your email and will update you once it has been completed.
johnathon	You told me earlier that he was.
Manish Singh	No, users are active so it not related to server accessibility I mean.
	<i>8:05:39 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:14.75 KB )</i>
	<i>These users are active right now.</i>
	Kindly let user Jeremy.Mo to initiate the chat so that we can assist him in real time.
	Is there anything else I may help you with ?
johnathon	No thanks
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 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 appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.aceclou">https://selfcare.aceclou</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*

Ch

Hell

## Visitor Details

**#78369 grace.lee**

**Email:** grace.lee@myrealdata.net

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

grace.lee	Hello, I am your Acebuddy
Acebuddy	Hello Grace.lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
grace.lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
grace.lee	I'd like to report an Issue
Acebuddy	Please select an option!
grace.lee	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
grace.lee	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at our end, if you're experiencing issues, please provide more details or a screenshot of the error message.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com
	Do you need any further assistance on the topic?
grace.lee	Yes
Acebuddy	Please wait while we connect you to our 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.
	Hello Grace
	Good day
grace.lee	Hello. My computer keeps prompting me to update QuickBooks, which is making it difficult to process payroll properly. What steps can I take to resolve this issue?
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
grace.lee	(grace.lee@myrealdata.net) (myrealdata\grace.lee)
Shubham Kataria	

Thank you for the information however in order to update QB we require downtime from server for next 15-20 minutes an

If you would like me to update QB now, please ask everyone to log off otherwise if you prefer I can schedule the updates 1

grace.lee That's fine. Please go ahead with the process.

I will notify everyone now.

Shubham Kataria Sure, once everyone will log off from the server please do let me know so that I can initiate the QB update.

Hi Grace,

I've initiated the update for you as all users logged off from the server.

Are we still connected here?

As you've disconnected the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-524

*Shubham Kataria has ended this chat session*

---

Ch

Hell

## Visitor Details

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**#78794 itadmin**

**Email:** itadmin@jamesferrell-law.com  13467417315

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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itadmin Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
itadmin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
itadmin	I'd like to report an Issue
Acebuddy	Please select an option!
itadmin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
itadmin	we are being kicked out of remote desktop while trying to print checks. please check system resources to see if printing tl
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
itadmin	Hello. user Meagan Ferrel started print a lot of checks. she continued to get kicked out of remote desktop once the job sta
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
<i>6:43:25 PM itadmin is sharing a file with you <u>Untitled.png</u> - ( Size:23.77 MB )</i>	
itadmin	currently she has stopped printing, but once she starts again I would like to see if you can check on the system.
Sanyam Madan	Kindly allow me two minutes to check the same.
	Kindly help me with your server name and user name?
itadmin	one moment
Sanyam Madan	take your time
itadmin	the user should be meaganferrell
	the server is ferrel llaw group (James C Ferrell, PC)_ let me verify the exact server name.
Sanyam Madan	Kindly allow me 3-4 minutes to check the same.
itadmin	JamesCFerrell.Myrealdatal.net
Sanyam Madan	May I take the remote access of your local computer?
itadmin	I was asked to handle this, but now I am told she is working. so we have to wait. Once she is printing checks again I can c
Sanyam Madan	yes , we can do that
	Is there anything else I may help you with ?
itadmin	Sorry about that, I will get back as soon as she allows us to investigate further.
Sanyam Madan	yes , sure

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

itadmin thats fine

Sanyam Madan 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 appr

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/>)

*Sanyam Madan has ended this chat session*

---

Ch

Hell

## Visitor Details

### #77766 VISHNU IVARAJ

**Email:** vivaraj@accountingresourcesinc.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 1 Sec

**City:** MUDRADI

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

VISHNU IVARAJ Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

VISHNU IVARAJ Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
VISHNU IVARAJ	I'd like to report an Issue
Acebuddy	Please select an option!
VISHNU IVARAJ	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
VISHNU IVARAJ	In ACE Server I can't able to access the client folder
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
VISHNU IVARAJ	ACE SERVER - vishnu.i@myrealdatal.net
Ashutosh Mishra	The business name is VELAN INFO SERVICES?
VISHNU IVARAJ	Accounting Resources Inc
	Hi Ashutosh, Are you there
Ashutosh Mishra	Yes
	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
VISHNU IVARAJ	Sure
Ashutosh Mishra	Is this the first time you are facing this issue?
VISHNU IVARAJ	I got the Credential yesterday & I'm using this first time
Ashutosh Mishra	I see, please sign off once and sign in again.
VISHNU IVARAJ	I tried this already
	<i>3:08:01 PM VISHNU IVARAJ is sharing a file with you <a href="#">image.png</a> - ( Size:6.0 KB )</i>
Ashutosh Mishra	Ok, i understand you are a new user for this server. In this case we would require authorization from the registered contact.
VISHNU IVARAJ	Kindly do the needful ASAP
Ashutosh Mishra	Sure, I would send mail to the authorized contact and once the approval is received, we will proceed at the earliest.
VISHNU IVARAJ	Thank You Ashutosh!
Ashutosh Mishra	Is there anything else I may help you with ?
VISHNU IVARAJ	No

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

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

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.

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

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

*Ashutosh Mishra has ended this chat session*

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Ch

Hell

## Visitor Details

### #77788 Christine Moss

**Email:** mossaccounting@rocketmail.com ☎ 15096850299

**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:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Christine Moss Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

Ch

Hell

## Visitor Details

### #78459 ERICAJOHNS

**Email:** ericajohns@southernwoodframing.com  3017512317

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 28 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

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

ERICAJOHNS	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.  <i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
ERICAJOHNS	Unable to log into QB, yet again!  it says "Hold tight, We're updating your Quickbooks. This could take a few minutes."
Shivam Singh	I will be surely assisting you with this.  Allow me 5 minutes to look into the server.
ERICAJOHNS	okay.. this is happening frustratingly often.
Shivam Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
ERICAJOHNS	All users on server
Shivam Singh	Allow me to fix it.
ERICAJOHNS	please.
Shivam Singh	I will be back with you shortly with an update.
ERICAJOHNS	thank you.
Shivam Singh	Thank you for your patience
ERICAJOHNS	yep
Shivam Singh	Erica, thanks for your patience, changes have been applied. (Edited)  Please try now and let me know if you still face the issue.
	Are we still connected here?
	Are we still connected here?
ERICAJOHNS	yes
	It is letting me in, now. Thank you.
Shivam Singh	Great  Erica, Is there anything else I may help you with?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	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 appr

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

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

*Shivam Singh has ended this chat session*

---

Ch

PLEA

## Visitor Details

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### #77876 nguyen

**Email:** chinh\_cn@yahoo.com  4082096515

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** THON VINH CHAU

**State:** Khanh Hoa

**Country:** VIET NAM

## Chat Transcript

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nguyen PLEASE UPDATE QUICKBOOK

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

nguyen THX

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

*Yash Ahi accepted the chat transfer request.*

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

Hi Chinh. How are you doing today?

nguyen I AM FINE

HOW ABOUT Y

Yash Ahi I am also doing good. Thank you for asking.

Could you please help me with your server name or business name?

Are we still connected here?

nguyen YES

SAIGON SERVICES

THAT BUSINESS NAME

Yash Ahi Thank you for the information and allow 2 minutes to check the same.

nguyen SAIGONSERVICES@MYREALDATA

Yash Ahi So, you want to update Quickbooks on the server, correct?

nguyen YES, CORRECT

Yash Ahi Alright, I am updating the same.

Kindly allow me 2 minutes.

nguyen THX

Yash Ahi No problem.

Thank you for your patience Chinh.

We would like to inform you that we have updated the QB application on the server.

Is there anything else I may help you with ?

nguyen CAN YOU GIVE FEW SECOND TO DOUBLE CHECK

Yash Ahi Sure.

nguyen work great

thank you

Yash Ahi My pleasure.

I would greatly appreciate if you could share the feedback after this chat.

After this chat you will get the reference ticket ID

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

nguyen yes, will do

Yash Ahi 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 appr

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

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

*Yash Ahi has ended this chat session*

Ch

Hell

## Visitor Details

### #77747 Arron Forbes

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

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

**Operator:** Yash Ahi

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 41 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

Arron Forbes	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks  Was that helpful?
Arron Forbes	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>
Yash Ahi	<i>Yash Ahi accepted the chat transfer request.</i>  Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Irzad. How are you doing today?
Arron Forbes	Hello kindly assist with ticket id 703185
Yash Ahi	I will surely help you with this.  Kindly allow me two minutes to check the same.
Arron Forbes	User is unable to export reports to excel from QB.
Yash Ahi	Let me check, please allow me two minutes,  Thank you for your patience Irzad.  Could you please confirm the username, who do not have access to excel? (Edited)
Arron Forbes	They have access to excel  It's just when they export reports from QB it freezes  Users are Farhat and Daniela
Yash Ahi	Alright, so that needs to be checked over the remote session. Could you please ask them to login to the server?
Arron Forbes	One sec I believe they left the office already
Yash Ahi	Alright, I have also made a small change at my end. But I still need to check, if they are able to export from QB or not.
Arron Forbes	Ok the user is available
Yash Ahi	Alright, I can see that the user is logged in to the server.  May I take the remote access of his server?
Arron Forbes	Sure
Yash Ahi	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
Arron Forbes	Ok
Yash Ahi	Hi Irzad  It seems to be working now.  Is there anything else I may help you with ?

Arron Forbes	No that's it thanks
Yash Ahi	I am happy, I was able to fix your issue. (Edited)  After this chat you will get the reference ticket ID.
Arron Forbes	Thanks
Yash Ahi	You're welcome.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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 Ahi has ended this chat session*

---

Ch

Good day, may I have

## Visitor Details

### #78537 team

**Email:** team@infiniteaccountants.com  2125440001

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** ZAPOTE

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

team	Good day, may I have an assistance for Quickbooks Desktop?
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
	Hello Team
	Please let me know how may I assist you today
team	Hello Rahul. Actually we are encountering a problem regarding Quickbooks. Our boss, Mr Allen can't login to his QB Deskt
Rahul	Could you please help me with your CID number or your business name
team	Sorry may you wait for a moment, I will ask our boss regarding to this.
	Its Infinite Accounting Services
Rahul	Perfect  your CID number is: CID61322
	I am transferring your Chat to our Support team, they will be helping you for the same.
	Have a great day
	<i>Rahul is transferring the chat to Support(QB &amp; App Hosting).</i>
team	Than you Rahul.
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
	Could you please confirm your username?
team	this was the username provided after the update of the subscription myrealdatalAllenC.NPRE
Anjainay Singh	Could you please confirm whether user Allen is able to login into server?
team	Actually Mr Allen was the one asking for the logins since he can't use the logins provided and it seems like it doens't work
	<i>2:31:16 AMteam is sharing a file with you</i>
	<i><u>1_image.png</u> - ( Size:11.29 KB )</i>
Anjainay Singh	Please allow me two minutes so that I can assist you accordingly.
team	Sure.
Anjainay Singh	Could you please send us the new authorization email from [allen@infiniteaccountants.com](mailto:allen@infiniteaccount
team	Copy on this. I will inform Mr. Allen
Anjainay Singh	I can reset it for you now so that Allen can login into server or alternatively when this chat gets end I will request an authc
	Will it work for you?
team	I already ask for Mr Allen and Im still waiting for his response
Anjainay Singh	Sure.

team	but I already sent him the link of the acesupport
Anjainay Singh	If he is facing issue in accessing the server , I can resolve it by resetting the password and send him the URL directly to him
team	Sorry may I ask how he can directly ask or send you the authorization?
	he said sure
	<i>2:41:59 AMteam is sharing a file with you <a href="#">image.png</a> - ( Size:10.65 KB )</i>
Anjainay Singh	He need to send an approval to support@acecloudhosting.com from [allen@infiniteaccountants.com](mailto:allen@infiniteaccountants.com)
	Please let me know when he has send the email.
team	I will. Please wait and bear us a moment Thank you!
Anjainay Singh	Sure.
	Could you please provide any update?
team	Sorry my boss still not responding yet and I'm trying to reach out
Anjainay Singh	Okay no worries , we will communicate him directly over an email and will help him to reset the password.
	It will save your business hours so that you may focus on your work, we will take care of it.
team	Sure. Thank you. I will also notify him. Than you very much for the assistance. Have a great day!
Anjainay Singh	Is there anything else I may help you with ?
team	Nothing more. Thank you very much!
Anjainay Singh	No worries dear, I will take care of it so that you can focus on your work.
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
team	Thank you very much. Much appreciatere!
Anjainay Singh	You may disconnect this chat, Thankyou.

*Anjainay Singh has ended this chat session*

Ch

Hell

## Visitor Details

---

### #78708 bramaglia

**Email:** bramaglia@willscpas.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:** SCOTTSDALE

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

---

bramaglia	Hello, I am your Acebuddy
Acebuddy	Hello Brock Ramaglia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bramaglia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bramaglia	I'd like to raise a Request
Acebuddy	Please select your request type.
bramaglia	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server rebo
	Do you need any further assistance on the topic?
bramaglia	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

Ch

Hell

## Visitor Details

### #77816 Giancarlo Esquelin

**Email:** esquelin@thrivcpa.com  17874149600

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** CABO ROJO

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

Giancarlo Esquelin	Hello, I am your Acebuddy
Acebuddy	Hello Esquelin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Giancarlo Esquelin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Giancarlo Esquelin	I'd like to raise a Request
Acebuddy	Please select your request type.
Giancarlo Esquelin	Change in Users
Acebuddy	Please select your desired option!
Giancarlo Esquelin	User Replacement
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existi
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer t
	Do you need any further assistance on the topic?
Giancarlo Esquelin	Yes

Acebuddy Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Yash Ahi accepted the chat transfer request.*

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

Hi Esquelin. How are you doing today?

Giancarlo Esquelin Hello. I would like to be able to change the user's name on the account for the desktop access I have.

Yash Ahi Well Esquelin. We do not recommend modifying an existing user due to technical challenges. Hence we request you to dis-

You won't be able to change the users name.

Giancarlo Esquelin Ok thank you

I will work on that later tomorrow. Thank you

Yash Ahi Alright.

Is there anything else I may help you with ?

Giancarlo Esquelin no, thanks

Yash Ahi After this chat you will get the reference ticket ID

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

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

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

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

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

*Yash Ahi has ended this chat session*

Ch

Hell

## Visitor Details

**#78696 LEO HSU**

**Email:** leohsu@southeastworldwide.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:** CERRITOS

**State:** California

**Country:** UNITED STATES

## Chat Transcript

LEO HSU Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

LEO HSU Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

LEO HSU I'd like to raise a Request

Acebuddy Please select your request type.

LEO HSU 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 :

LEO HSU No, That'll be all!

Acebuddy Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

## Visitor Details

Ch

need to c

**#78071 Candy Sakarapanee****Email:** csakarapanee@tnwf.org  6154568021**Department:** Support(QB & App Hosting)**Operator:** Shubham Kataria**Website:** [https://www.acecloudhosting.com/hosting/ultratax-software/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Pmax\\_UltraTax&utm\\_term=&utm\\_adgroup=&gad\\_source=1&gad\\_campaignid=225965351](https://www.acecloudhosting.com/hosting/ultratax-software/?utm_source=google&utm_medium=cpc&utm_campaign=Pmax_UltraTax&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=225965351)**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 19 Secs**City:** NASHVILLE**State:** Tennessee**Country:** UNITED STATES**Chat Transcript**

Candy Sakarapanee	need to clear space in the disk drive
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
<i>Amit is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Candy Sakarapanee	Thank you
Shubham Kataria	Hello Sakarapanee
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Candy Sakarapanee	myrealdatalJanetHe
Shubham Kataria	Kindly confirm your business name as well
Candy Sakarapanee	TN Wildlife Federation
Shubham Kataria	Thank you for the information. Please allow me a minute to check the Diskspace on your server.
Candy Sakarapanee	Thank you. I believe the 2022 version of Quickbooks needs to be uninstalled and temporary files deleted.
Shubham Kataria	Yes, I'm checking the same.
	Please stay connected, I'm trying to clean up the C drive.
Candy Sakarapanee	Thank you
Shubham Kataria	You're welcome
	Thank you for your patience.
	I've deleted the temp files from the server and now you have 16 % of free space.
Candy Sakarapanee	Thank you. Has 2022 Quickbooks been uninstalled as well?

Shubham Kataria	Earlier it was 11 %
	No it is still installed on the server.
Candy Sakarapanee	Please leave the 2024 version intact but uninstall 2022
Shubham Kataria	But if you would like us to remove it. Please email us with the registered email address.
Candy Sakarapanee	Will do, thank you. Before this chat, I was unable to sign into QB for space issues. Please hold and allow me a moment to
Shubham Kataria	I apologize, I have checked the server and Only QB 2024 is there.
	No problem. You may check
Candy Sakarapanee	*I am no longer receiving the error message, thank you
Shubham Kataria	You're welcome.
	Is there anything else I may help you with ?
Candy Sakarapanee	That is all, thank you
Shubham Kataria	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
	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> )

*Shubham Kataria has ended this chat session*

Ch

Hell

#### Visitor Details

**#78066 lorena seppanen**

**Email:** [lorenas@sentryusa.com](mailto:lorenas@sentryusa.com) ☎ 6058801246

**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:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

### Chat Transcript

lorena seppanen

Hello, I am your Acebuddy

Acebuddy

Hello Lorena Seppanen, I'm you

Whom Would You Like to Connect

As we haven't got any response  
Kindly re-initiate the chat.

*Ended due to chat idle timeout*

Ch

Hell

### Visitor Details

**#77928 betzaida.montero**

**Email:** betzaida.montero@deliverydynamics.com  85074

**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:** AMELIA DE ICAZA

**State:** Panama

**Country:** PANAMA

### Chat Transcript

betzaida.montero

Hello, I am your Acebuddy

Acebuddy	Hello Betzaida Montero, I'm you
	Whom Would You Like to Connect With?
betzaida.montero	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
betzaida.montero	I'd like to raise a Request
Acebuddy	Please select your request type.
betzaida.montero	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com and our technicians will connect with you.
	If you are facing any issue/problem, Kindly re-initiate the chat.
	As we haven't got any response Kindly re-initiate the chat.

*Ended due to chat idle timeout*

Ch

Hell

## Visitor Details

**#78620 davidDavid kirchenbaum**

**Email:** david@robkellermd.com ☎ 9548503656

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

davidDavid kirchenbaum	Hello, I am your Acebuddy
Acebuddy	Hello Daviddavid Kirchenbaum,
	Whom Would You Like to Connect?
davidDavid kirchenbaum	Technical Support (QB & App Help)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
davidDavid kirchenbaum	I'd like to report an Issue
Acebuddy	Please select an option!
davidDavid kirchenbaum	Other Issue
Acebuddy	Please specify the issue you are facing
davidDavid kirchenbaum	getting a message that my computer is slow
Acebuddy	Please wait while we connect you to our support team
	<i>Acebuddy (bot) forwarded the chat transcript to Yash Ahi.</i>
	<i>Yash Ahi accepted the chat transcript.</i>
Yash Ahi	Thank you for contacting Ace Cloud Support
	Hi David. How are you doing today?
davidDavid kirchenbaum	great thanks for asking and you
Yash Ahi	I am also doing good David. Thank you for your time
	I will surely help you with this issue
	Could you please help me with your issue?
davidDavid kirchenbaum	Vitimmune.myrealdatalink.net
	DavidKirchenbaum@myrealdatalink.net
Yash Ahi	Thankyou for the information.
	Kindly allow me two minutes to look into this issue
	Thank you for your patience David
	I have cleared around 10 GB space on my drive
	Is there anything else I may help you with?
davidDavid kirchenbaum	no thanks for your help

Yash Ahi My pleasure.

I would greatly appreciate if you

After this chat you will get the re

Thank you for choosing ACE clo

You may end this chat now. Onc

conversation, along with a ticke

I request you to kindly spare a n

working. I will appreciate that. o

Thanks!

Note: You may change/reset you

(<https://selfcare.acecloudhosting.com/>)

For self-help, check out our Kn

*Yash Ahi has ended this chat session.*

Ch

Hell

## Visitor Details

**#78657 Danilo**

**Email:** danilo@nodactechnology.com

**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:** 18 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Danilo	Hello, I am your Acebuddy
Acebuddy	Hello Danilo, I'm your Ace Buddy
	Whom Would You Like to Connect With?
Danilo	Technical Support (QB & App Help)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Danilo	I'd like to raise a Request
Acebuddy	Please select your request type.
Danilo	Other Request
Acebuddy	Please drop an email to support technicians will connect with you.
	If you are facing any issue/problem?
Danilo	Setback
Acebuddy	Please select your request type.
Danilo	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Danilo	I'd like to report an Issue
Acebuddy	Please select an option!
Danilo	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue?
Danilo	Other QB related issue
Acebuddy	Please specify the issue you are facing?
Danilo	I already have a ticket # 718456
Acebuddy	Please wait while we connect you.
	<i>Acebuddy (bot) forwarded the case to Shubham Kataria</i>
	<i>Shubham Kataria accepted the case</i>
Shubham Kataria	Thank you for contacting Ace Client Support.
	Hello Danilo
	Kindly allow me two minutes to review your issue.
	Thank you for waiting.

	Kindly confirm the server login user id and password.
Danilo	mailto:john.m1@myrealdatal.net
	john.m1@myrealdatal.net
Shubham Kataria	Thank you for the information.
	May I take the remote access of your system?
Danilo	Yes
Shubham Kataria	Prior providing the access, I would like to know the IP address.
Danilo	Ok perfect
Shubham Kataria	I've sent the remote request on your behalf.
Danilo	Go ahead
	I already accepted it.
Shubham Kataria	We are connected on the remote session. Since we have some time, I am putting the chat on hold and will give your confirmation on this call.
	Thank you for your patience.
	As per the remote session we forgot to schedule the updates for night shift.
	Is there anything else I may help you with?
	Are we still connected here?
Danilo	Yes
	Perfect
	No that's it, thank you so much.
Shubham Kataria	You're welcome. We will proactively reach out to you if required.
	Thank you for choosing ACE cloud hosting.
	You may end this chat now. Once the conversation is over, along with a ticket.
	I request you to kindly spare a few minutes for working. I will appreciate that. Once done, Thanks!
	Note: You may change/reset your password at <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>
	For self-help, check out our Knowledge base.
<i>Shubham Kataria has ended this chat.</i>	

Ch

Hell

## Visitor Details

**#77920 Bri Smith, CPA**

**Email:** bri@bdsmithfinancial.com ☎ 117578286158

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** VIRGINIA BEACH

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Bri Smith, CPA	Hello, I am your Acebuddy
Acebuddy	Hello Bri Smith, Cpa, I'm your Ac
	Whom Would You Like to Connect
Bri Smith, CPA	Technical Support (QB & App Ho
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bri Smith, CPA	I'd like to raise a Request
Acebuddy	Please select your request type.
Bri Smith, CPA	Server Resource Addition
Acebuddy	Please select the resource type
	As we haven't got any response Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

Ch

Hell

## Visitor Details

**#78043 shari**

**Email:** shari@jkservicesinc.com ☎ 18054079440

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

**Operator:** Manish Singh

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 1 Min 25 Secs

**City:** BOISE

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy.
	Whom Would You Like to Connect?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing
shari	Need status of new server
Acebuddy	Please wait while we connect you to the right department
	<i>Acebuddy (bot) forwarded the conversation to the appropriate department.</i>

shari Got disconnected and no superv

Deepak Taneja declined the tra

Manish Singh accepted the chat

Manish Singh Thank you for contacting Ace Cl

Hii Shari

I have talked with the Engineer over this chat to the Escalation |

shari Ok

Manish Singh He is going to callback now, Sha

Are you on call with Sumeet?

Are we still connected here?

As you are on call with Sumeet |

Manish Singh has ended this ch

Ch

Hell

## Visitor Details

**#78146 Scott Hill**

**Email:** hill.scott1963@gmail.com

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** LONGVIEW

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Scott Hill	Hello, I am your Acebuddy
Acebuddy	Hello Scott Hill, I'm your Ace Buddy
	Whom Would You Like to Connect?
Scott Hill	Technical Support (QB & App Help)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Scott Hill	I'd like to report an Issue
Acebuddy	Please select an option!
Scott Hill	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue is it?
Scott Hill	QuickBooks Login Issue
Acebuddy	I understand that you are unable to connect. Let me help you with resolving the issue.
	Was that helpful?
Scott Hill	No
Acebuddy	No issues, please wait while I connect you to the support team.
	<i>Acebuddy (bot) forwarded the chat to Shivam Singh</i>
Shivam Singh	<i>Shivam Singh accepted the chat</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting.
	We were connected a while ago.
Scott Hill	I'm getting an error trying to open the file.
Shivam Singh	Scott, I will surely help you with this issue.
	Could you please share a screenshot?
Scott Hill	Want to start a sharing session?
	I've gotten two different error messages.
Shivam Singh	Sure
	Prior providing the access, I would like to ask for some information.
Scott Hill	Done
Shivam Singh	<a href="https://assist.acecloudhosting.com">https://assist.acecloudhosting.com</a>
	Kindly paste this link in the browser.
Scott Hill	Did it work? it asked me to download a file.
Shivam Singh	

yes, please do so.

Scott Hill

Done

Shivam Singh

Thanks for the confirmation  
We are connected on the remote  
the time, I am putting the chat o  
give your confirmation on this cl

As the issue got resolved, and n

Is there anything else I may help

Scott Hill

Thank you again.

I'm good for now.

Shivam Singh

Much Appreciated.

Thank you for choosing ACE clo

I would greatly appreciate if you  
smileys at the end of this chat.

You may end this chat now. Onc  
conversation, along with a ticket

I request you to kindly spare a n  
working. I will appreciate that. o  
Thanks!

Note: You may change/reset you  
(<https://selfcare.acecloudhosting.com>)

For self-help, check out our Knowl

*Shivam Singh has ended this chat*

Ch

Hell

## Visitor Details

#78327 yaz

Email: [yaz@imperialpainting.com](mailto:yaz@imperialpainting.com) ☎ 17816985894

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:** WEST ORANGE

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

yaz	Hello, I am your Acebuddy
Acebuddy	Hello Nicholas, I'm your Ace Buddy
	Whom Would You Like to Connect With?
yaz	Technical Support (QB & App Help)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
yaz	I'd like to report an Issue
Acebuddy	Please select an option!
yaz	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue do you have?
yaz	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good.
	Was that helpful?
	<i>The visitor's name, email address, and phone number</i>
	As we haven't got any response Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

Ch

Hell

## Visitor Details

**#78087 hanumeshqb**

**Email:** hanumeshqb@gmail.com **Phone:** 8142143613

**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:** 28 Secs

**City:** ANANTAPUR

**State:** Andhra Pradesh

**Country:** INDIA

## Chat Transcript

hanumeshqb	Hello, I am your Acebuddy
Acebuddy	Hello Hanumeshqb, I'm your Acebuddy
	Whom Would You Like to Connect?
hanumeshqb	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hanumeshqb	I'd like to report an Issue
Acebuddy	Please select an option!
hanumeshqb	Other Issue
Acebuddy	Please specify the issue you are facing
hanumeshqb	My RDP is Showing Unlock the screen
Acebuddy	Please wait while we connect you to our experts
	<i>Acebuddy (bot) forwarded the chat transcript to Tushar</i>
Tushar	<i>Tushar accepted the chat transcript</i>
Tushar	Thank you for contacting Ace Cloud Hosting
	I will be surely assisting you with your issue
	<i>9:50:56 AM hanumeshqb is sharing my screen</i>
	<u><a href="#">Screenshot 2025-06-10 095012.</a></u>
hanumeshqb	myrealdatal/Hanumeshqb

Accountsavvynew Server Name

Tushar

Kindly allow me two minutes to

hanumeshqb

ya sure

Tushar

Are other users facing the same

hanumeshqb

this is the first time

Tushar

Kindly try to reconnect I have lo

hanumeshqb

okay Sure

Tushar

Is it working now.

hanumeshqb

Yes

Tushar

Is there anything else I may hel

hanumeshqb

nothing

Tushar

Kindly share your feedback by c

Thank you for choosing ACE clo

You may end this chat now. Onc  
conversation, along with a ticket

I request you to kindly spare a n  
working. I will appreciate that. o  
Thanks!

Note: You may change/reset you  
(<https://selfcare.acecloudhosting.com>)

For self-help, check out our Knowl

*Tushar has ended this chat sess*

Ch

Hell

## Visitor Details

**#78176 pstapleton**

**Email:** pstapleton@tippfloor.com **Phone:** 12019838438

**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:** 23 Secs  
**City:** RIDGEFIELD  
**State:** New Jersey  
**Country:** UNITED STATES

### Chat Transcript

pstapleton	Hello, I am your Acebuddy
Acebuddy	Hello Patrick Stapleton, I'm your
	Whom Would You Like to Connect?
pstapleton	Technical Support (QB & App Host)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pstapleton	I'd like to report an Issue
Acebuddy	Please select an option!
pstapleton	Other Issue
Acebuddy	Please specify the issue you are facing
pstapleton	User PATTY_TFC can't login to remote desktop
Acebuddy	Please wait while we connect you to our support team
	<i>Acebuddy (bot) forwarded the chat to Anurag Sharma</i>
	<i>Gaurav Kumar declined the transfer</i>
	<i>Anurag Sharma accepted the chat</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting
	Hello Patrick
pstapleton	Hi, I have a conference call in 5 minutes and can't log back in
Anurag Sharma	I deeply apologize for the inconvenience
	So can I schedule a callback for you?
	When you are available?
pstapleton	When she gets option to enter a conference call

	on sent code via e-mail, a mail i
	Can you check backend and see
Anurag Sharma	Okay
	May I take the remote access of
pstapleton	user e-mail is pvivanco@tippfloc
	yes
	I have to run to a meeting
Anurag Sharma	Okay
	Patrick, I understand the urgenc
	order to proceed with the troub
pstapleton	I am the user
Anurag Sharma	If you are busy right now then, I
	Please confirm what would you l
pstapleton	issues login
Anurag Sharma	Okay
	May I take the remote access of
pstapleton	yes
Anurag Sharma	Prior providing the access, I wou
pstapleton	the email with the code not com
Anurag Sharma	Okay no problem. I will figure ou
	<a href="https://assist.acecloudhosting.co">https://assist.acecloudhosting.co</a>
	Kindly paste this link in the brow
	We are connected on the remot
	the time, I am putting the chat c
	give your confirmation on this cl
	Since we are working on the ren
	with the trouble shooting in the
	Thank you for choosing ACE clo
	You may end this chat now. Onc
	conversation, along with a ticket
	I request you to kindly spare a n
	working. I will appreciate that. o
	Thanks!
	Note: You may change/reset you
	( <a href="https://selfcare.acecloudhosting">https://selfcare.acecloudhosting</a>

For self-help, check out our Knowledg

Anurag Sharma has ended this conversation.

Ch

Hell

## Visitor Details

**#78033 jessica.ward.cpa**

**Email:** jessica.ward.cpa@gmail.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:** LOGAN

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

jessica.ward.cpa	Hello, I am your Acebuddy
Acebuddy	Hello Jessica.ward.cpa, I'm your
	Whom Would You Like to Connect With?
jessica.ward.cpa	Technical Support (QB & App Host)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jessica.ward.cpa	I'd like to raise a Request
Acebuddy	Please select your request type.
jessica.ward.cpa	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com

technicians will connect with yo

If you are facing any issue/probl

jessica.ward.cpa Setback

Acebuddy Please select your request type.

jessica.ward.cpa Setup Ace Server

Acebuddy If you would like to configure the Operating System

jessica.ward.cpa Microsoft Windows

Acebuddy Please Click on the below link ar on your Windows PC

Do you need any further assista

As we haven't got any response  
Kindly re-initiate the chat.

*Ended due to chat idle timeout*

Ch

Hell

### Visitor Details

**#78581 karie**

**Email:** karie@wigstudio1.com ☎ 9517688806

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** PORTLAND

**State:** Oregon

**Country:** UNITED STATES

### Chat Transcript

karie	Hello, I am your Acebuddy
Acebuddy	Hello Karie, I'm your Ace Buddy.
	Whom Would You Like to Connect?
karie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
karie	I'd like to raise a Request
Acebuddy	Please select your request type.
karie	Other Request
Acebuddy	Please drop an email to support and our technicians will connect with you.
	If you are facing any issue/problem, kindly share details.
	As we haven't got any response from you, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

Ch

Hell

### Visitor Details

**#78306 Mahendi Thobhani**

**Email:** mthobhani@sarinenergy.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Mahendi Thobhani	Hello, I am your Acebuddy
Acebuddy	Hello Mahendi Thobhani, I'm you
	Whom Would You Like to Connect?
Mahendi Thobhani	Technical Support (QB & App Ho
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mahendi Thobhani	I'd like to raise a Request
Acebuddy	Please select your request type.
Mahendi Thobhani	Password Reset
Acebuddy	Please select an option below
Mahendi Thobhani	Already Enrolled to Selfcare Port
Acebuddy	Please follow the process mentione
	Do you need any further assistance?
Mahendi Thobhani	No
Acebuddy	Thank you for contacting Ace Su

*Acebuddy has ended this chat session.*

Ch

Hell

## Visitor Details

**#78273 ankit**

**Email:** ankit@hkidata.com

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

**Operator:** Shivam Singh

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 31 Secs

**City:** ANAND

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

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

	Please specify the issue you are
ankit	Hi
Acebuddy	Please wait while we connect yo
	<i>Acebuddy (bot) forwarded the message</i>
	<i>Shivam Singh accepted the chat invitation</i>
Shivam Singh	Thank you for contacting Ace Chat Support.
ankit	Hi QB going to be freeze may be we left chat
Shivam Singh	Yes, you became unresponsive
ankit	frozen of QB happens 2/3 time
Shivam Singh	Could you please tell me the user details?
ankit	All are logoff now all having slowness n freezing issue
Shivam Singh	AS you are logged in, could you help me with this issue?
	I will surely help you with this issue.
ankit	I am not working
	Can i logoff?
Shivam Singh	I deeply apologize for the inconvenience.
ankit	logged off
Shivam Singh	Please initiate the chat or give us some time to get connected to you.
ankit	Now facing by all so get connected to you and all logged off please do needful
Shivam Singh	I will surely help you with this issue.
	Can we reboot the server.
ankit	Ok
	do it if u think to so just start work properly
Shivam Singh	Surely please stay connected, I will help you.
ankit	Okk
Shivam Singh	Please ask everyone to login after the server reboot.

	ankit	Ok
	Shivam Singh	Thanks for your patience.
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are closing this conversation. You can call us at (1-888-415-5240) if any further assistance is required.
		You may end this chat now. Once you do, the conversation, along with a ticket, will be sent to our support team.
		I request you to kindly spare a few moments of your time for working. I will appreciate that. Once you are done, please close the window. Thanks!
		Note: You may change/reset your password at any time via <a href="https://selfcare.acecloudhosting.com">this link</a> .
		For self-help, check out our Knowledge Base articles.

*Shivam Singh has ended this chat.*

Ch

Hell

## Visitor Details

**#78702 Lindsey Vela**

**Email:** admin@beaconmarineelectronics.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:** 43 Secs

**City:** OXNARD

**State:** California

## Chat Transcript

Lindsey Vela	Hello, I am your Acebuddy
Acebuddy	Hello Randi, I'm your Ace Buddy
	Whom Would You Like to Connect?
Lindsey Vela	Technical Support (QB & App Help)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lindsey Vela	I'd like to raise a Request
Acebuddy	Please select your request type.
Lindsey Vela	Other Request
Acebuddy	Please drop an email to support technicians will connect with you
	If you are facing any issue/problems please let me know
Lindsey Vela	Yes, I'm facing issues with my software
Acebuddy	Please select an option!
Lindsey Vela	Other Issue
Acebuddy	Please specify the issue you are facing
Lindsey Vela	Need to confirm the QB credit card information
Acebuddy	Please wait while we connect you to our support team
	<i>Acebuddy (bot) forwarded the chat to Manish Singh</i>
Manish Singh	<i>Manish Singh accepted the chat</i>
Manish Singh	Thank you for contacting Ace Customer Support
	Hii Randi
Lindsey Vela	Good morning, Manish
Manish Singh	May I know what issue you are facing?
Lindsey Vela	I apologize, it is working fine
	I misunderstood my directions.
	I'll click back if I face issues
Manish Singh	Sure, we will be happy to assist you
	Is there anything else I may help you with?

Are we still connected here?

As there was no response, we are calling (1-888-415-5240) if any further

*Manish Singh has ended this chat.*

Ch

Hell

### Visitor Details

**#78649 RaeAnn L'Esperance**

**Email:** rlesperance@kbscpa.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** ST ALBANS

**State:** Vermont

**Country:** UNITED STATES

### Chat Transcript

RaeAnn L'Esperance	Hello, I am your Acebuddy
Acebuddy	Hello Raeann L'esperance, I'm your support operator.
	Whom Would You Like to Connect with?
RaeAnn L'Esperance	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
RaeAnn L'Esperance	I'd like to raise a Request
Acebuddy	Please select your request type.

RaeAnn L'Esperance	Password Reset
Acebuddy	Please select an option below
RaeAnn L'Esperance	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support password needs to be reset and
	Do you need any further assistance?
RaeAnn L'Esperance	Yes
Acebuddy	Please wait while we connect you.
	<i>Acebuddy (bot) forwarded the conversation to a human operator.</i>
	<i>Anjainay Singh accepted the chat invitation.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting.
	Could you please confirm your account details?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we will end this conversation. Please call us at (1-888-415-5240) if any further assistance is required.

*Anjainay Singh has ended this conversation.*

Ch

Hell

## Visitor Details

### #78271 team

**Email:** team@infiniteaccountants.com  2125440001

**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:** 59 Secs

**City:** POBLACION

**State:** Laguna

**Country:** PHILIPPINES

### Chat Transcript

team	Hello, I am your Acebuddy
Acebuddy	Hello Allen, I'm your Ace Buddy.
	Whom Would You Like to Connect?
team	Technical Support (QB & App Help)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
team	I'd like to report an Issue
Acebuddy	Please select an option!
team	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue :
team	Other QB related issue
Acebuddy	Please specify the issue you are facing
team	Hello , help me on quickbooks data entry
Acebuddy	Please wait while we connect you to our experts
	<i>Acebuddy (bot) forwarded the chat transcript to Tushar</i>
Tushar	<i>Tushar accepted the chat transcript</i>
	Thank you for contacting Ace CI
	I will be surely assisting you with your issue
team	Infinite Accounting Services Inc
Tushar	Thank you for the details.
	May I take the remote access of your system?
team	Infinite Accounting Services Inc
	okay
Tushar	Prior providing the access, I would like to know your location
	This message has been deleted
team	okay

Tushar	As I checked your subscription is
team	Yes
	Is it okay now ?
	May I logging In ?
Tushar	You can work normally for three
	but the license will expire after :
	We offer QuickBooks 2024 enter
team	When I open it , it say renew sul
	Please help
Tushar	I will be emailing you all the opt
	simply proceed with the renewa
	For now, you can just close the j
	Is there anything else I may help
	Are we still connected here?
	Are we still connected here?
team	none so far thanks
Tushar	Thank you for choosing ACE clo
	You may end this chat now. Once
	conversation, along with a ticket.
	I request you to kindly spare a n
	working. I will appreciate that. o
	Thanks!
	Note: You may change/reset your
	( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowl

*Tushar has ended this chat session.*

Ch

Hell

## Visitor Details

#77977 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Bu
	Whom Would You Like to Cc
shari	Technical Support (QB & Ap
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Is
shari	Other QB related issue
Acebuddy	Please specify the issue you representative!
shari	the admin user on blueisle-
Acebuddy	Please wait while we conne
	<i>Acebuddy (bot) forwarded t</i>
	<i>Anjainay Singh accepted th</i>
Anjainay Singh	Thank you for contacting Ace you today.
	Thank you for bringing this

here to help you resolve it &

Could you please ask user t

shari no

its in QB

Anjainay Singh Could you please confirm th

shari sbray

Anjainay Singh Thankyou for confirmation.

Please inform her to allow r

I am trying to take her remo

shari ok its me

Anjainay Singh Could you please also confi  
(Edited)

shari it is just the admin user whi

Anjainay Singh Thankyou for your confirma

shari enterprise2024

Anjainay Singh Could you please try to ope

Thankyou for trying , please

Please try to relaunch it.

You can access the file now

shari thanks

Anjainay Singh Is there anything else I may

shari do we have a status on the

and email

Anjainay Singh Could you please provide m  
information?

shari 704568

Anjainay Singh Thankyou for letting me kno

One of our escalation engin

shari should I call quickbooks dire

this has been ongoing and i

Anjainay Singh I appreciate you letting us  
and I'll do my best to assi

Please provide me just two

Before you reached us on c

shari yes was on a call since 6am

Anjainay Singh This may take sometime to

He will update you urgently

shari it has been all week and yo

my client is not able to wor

Anjainay Singh As I got information from hi  
resolved.

We all appreciate your patie

We too know how critical th

shari ok

Anjainay Singh As a team we take care of e  
permanently.

Our best engineers are wor

Shari, Is there anything else

shari no

Anjainay Singh I have passed this informat

We will keep this issue unde

I am disconnecting the rem

*Anjainay Singh has ended t*

