

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 11:58:06 PM

#71254 Denise Markee

Email: denise@alliancedevelopment.biz

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: OSHKOSH

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 27 Secs

Denise Markee	Hello, I am your Acebuddy	23 Jan, 11:58:07 PM
Acebuddy	Hello Denise Markee, I'm your Ace Buddy. I'll be happy to assist you!	11:58:08 PM
	Whom Would You Like to Connect With?	11:58:08 PM
Denise Markee	Technical Support (QB & App Hosting)	11:58:12 PM
Acebuddy	Welcome to Ace Support.	11:58:12 PM
	Please chose an option :	11:58:12 PM
Denise Markee	I'd like to report an Issue	11:58:19 PM
Acebuddy	Please select an option!	11:58:19 PM
Denise Markee	QuickBooks Issue	11:58:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:58:23 PM
Denise Markee	QuickBooks is Frozen	11:58:27 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:58:28 PM
	Was that helpful?	11:58:28 PM
Denise Markee	Yes	24 Jan, 12:00:35 AM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	12:00:35 AM
	<i>Acebuddy has ended this chat session</i>	12:00:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jan, 5:09:14 AM

#71380 German Caro

Email: german@dcs-online.net 713-894-4380

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: BAYTOWN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 49 Mins 40 Secs

German Caro	Hello, I am your Acebuddy	26 Jan, 5:09:16 AM
Acebuddy	Hello German Caro, I'm your Ace Buddy. I'll be happy to assist you!	5:09:17 AM
	Whom Would You Like to Connect With?	5:09:17 AM
German Caro	Technical Support (QB & App Hosting)	5:09:39 AM
Acebuddy	Welcome to Ace Support.	5:09:39 AM
	Please chose an option :	5:09:39 AM
German Caro	I'd like to report an Issue	5:09:52 AM
Acebuddy	Please select an option!	5:09:52 AM
German Caro	Password Reset	5:09:59 AM
Acebuddy	Please select an option below	5:09:59 AM
German Caro	Not Enrolled to Selfcare Portal	5:10:09 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the	5:10:09 AM

	password needs to be reset and we'll share an update once the request is processed.	
	Do you need any further assistance on the topic?	5:10:09 AM
German Caro	Yes	5:10:43 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:10:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:10:43 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:11:04 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:11:07 AM
	Hello	5:11:11 AM
German Caro	Hi	5:11:40 AM
Anurag Sharma	Please elaborate your concern.	5:12:16 AM
German Caro	Refer to Ticket ID: 627087	5:12:32 AM
Anurag Sharma	Thankyou	5:12:40 AM
German Caro	Unable to access server despite given new password. Password not recognized.	5:13:49 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:14:00 AM
	May I take the remote access of your local computer?	5:14:04 AM
	Are we still connected here?	5:16:15 AM
German Caro	give me a minute	5:16:37 AM
Anurag Sharma	Okay	5:16:44 AM
	<i>5:16:56 AM German Caro is sharing a file with you <u>1_image.png</u> - (Size:12.43 KB)</i>	5:16:56 AM
	I will assist you with this issue.	5:17:12 AM
	May I take the remote access of your local computer?	5:17:23 AM
German Caro	ok	5:18:26 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	5:18:48 AM
German Caro	ok	5:20:05 AM
Anurag Sharma	https://assist.acecloudhosting.com/join/7712869345	5:20:14 AM
	Kindly paste this link in the browser of local computer and join the session.	5:20:20 AM
	Are you able to connect?	5:22:17 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:23:02 AM
	Please stay connected.	5:40:01 AM
	The issue seems to be resolved now.	5:45:51 AM

	Is there anything else I may help you with ?	5:45:53 AM
German Caro	no. it is just that we lost 2 days of work because of a simple password issue that was basically on your end.	5:46:38 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:46:49 AM
	It caused due to a technical issue. Which I have fixed from the backend.	5:47:16 AM
German Caro	ok. now have to wait until monday to address other internal issues. that is why we needed fixed 2 days ago.	5:48:33 AM
	can we safely assume that the other accounts are ok? not all of them are used regularly.	5:49:13 AM
Anurag Sharma	As I can check the agent working on your issue had taken the follow up.	5:49:14 AM
	Due to no response from your end. We assumed that the issue is fixed.	5:49:40 AM
German Caro	hello?	5:49:50 AM
	still here	5:50:03 AM
Anurag Sharma	Yes	5:50:10 AM
	Is there anything else you need my help on?	5:50:48 AM
German Caro	an we safely assume that the other accounts are ok? not all of them are used regularly.	5:51:16 AM
Anurag Sharma	We do regularly survey each and every account. Everything is fine.	5:51:57 AM
	Are we still connected here?	5:53:27 AM
German Caro	yes. just trying to figure out a way to make sure the other accounts are working. what is the recommended way to reset the passwords for the other accounts?	5:54:30 AM
Anurag Sharma	You can use Selfcare portal. To change the passwords.	5:55:23 AM
	However, we provide 24/7 support. You can reach out to us whenever you want. We are always happy to help you.	5:56:09 AM
German Caro	ok. good to know. how do we access the selfcare portal?	5:56:53 AM
Anurag Sharma	After this chat, I will send you an email. You can find the SOP to access the Selfcare portal attached in the attachment of that link.	5:57:32 AM
	Is there anything else I may help you with ?	5:58:16 AM
German Caro	No. and thank you for all your help.	5:58:43 AM
Anurag Sharma	Thanks for the confirmation !	5:58:48 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:58:51 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:58:53 AM

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

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

Anurag Sharma has ended this chat session

5:58:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jan, 12:17:04 AM

#71602 Lynn Durkin

Email: lynn@lynndurkincpa.com ☎ 17813781845

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 31 Secs

Lynn Durkin	Hello, I am your Acebuddy	30 Jan, 12:17:05 AM
Acebuddy	Hello Lynn, I'm your Ace Buddy. I'll be happy to assist you!	12:17:06 AM
	Whom Would You Like to Connect With?	12:17:06 AM
Lynn Durkin	Technical Support (QB & App Hosting)	12:17:12 AM
Acebuddy	Welcome to Ace Support.	12:17:12 AM
	Please chose an option :	12:17:12 AM
Lynn Durkin	I'd like to report an Issue	12:17:18 AM
Acebuddy	Please select an option!	12:17:18 AM

Lynn Durkin	Other Issue	12:17:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:17:24 AM
Lynn Durkin	3rd call this morning, earlier black screen, now one screen has screen saver (which changed while up) ...I can't use the 2nd screen	12:18:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:18:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:18:22 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:18:38 AM
Lynn Durkin	#630895	12:18:41 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	12:18:50 AM
	I deeply apologize for the inconvenience caused to you.	12:20:03 AM
	Did you end the previous chat session ?	12:20:06 AM
Lynn Durkin	please	12:23:58 AM
	Yes, I need help with screen	12:24:15 AM
	no, I didn	12:24:22 AM
	t	12:24:24 AM
	end it	12:24:26 AM
	Still need help	12:24:31 AM
Tushar Pharswan	As this has happened multiple times for now, I will have to reboot the server also kindly let me know your users name.	12:25:43 AM
Lynn Durkin	Lynn Durkin , but I think it's been rebooted already this morning?	12:26:07 AM
	If not we can try that	12:26:15 AM
	Hello???	12:28:52 AM
Tushar Pharswan	Apologies for the delayed response as I'm chatting with the two username same as Lynn.	12:29:37 AM
	I will send a prompt pop up first before the reboot process so that active users are able to save their work.	12:30:05 AM
Lynn Durkin	Will it be all users or just me?	12:31:18 AM
Tushar Pharswan	All	12:31:51 AM
	The server will reboot in 5 minutes.	12:32:03 AM
	Thank you for waiting.	12:40:09 AM
	Kindly check now.	12:40:17 AM
	Are we still connected here?	12:41:58 AM
	Are we still connected here?	12:43:23 AM
	Are we still connected here?	12:43:24 AM

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

12:43:26 AM

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

12:43:32 AM

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

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

Thanks!

12:43:34 AM

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

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

Tushar Pharswan has ended this chat session

12:43:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jan, 9:36:24 PM

#70116 Elaine Alford

Email: elaine.alford@squyres.cpa

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: TYLER

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 53 Mins 43 Secs

Elaine Alford

Hello, I am your Acebuddy

3 Jan, 9:36:26 PM

Acebuddy	Hello Elaine Alford, I'm your Ace Buddy. I'll be happy to assist you!	9:36:28 PM
	Whom Would You Like to Connect With?	9:36:28 PM
Elaine Alford	Technical Support (QB & App Hosting)	9:36:34 PM
Acebuddy	Welcome to Ace Support.	9:36:34 PM
	Please chose an option :	9:36:34 PM
Elaine Alford	I'd like to report an Issue	9:36:42 PM
Acebuddy	Please select an option!	9:36:42 PM
Elaine Alford	QuickBooks Issue	9:36:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:36:45 PM
Elaine Alford	QuickBooks Update	9:36:52 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	9:36:52 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	9:36:52 PM
	Do you need any further assistance on the topic?	9:36:52 PM
Elaine Alford	Yes	9:37:03 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:37:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:37:03 PM
Elaine Alford	614101	9:37:08 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:37:36 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:38:06 PM
	Kindly allow me two minutes to check the same.	9:38:15 PM
	May I take the remote access of your server?	9:39:24 PM
	To check the update, as from our side the QuickBooks is updated. (Edited)	9:39:57 PM
Elaine Alford	yes, i can't seem to get in it now	9:40:13 PM
Tushar Pharswan	In that case I will have to take access of your local system them.	9:40:45 PM
	May I take the remote access of your local computer?	9:40:48 PM
Elaine Alford	yes	9:41:12 PM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	9:41:28 PM
Elaine Alford	done	9:41:42 PM
Tushar Pharswan	https://assist.acecloudhosting.com/join/8922881201	9:42:01 PM
		9:42:04 PM

	Kindly Click on the link and open the downloaded file.	
Elaine Alford	ok you are on	9:43:19 PM
Tushar Pharswan	We are connected now.	9:43:34 PM
	Kindly open the QuickBooks where the critical update pending. (Edited)	9:44:37 PM
	I'm going to send a prompt as well for all active users that server will reboot.	9:52:12 PM
Elaine Alford	ok	9:54:37 PM
	i can't tell from here	9:54:51 PM
Tushar Pharswan	Ther server will automatically reboot in next 3 minutes.	9:55:03 PM
	Another prompt will be sent in the last 2 minutes.	9:55:29 PM
	So that active users are aware of server reboot, and they will be able to save their work.	9:55:53 PM
Elaine Alford	ok	9:56:14 PM
Tushar Pharswan	Currently one user is logged in named Debbie.	9:56:20 PM
	<i>9:56:56 PM Tushar Pharswan is sharing a file with you image.png - (Size:39.11 KB)</i>	9:56:56 PM
	This is the prompt which users see at their end who are active.	9:57:16 PM
Elaine Alford	she is working on logging out	9:57:39 PM
	guesing she had 40 things open	9:57:50 PM
Tushar Pharswan	she logged off.	9:58:12 PM
	Server is rebooted before you log in let me check QuickBooks on server side.	10:00:02 PM
Elaine Alford	k	10:00:09 PM
Tushar Pharswan	Everything is good.	10:00:38 PM
	Kindly login	10:00:44 PM
	and check at your end.	10:00:53 PM
	I'm going to repair the whole QuickBooks so that we are assured that nothing is missing in the update.	10:05:56 PM
Elaine Alford	ok, timeframe?	10:06:08 PM
Tushar Pharswan	Maybe around 10 minutes. If everything goes smoothly without any errors.	10:07:34 PM
Elaine Alford	k	10:07:43 PM
Tushar Pharswan	Kindly let everyone know that do not login to server.	10:08:05 PM
Elaine Alford	done	10:08:43 PM
Tushar Pharswan	Unfortunately, I got the error.	10:09:32 PM
	I'm now going to clean install it.	10:09:42 PM
Elaine Alford	ok	10:09:49 PM

Tushar Pharswan	Thank you for waiting. QuickBooks is installed but to be assured I'm going to run check update again.	10:18:13 PM
Elaine Alford	k	10:18:23 PM
Tushar Pharswan	This will take another 5 minutes.	10:19:13 PM
	<i>10:19:51 PM Tushar Pharswan is sharing a file with you image.png - (Size:35.9 KB)</i>	10:19:51 PM
	It is checking for the updates currently.	10:20:17 PM
	<i>10:24:29 PM Tushar Pharswan is sharing a file with you image.png - (Size:33.41 KB)</i>	10:24:29 PM
	<i>Critical Fixes are going on now.</i>	
Elaine Alford	k	10:24:44 PM
	<i>10:27:20 PM Tushar Pharswan is sharing a file with you image.png - (Size:27.0 KB)</i>	10:27:20 PM
Tushar Pharswan	The updates are done kindly login and check at your end.	10:27:39 PM
	Finally, everything looks updated.	10:29:03 PM
Elaine Alford	ok	10:29:35 PM
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.	10:29:36 PM
	Is there anything else I may help you with ?	10:29:44 PM
Elaine Alford	no thank you i'm going to let them all back in	10:29:57 PM
Tushar Pharswan	Okay.	10:30:02 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:30:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:30:07 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	10:30:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jan, 12:49:32 AM

#70016 Karen Robinson

Email: karen@contractbusinessgroup.com  16175293704

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: BOONE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 44 Secs

Karen Robinson	Hello, I am your Acebuddy	1 Jan, 12:49:34 AM
Acebuddy	Hello Karen Robinson, I'm your Ace Buddy. I'll be happy to assist you!	12:49:36 AM
	Whom Would You Like to Connect With?	12:49:36 AM
Karen Robinson	Technical Support (QB & App Hosting)	12:49:44 AM
Acebuddy	Welcome to Ace Support.	12:49:44 AM
	Please chose an option :	12:49:44 AM
Karen Robinson	I'd like to raise a Request	12:50:05 AM
Acebuddy	Please select your request type.	12:50:05 AM
Karen Robinson	Other Request	12:51:07 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:51:07 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:51:07 AM
	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.	1:27:19 AM
	<i>Ended due to chat idle timeout</i>	1:27:19 AM



Chat Transcript

I purchased a new computer and am having trouble logging in with Server and Username. I'm not putting the correct server name in.

Visitor Details

17 Jan, 6:54:28 PM

#70903 dilanglais

Email: dilanglais@gmail.com 9787667342

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: <https://www.acecloudhosting.com/downloads/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: SALISBURY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 50 Mins 40 Secs

dilanglais

I purchased a new computer and am having trouble logging in with Server and Username. I'm not putting the correct server name in.

17 Jan, 6:54:29 PM

Gantavya

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

6:54:35 PM

Sure, let me transfer this chat to our support team, they will assist you with this issue.

6:55:26 PM

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

6:55:41 PM

Shubham Kataria accepted the chat transfer request.

6:55:46 PM

Shubham Kataria

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

6:55:54 PM

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

6:56:15 PM

dilanglais

I believe my server name is DianeMLang.myrealdatal.com?

6:56:50 PM

Shubham Kataria

thank you for the information

6:57:24 PM

Kindly allow me two minutes to check the same.

6:57:28 PM

Could you please confirm if you are receiving any error while accessing server

6:58:28 PM

dilanglais

	I am at the download page to download microsoft RDP Generator? Is that correct	6:59:50 PM
Shubham Kataria	Yes, that's correct (Edited)	7:00:06 PM
	May I take the remote access of your local computer to help you better	7:00:15 PM
dilanglais	yes, and I will be doing a second one so will try to follow along. That one is for LennyL. This one is DianeML	7:01:01 PM
Shubham Kataria	Okay, no problem. I will help you to download the RDP file and will help you to login	7:02:02 PM
	May I take the remote access of your local computer?	7:02:04 PM
dilanglais	yes	7:02:11 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	7:02:17 PM
	https://assist.acecloudhosting.com/join/8172158101	7:02:37 PM
	Kindly join this link after closing important documents at your end	7:02:58 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:06:54 PM
	Thank you for your patience.	7:41:12 PM
	As per our recent conversation over chat you are able to access the server.	7:41:48 PM
	Is there anything else I may help you with ?	7:41:58 PM
	Are we still connected here?	7:42:56 PM
	Are we still connected here?	7:43:19 PM
	As you are disconnected from the chat, we are ending the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. (Edited)	7:45:03 PM
	<i>Shubham Kataria has ended this chat session</i>	7:45:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 1:23:03 AM

#71047 andres

Email: andres@sierramas.com ☎ 805.659.1437

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: VENTURA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 13 Secs

andres	Hello, I am your Acebuddy	21 Jan, 1:23:04 AM
Acebuddy	Hello Andres, I'm your Ace Buddy. I'll be happy to assist you!	1:23:05 AM
	Whom Would You Like to Connect With?	1:23:05 AM
andres	Technical Support (QB & App Hosting)	1:23:16 AM
Acebuddy	Welcome to Ace Support.	1:23:16 AM
	Please chose an option :	1:23:16 AM
andres	I'd like to raise a Request	1:23:22 AM
Acebuddy	Please select your request type.	1:23:22 AM
andres	Other Request	1:23:30 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:23:30 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:23:30 AM
andres	Yes, I'm facing issues with my server	1:23:39 AM
Acebuddy	Please select an option!	1:23:39 AM
andres	Other Issue	1:23:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:23:43 AM
andres	Need Tomas.L@myrealdata.net to have access to Client Data shared network folder	1:23:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:23:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:23:59 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	1:24:46 AM
	<i>Ankit Kumar is transferring the chat to Sharath Kumar.</i>	1:25:12 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	1:25:13 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1:25:41 AM

andres	ok, thank you	1:25:55 AM
	We have an urgent project and I need user: Tomas.L@myrealdatal.net to have access to our Client Data folder	1:26:22 AM
Sharath Kumar	Looking into it, allow me a moment	1:26:58 AM
	Andres, I do see that you are the authorized contact for Sierra Managed Accounting Services. We will require an email from you authorizing Tomas for the Client Data folder.	1:30:41 AM
andres	I did send that email at 11:19 AM PST to support@acecloudhosting.com	1:31:19 AM
Sharath Kumar	let me quickly check that	1:31:49 AM
	I see the request is currently in progress. Allow me a minute to speak to my colleague regarding your request	1:33:01 AM
	Ayush is working on your request. Shouldn't take more than 10 minutes.	1:37:06 AM
andres	ok, thank you.	1:37:47 AM
Sharath Kumar	I'll have him email you the confirmation for folder permissions over the email.	1:38:46 AM
	Anything else that I can assist you with?	1:38:58 AM
andres	no, thank you	1:39:04 AM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:39:24 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:39:40 AM
andres	ok, will do	1:39:43 AM
	<i>Sharath Kumar has ended this chat session</i>	1:42:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70485 Christine Baleto

Email: ajtr11.mr@gmail.com 16714875301**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 9 Secs**City:** YIGO**State:** Guam**Country:** GUAM

Chat Transcript

Chat Duration : 41 Mins 50 Secs

Christine Baleto	Hello, I am your Acebuddy	12 Jan, 1:49:38 PM
Acebuddy	Hello Adam Rivera, I'm your Ace Buddy. I'll be happy to assist you!	1:49:39 PM
	Whom Would You Like to Connect With?	1:49:39 PM
Christine Baleto	Managed IT	1:52:01 PM
Acebuddy	Please wait while we connect you to an available Representative.	1:52:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:52:03 PM
	<i>Moin Latief accepted the chat transfer request.</i>	1:52:22 PM
Moin Latief	Thank you for Contacting Ace Cloud Hosting. My name is Moin. How may i assist you today?	1:52:45 PM
Christine Baleto	Hi I need to add someone as an admin to the account	1:53:10 PM
Moin Latief	May i know your company name please?	1:53:24 PM
Christine Baleto	Froots	1:53:31 PM
Moin Latief	i apologize for the inconvenience but you have contacted VDI support	1:54:15 PM
	Kindly allow me to transfer your chat to the concerned department.	1:54:41 PM
Christine Baleto	okay thank you	1:54:50 PM
	<i>Moin Latief is transferring the chat to Support(QB & App Hosting).</i>	1:55:05 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	1:55:55 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	1:56:01 PM
	Hello Adam. How are you doing today ?	1:56:14 PM
	I will surely help you with this.	1:56:57 PM
Christine Baleto	thank you	1:57:17 PM

Rohan Prajapati	May I know if you would like to add a new authorized contact to your account?	1:57:49 PM
Christine Baleto	need to change primary admin to Christine Baleto	1:58:48 PM
Rohan Prajapati	As I can check Christine Baleto is already added as an authorized contact on this account.	2:01:00 PM
Christine Baleto	yes but i need her to have be primary admin	2:03:04 PM
	multifactor authentication would change to her as well	2:03:38 PM
Rohan Prajapati	Okay, Adam, Kindly send an email from your registered to do the same and we will get it done from the backend.	2:04:31 PM
	We will inform the concerned team to make the required changes from the backend once we receive your email.	2:05:54 PM
	Is there anything else I may help you with ?	2:05:58 PM
Christine Baleto	yes would like help with direct deposit from QB	2:07:10 PM
	we are able to do it on desktop but are having issues when using the remote desk	2:07:32 PM
Rohan Prajapati	May I take the remote access of your server?	2:07:58 PM
Christine Baleto	one second	2:09:42 PM
Rohan Prajapati	Sure take your time	2:10:10 PM
Christine Baleto	would i need to sign in?	2:10:51 PM
Rohan Prajapati	Adam, Kindly allow me one minute to transfer this chat to one of our engineer,	2:12:51 PM
	<i>Rohan Prajapati is transferring the chat to Manish Singh.</i>	2:13:00 PM
	<i>Manish Singh accepted the chat transfer request.</i>	2:13:02 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:13:14 PM
	https://assist.acecloudhosting.com/join/6242054477	2:14:20 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:14:26 PM
Christine Baleto	hi i provided access	2:17:27 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:18:14 PM
	Is there anything else I may help you with ?	2:29:56 PM
Christine Baleto	thank you i just sent an email to have Christine Baleto set as Primary admin	2:30:32 PM
Manish Singh	Sure, we will update you once the work is done.	2:30:53 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:31:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:31:16 PM
Christine Baleto	sounds good	2:31:20 PM
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

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

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

2:31:21 PM

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

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

Manish Singh has ended this chat session

2:31:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 10:27:36 PM

#71747 Gene Carlo Payumo

Email: carlo@aspyradvisors.co

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: GREENHILLS NORTH

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 32 Mins 33 Secs

Gene Carlo Payumo	Hello, I am your Acebuddy	31 Jan, 10:27:37 PM
Acebuddy	Hello Gene Carlo Payumo, I'm your Ace Buddy. I'll be happy to assist you!	10:27:39 PM
	Whom Would You Like to Connect With?	10:27:39 PM
	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.	11:00:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 6:23:30 AM

#70894 Joe De Angelo

Email: jdean30030@aol.com 607-644-3742

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: BINGHAMTON

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 36 Secs

Joe De Angelo	Hello, I am your Acebuddy	17 Jan, 6:23:31 AM
Acebuddy	Hello Joe De Angelo, I'm your Ace Buddy. I'll be happy to assist you!	6:23:33 AM
	Whom Would You Like to Connect With?	6:23:33 AM
Joe De Angelo	Technical Support (QB & App Hosting)	6:23:41 AM
Acebuddy	Welcome to Ace Support.	6:23:41 AM
	Please chose an option :	6:23:41 AM
Joe De Angelo	I'd like to raise a Request	6:23:49 AM
Acebuddy	Please select your request type.	6:23:50 AM
Joe De Angelo	Other Request	6:23:55 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:23:55 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:23:55 AM

Joe De Angelo	Yes, I'm facing issues with my server	6:24:02 AM
Acebuddy	Please select an option!	6:24:02 AM
Joe De Angelo	Password Reset	6:24:08 AM
Acebuddy	Please select an option below	6:24:08 AM
Joe De Angelo	Already Enrolled to Selfcare Portal	6:24:23 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	6:24:23 AM
	Do you need any further assistance on the topic?	6:24:23 AM
	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.	7:09:08 AM
	<i>Ended due to chat idle timeout</i>	7:09:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jan, 1:18:03 AM

#70446 rosa.galvan

Email: rosa.galvan@wildcatpowergen.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: MAYETTA

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 15 Secs

rosa.galvan	Hello, I am your Acebuddy	11 Jan, 1:18:04 AM
Acebuddy	Hello Rosa.galvan, I'm your Ace Buddy. I'll be happy to assist you!	1:18:05 AM

	Whom Would You Like to Connect With?	1:18:05 AM
rosa.galvan	Technical Support (QB & App Hosting)	1:18:30 AM
Acebuddy	Welcome to Ace Support.	1:18:30 AM
	Please chose an option :	1:18:30 AM
rosa.galvan	I'd like to report an Issue	1:18:37 AM
Acebuddy	Please select an option!	1:18:37 AM
rosa.galvan	Other Issue	1:18:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:18:41 AM
rosa.galvan	I am unable to login to the remote server	1:19:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:19:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:19:01 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:19:27 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:19:29 AM
	Hello Rosa	1:19:36 AM
rosa.galvan	Hello, when I try to log onto the remote server I get this	1:19:39 AM
	<i>1:19:45 AM rosa.galvan is sharing a file with you <u>1_image.png</u> - (Size:177.97 KB)</i>	1:19:45 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1:20:02 AM
rosa.galvan	I'm not doing anything different than I normally do	1:20:02 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:20:05 AM
rosa.galvan	isn't it on that screen shot I sent you	1:20:35 AM
	RDG.myrealdata.net	1:20:59 AM
Anurag Sharma	Thanks for the confirmation !	1:21:22 AM
rosa.galvan	myreakdata\RosaGa	1:21:25 AM
Anurag Sharma	Kindly allow me two minutes to check the same.	1:21:25 AM
rosa.galvan	ok	1:21:29 AM
	myrealdata\RosaGa	1:21:50 AM
Anurag Sharma	Please check if you can access the server now.	1:23:33 AM
rosa.galvan	yes I am able to	1:24:16 AM
Anurag Sharma	Glad to know	1:24:22 AM
rosa.galvan	do you know what happened?	1:24:26 AM
	So that I don't do that again lol	1:24:34 AM

Anurag Sharma	Yes, your user account was locked from the back-end due to multiple attempts.	1:24:56 AM
	Is there anything else I may help you with ?	1:25:06 AM
rosa.galvan	but why was it locked to bein with	1:25:24 AM
	I didn't do anything	1:25:27 AM
Anurag Sharma	Don't worry Rosa. It happens sometime. I have fixed this issue now.	1:25:52 AM
rosa.galvan	I appreciate your assistance	1:25:54 AM
	thank you	1:25:57 AM
Anurag Sharma	Thankyou so much.	1:26:03 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:26:07 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:26:14 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:26:17 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	1:26:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jan, 11:38:05 PM

#70344 Saray Rodriguez

Email: saray@areatexas.com ☎ 18322877499

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 45 Secs

Saray Rodriguez	Hello, I am your Acebuddy	8 Jan, 11:38:06 PM
Acebuddy	Hello Saray, I'm your Ace Buddy. I'll be happy to assist you!	11:38:07 PM
	Whom Would You Like to Connect With?	11:38:07 PM
Saray Rodriguez	Technical Support (QB & App Hosting)	11:38:14 PM
Acebuddy	Welcome to Ace Support.	11:38:14 PM
	Please chose an option :	11:38:14 PM
Saray Rodriguez	I'd like to raise a Request	11:38:20 PM
Acebuddy	Please select your request type.	11:38:20 PM
Saray Rodriguez	Other Request	11:38:43 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:38:43 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:38:43 PM
	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.	9 Jan, 12:11:51 AM
	<i>Ended due to chat idle timeout</i>	12:11:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 12:55:18 AM

#71179 Jolea Robertson

Email: jolea.robertson@squyres.cpa

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 57 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Duration : 11 Mins 30 Secs

Chat Transcript

Jolea Robertson	Hello, I am your Acebuddy	23 Jan, 12:55:20 AM
Acebuddy	Hello Jolea Robertson, I'm your Ace Buddy. I'll be happy to assist you!	12:55:20 AM
	Whom Would You Like to Connect With?	12:55:20 AM
Jolea Robertson	Technical Support (QB & App Hosting)	12:55:26 AM
Acebuddy	Welcome to Ace Support.	12:55:26 AM
	Please chose an option :	12:55:26 AM
Jolea Robertson	I'd like to report an Issue	12:55:34 AM
Acebuddy	Please select an option!	12:55:34 AM
Jolea Robertson	Other Issue	12:55:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:55:38 AM
Jolea Robertson	Lacerte 2023 will not open. It is only showing a blank white screen when i hover over the icon on the toolbar.	12:56:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:56:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:56:23 AM
	<i>Vignesh Arul declined the transfer request.</i>	12:57:10 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:57:18 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:57:23 AM
Jolea Robertson	Great! Thanks!	12:57:46 AM
Manish Singh	I will surely help you with this issue.	12:58:43 AM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	12:59:05 AM
Jolea Robertson	Other people in my office have had this happen before, but the way they usually fix it isn't working on mine.	12:59:41 AM
Manish Singh	Alright	12:59:52 AM
	Checking please wait.	1:01:20 AM

Jolea Robertson	okay	1:01:32 AM
Manish Singh	As I can check there is ticket related to that kindly provide us with your contact number so that we can assist you over the call.	1:04:26 AM
Jolea Robertson	9037361039	1:04:44 AM
Manish Singh	We are arranging a call back now.	1:06:00 AM
	Is there anything else I may help you with ?	1:06:04 AM
Jolea Robertson	That's all, thank you!	1:06:21 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day	1:06:44 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:06:49 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Manish Singh has ended this chat session

1:06:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 12:19:55 AM

#70703 antony.wu

Email: antony.wu@sntretea.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 51 Secs

antony.wu	Hello, I am your Acebuddy	15 Jan, 12:19:56 AM
Acebuddy	Hello Antony Wu, I'm your Ace Buddy. I'll be happy to assist you!	12:19:57 AM
	Whom Would You Like to Connect With?	12:19:57 AM
antony.wu	Technical Support (QB & App Hosting)	12:20:07 AM
Acebuddy	Welcome to Ace Support.	12:20:07 AM
	Please chose an option :	12:20:07 AM
antony.wu	I'd like to raise a Request	12:20:11 AM
Acebuddy	Please select your request type.	12:20:12 AM
antony.wu	Other Request	12:20:15 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:20:15 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:20:15 AM
antony.wu	Yes, I'm facing issues with my server	12:20:39 AM
Acebuddy	Please select an option!	12:20:40 AM
antony.wu	Other Issue	12:20:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:20:43 AM
antony.wu	Hi, am currently facing another blue screen again, will need my user and server rebooted again Server name: SunrightCorp.myrealdata.net User name: myrealdata\Antony.W	12:21:25 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:21:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:21:27 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:21:30 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:21:38 AM
antony.wu	Hi Manish, sorry to bother again	12:21:42 AM
	looks like our issue is still unresolved	12:21:49 AM
Manish Singh	No issues, Antony we are here to assist you.	12:21:59 AM
antony.wu	it worked fine for a while but it is crashing once again	12:21:59 AM
Manish Singh	Alright, may I know if you are opening specific session when you are being crashed?	12:22:49 AM
	And if another user is also facing this issue.	12:23:18 AM

antony.wu	what's happening is that im connected to the session, working on stuff, then suddenly connection to the server drops and when attempting to reconnect it will put me into a blue screen that says Please Wait	12:23:59 AM
	ive tried restarting the app on my end but when i log back in it is still stuck on that screen	12:24:25 AM
	and yes, we have other users facing the same issue	12:24:37 AM
Manish Singh	Alright, we will made the required changes from the backend to resolve the issue and keep the ticket under observation.	12:26:27 AM
	Kindly try to access the server now.	12:26:42 AM
	And ask other user too.	12:26:52 AM
antony.wu	alright looks like i got back in	12:27:42 AM
	thank you Manish, and i apologize for the troubles again	12:27:52 AM
Manish Singh	No issues, Antony we are happy to assist you.	12:29:10 AM
	Is there anything else I may help you with ?	12:29:18 AM
antony.wu	no, that was all again, thank you!	12:29:33 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:29:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:29:43 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:29:46 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	12:29:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70360 mark

Email: mark@markjkohler.com  4355907008

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Duration : 5 Mins 15 Secs

Chat Transcript

mark	Hello, I am your Acebuddy	9 Jan, 5:02:58 AM
Acebuddy	Hello Mark Kohler, I'm your Ace Buddy. I'll be happy to assist you!	5:03:00 AM
	Whom Would You Like to Connect With?	5:03:00 AM
mark	Technical Support (QB & App Hosting)	5:03:04 AM
Acebuddy	Welcome to Ace Support.	5:03:04 AM
	Please chose an option :	5:03:04 AM
mark	I'd like to raise a Request	5:03:09 AM
Acebuddy	Please select your request type.	5:03:09 AM
mark	Change in Users	5:03:15 AM
Acebuddy	Please select your desired option!	5:03:15 AM
mark	User Addition	5:03:18 AM
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecloudhosting.com from your registered email address and we'll update you once the request has been processed.	5:03:18 AM
	Do you need any further assistance on the topic?	5:03:18 AM
mark	Yes	5:03:24 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:03:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:03:24 AM
mark	Can we add ace cloud hosting to a new computer.	5:03:35 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:03:42 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:03:45 AM

	Hello Mark	5:04:01 AM
mark	CID69680	5:04:13 AM
Anurag Sharma	Yes, we can surely access the server from the new computer as well.	5:04:57 AM
	After this chat I will be sending you an email along with the RDP which you can use to login to the server.	5:05:22 AM
	Will it be okay Mark?	5:05:34 AM
	Are we still connected here?	5:06:25 AM
	Are we still connected here?	5:07:06 AM
	Are we still connected here?	5:08:04 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:08:07 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:08:11 AM
	<i>Anurag Sharma has ended this chat session</i>	5:08:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jan, 12:08:21 AM

#70287 Vicki Tice

Email: vtice@coilingtech.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: BROOKSHIRE

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 3 Secs

Vicki Tice	Hello, I am your Acebuddy	8 Jan, 12:08:23 AM
Acebuddy	Hello Vicki Tice, I'm your Ace Buddy. I'll be happy to assist you!	12:08:24 AM
	Whom Would You Like to Connect With?	12:08:24 AM
Vicki Tice	Technical Support (QB & App Hosting)	12:08:30 AM
Acebuddy	Welcome to Ace Support.	12:08:30 AM
	Please chose an option :	12:08:30 AM
Vicki Tice	I'd like to report an Issue	12:08:37 AM
Acebuddy	Please select an option!	12:08:37 AM
Vicki Tice	Other Issue	12:08:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:08:42 AM
Vicki Tice	There is a ticket 615323, they have sent me a password reset but I am still unable to get the program to work, yesterday they sent me a new file to download to see if that resolved the issue but it has not.	12:09:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:09:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:09:48 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:10:41 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:10:45 AM
	Hii Vicki	12:10:54 AM
Vicki Tice	Hi there, when I click the icon and put in my credentials I am getting this error message:	12:11:23 AM
Manish Singh	I will surely help you with this issue.	12:11:39 AM
Vicki Tice	The group policy client service failed the sign-in access is denied	12:11:41 AM
Manish Singh	May I know what is the error message you are getting?	12:13:07 AM
	Kindly share the screenshot.	12:13:16 AM
Vicki Tice	I typed it above	12:13:30 AM
	Did I lose you? I tried to send you a snip it and then tried to share my screen, it doesn't appear to be letting me	12:15:33 AM
Manish Singh	Kindly allow me two minutes to check the same.	12:15:34 AM
	May I take the remote access of your local computer?	12:15:48 AM
Vicki Tice	yes what do I need to do	12:16:03 AM
Manish Singh	https://assist.acecloudhosting.com/join/9632878108	12:16:04 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:16:09 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:20:59 AM

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.

12:56:26 AM

Ended due to chat idle timeout

12:56:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 1:40:01 AM

#71049 Mark Thomas

Email: mark@innovativesolutionsabc.com 14108028315

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: SYKESVILLE

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Secs

Mark Thomas	Hello, I am your Acebuddy	21 Jan, 1:40:03 AM
Acebuddy	Hello Mark Thomas, I'm your Ace Buddy. I'll be happy to assist you!	1:40:05 AM
	Whom Would You Like to Connect With?	1:40:05 AM
Mark Thomas	Technical Support (QB & App Hosting)	1:40:09 AM
Acebuddy	Welcome to Ace Support.	1:40:09 AM
	Please chose an option :	1:40:09 AM
Mark Thomas	I'd like to raise a Request	1:40:16 AM
Acebuddy	Please select your request type.	1:40:17 AM
Mark Thomas	Application Update	1:40:23 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update	

once the task has been completed.

1:40:24 AM

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

1:40:24 AM

Mark Thomas has ended this chat session

1:40:41 AM



Chat Transcript

SKCPA LLC server call me ASAP very urgent

Visitor Details

21 Jan, 7:12:51 PM

#71075 Sunita Karamchandani

Email: sunita@skcpallc.com 14198823599

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: SYLVANIA

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 19 Secs

Sunita Karamchandani	SKCPA LLC server call me ASAP very urgent	21 Jan, 7:12:52 PM
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.	7:12:55 PM
Sunita Karamchandani	Ticket ID: 624939	7:13:10 PM
	<i>Amit Raina is transferring the chat to Support(QB & App Hosting).</i>	7:13:17 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:13:27 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	7:13:34 PM

Kindly allow me two minutes to check the same.

7:13:59 PM

Thank you for your patience.

7:17:29 PM

Upon review, I found that we had previously assisted the user, Daxas, with the server login.

7:18:32 PM

Kindly confirm - Is the user still unable to access the server

7:19:00 PM

Are we still connected here?

7:20:06 PM

Are we still connected here?

7:21:39 PM

Are we still connected here?

7:22:30 PM

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

7:23:12 PM

Shubham Kataria has ended this chat session

7:23:14 PM



Chat Transcript

GOOD MORNING , I AM NEEDING HELP WITH DOWNLOADING YOUR SYSTEM IN MY MAC COMPUTER IN NEED THE LINK PLEASE

Visitor Details

29 Jan, 10:34:11 PM

#71584 ELIZABETH CARRILLO

Email: ecarrillo@atcost-insurance.com 4693370912

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

Website: <https://www.acecloudhosting.com/knowledgebase/new-ace-cloud-hosting-setup-guide-mac/>

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 33 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 29 Secs

ELIZABETH
CARRILLO

GOOD MORNING , I AM NEEDING HELP WITH DOWNLOADING YOUR SYSTEM IN MY MAC COMPUTER IN NEED THE LINK PLEASE

29 Jan, 10:34:13
PM

Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	10:34:15 PM
	Hello Elizabeth!	10:34:27 PM
	May I confirm your account name or your server name registered with us?	10:34:40 PM
	?	10:35:48 PM
ELIZABETH CARRILLO	WITTASSOCIATES@MYREALDATA.NET	10:36:39 PM
Rishabh Gogia	Thank you for the confirmation.	10:36:45 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>	10:37:25 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:37:39 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:37:43 PM
ELIZABETH CARRILLO	THANK YOU	10:37:55 PM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:37:58 PM
ELIZABETH CARRILLO	WITTASSOCIATES@MYREALDATA.NET. NAMES ARE ELIZABETH CARRILLO AND XIMENA SANCHEZ	10:39:33 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	10:40:11 PM
ELIZABETH CARRILLO	OK	10:41:47 PM
Tushar Pharswan	May I know your company name. (Edited)	10:42:20 PM
ELIZABETH CARRILLO	Witt & Associates	10:44:22 PM
Tushar Pharswan	Thank you for the details, as per your request you need to setup the access on your MAC to login to your profile correct?	10:45:43 PM
ELIZABETH CARRILLO	YES	10:46:05 PM
Tushar Pharswan	May I take the remote access of your local computer?	10:47:16 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:47:18 PM
ELIZABETH CARRILLO	OK	10:47:58 PM
	IM READY	10:48:05 PM
Tushar Pharswan	https://assist.acecloudhosting.com/join/8902016035	10:48:23 PM
	Kindly Click on the link and open the downloaded file.	10:48:25 PM
	also kindly tell me the username for which you want to setup.	10:48:42 PM
	As per our conversation over the remote session we were successful in setting up the login for you.	11:10:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:10:41 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

11:10:43 PM

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

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

Tushar Pharswan has ended this chat session

11:10:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 8:50:01 PM

#71081 takako

Email: takako@tsyamerica.com

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: MACON

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 16 Secs

takako	Hello, I am your Acebuddy	21 Jan, 8:50:02 PM
Acebuddy	Hello Takako, I'm your Ace Buddy. I'll be happy to assist you!	8:50:04 PM
	Whom Would You Like to Connect With?	8:50:04 PM
takako	Technical Support (QB & App Hosting)	8:50:14 PM
Acebuddy	Welcome to Ace Support.	8:50:14 PM
	Please chose an option :	8:50:14 PM

takako	I'd like to report an Issue	8:50:25 PM
Acebuddy	Please select an option!	8:50:25 PM
takako	QuickBooks Issue	8:50:31 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:50:31 PM
takako	QuickBooks Login Issue	8:50:43 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:50:43 PM
	Was that helpful?	8:50:43 PM
takako	No	8:50:58 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:50:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:50:58 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:51:54 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:51:56 PM
takako	I tried to login to QB, but keep receiving this messege	8:52:16 PM
	<i>8:52:22 PM takako is sharing a file with you</i>	8:52:22 PM
	<u>Screenshot 2025-01-21 10.14.38.png</u> - (Size:35.83 KB)	
	[Content] Remote Desktop can't find the computer "TSY.myrealdatal.net". This might mean that "TSY.myrealdatal.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 01/21/25 03:14:29 PM Press Ctrl+C to copy.	8:53:17 PM
Aarush Aneja	We will surely assist you with this issue	8:53:46 PM
	May I take the remote access of your local computer?	8:54:14 PM
takako	yes	8:54:29 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	8:54:58 PM
takako	closed everything	8:55:33 PM
Aarush Aneja	<u>https://assist.acecloudhosting.com/join/1212070963</u>	8:55:37 PM
	Kindly paste this link in the browser of local computer and join the session.	8:55:42 PM
takako	joined	8:57:35 PM
	joined	8:57:37 PM
Aarush Aneja	Kindly download the ZA_connect application and allow the permisisons (Edited)	8:58:00 PM
	Kindly allow the remote connection (Edited)	9:01:38 PM
	This message has been deleted	9:02:12 PM
takako	ok	9:02:51 PM
Aarush Aneja		

Kindly allow the remote connection

9:03:16 PM

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

9:03:21 PM

We are connected back

9:07:23 PM

We assisted in connecting back on to the server

9:07:40 PM

You can access back the server

9:07:57 PM

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

9:08:27 PM

takako thank you, i can login to QB now

9:08:27 PM

i think that is all

9:08:43 PM

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

9:09:15 PM

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

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

Thanks!

9:09:17 PM

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

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

Aarush Aneja has ended this chat session

9:09:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 1:46:47 AM

#70880 jmerante

Email: jmerante@booksmartstax.com 14128810892

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: MURRYSVILLE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 55 Secs

jmerante	Hello, I am your Acebuddy	17 Jan, 1:46:48 AM
Acebuddy	Hello Jmerante, I'm your Ace Buddy. I'll be happy to assist you!	1:46:49 AM
	Whom Would You Like to Connect With?	1:46:49 AM
jmerante	Technical Support (QB & App Hosting)	1:46:53 AM
Acebuddy	Welcome to Ace Support.	1:46:53 AM
	Please chose an option :	1:46:53 AM
jmerante	I'd like to raise a Request	1:46:59 AM
Acebuddy	Please select your request type.	1:46:59 AM
jmerante	Other Request	1:47:10 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:47:10 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:47:10 AM
	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.	2:30:44 AM
	<i>Ended due to chat idle timeout</i>	2:30:44 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jan, 10:21:22 PM

#70053 paul

Email: paul@paylink.cc ☎ 13202966005

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 36 Secs

paul	Hello, I am your Acebuddy	2 Jan, 10:21:24 PM
Acebuddy	Hello Paul Erdal, I'm your Ace Buddy. I'll be happy to assist you!	10:21:26 PM
	Whom Would You Like to Connect With?	10:21:26 PM
paul	Technical Support (QB & App Hosting)	10:21:33 PM
Acebuddy	Welcome to Ace Support.	10:21:33 PM
	Please chose an option :	10:21:33 PM
paul	I'd like to raise a Request	10:21:42 PM
Acebuddy	Please select your request type.	10:21:42 PM
paul	Change in Applications	10:21:51 PM
Acebuddy	Please select your desired option!	10:21:51 PM
paul	Application Addition	10:22:03 PM
Acebuddy	Please select your Application	10:22:03 PM
paul	Other Application	10:22:09 PM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email. • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application.	10:22:09 PM
	We will update you via email once the installation is complete.	10:22:09 PM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	10:22:09 PM
paul	Yes	10:22:19 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:22:19 PM

Acebuddy (bot) forwarded the chat request

10:22:19 PM

Tushar Pharswan accepted the chat transfer request.

10:22:41 PM

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:22:49 PM
paul	I need to edit PDF's. The Adobe Acrobat reader that is installed doesn't allow it. I have a license for Adobe Acrobat Pro. Can I upgrade the one on the server to Pro	10:23:26 PM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:24:43 PM
paul	Also, can you add Google Voice.	10:25:14 PM
	PayLink	10:25:20 PM
Tushar Pharswan	Thank you for the information.	10:27:26 PM
paul	I am calling into support now to get this done.	10:27:48 PM
Tushar Pharswan	Please let me know as soon as your call is answered. (Edited)	10:28:27 PM
	Till then I'm checking on server end what are the possible solution for your request.	10:29:00 PM
	As you are connected over the call session, and you have disconnected this chat session. We will end this chat window from our end as well.	10:32:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:32:56 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:32:58 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	10:33:00 PM



Chat Transcript

I would like to reset my Admin password to one of my company files but i have forgotten the details used at registration

#71656 Tom Johnson

Email: tnjuguna@liaisongroup.net  0726270644

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: <https://www.acecloudhosting.com/knowledgebase/reset-quickbooks-admin-password/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: KILIMANI

State: Nairobi City

Country: KENYA

Chat Transcript

Chat Duration : 10 Mins 21 Secs

Tom Johnson	I would like to reset my Admin password to one of my company files but i have forgotten the details used at registration	30 Jan, 7:18:01 PM
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.	7:18:11 PM
	<i>Amit Raina is transferring the chat to Support(QB & App Hosting).</i>	7:18:17 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:19:09 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	7:19:14 PM
	Kindly help me with your server name and user name to check this.	7:19:57 PM
	Are we still connected here?	7:21:45 PM
	Are we still connected here?	7:23:25 PM
	Are we still connected here?	7:25:20 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:27:37 PM
	<i>Shubham Kataria has ended this chat session</i>	7:28:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#71487 Alberto Salvado****Email:** alberto.salvado@salvadolaw.com 17039307434**Department:** Support(QB & App Hosting)**Operator:** Shashwat Verma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Android**Browser:** Google Chrome**Device:** Mobile**Average Response Time:** 5 Secs**City:** SILVER SPRING**State:** Maryland**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 9 Mins 25 Secs

Alberto Salvado	Hello, I am your Acebuddy	28 Jan, 10:25:50 AM
Acebuddy	Hello Alberto Salvado, I'm your Ace Buddy. I'll be happy to assist you!	10:25:52 AM
	Whom Would You Like to Connect With?	10:25:52 AM
Alberto Salvado	Technical Support (QB & App Hosting)	10:25:55 AM
Acebuddy	Welcome to Ace Support.	10:25:56 AM
	Please chose an option :	10:25:56 AM
Alberto Salvado	I'd like to report an Issue	10:26:04 AM
Acebuddy	Please select an option!	10:26:04 AM
Alberto Salvado	QuickBooks Issue	10:26:08 AM
Acebuddy	What type of QuickBooks Issue are you facing?	10:26:08 AM
Alberto Salvado	Other QB related issue	10:26:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:26:14 AM
Alberto Salvado	I can not open quickbooks. It says I have insufficient permission	10:26:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:26:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:26:46 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:27:23 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:27:28 AM
	Hello Alberto	10:27:41 AM
	I will surely help you with this issue.	10:27:55 AM
	Kindly allow me two minutes to check the same.	10:28:07 AM

	May I take the remote access of your server?	10:29:27 AM
Alberto Salvado	Yes	10:29:32 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	10:29:40 AM
Alberto Salvado	Closed	10:29:50 AM
Shashwat Verma	Kindly accept	10:30:00 AM
	Try now to open any Qb file	10:30:47 AM
Alberto Salvado	Same	10:31:14 AM
Shashwat Verma	Let me check from backend	10:31:20 AM
Alberto Salvado	Looks good	10:34:06 AM
Shashwat Verma	Kindly login	10:34:12 AM
	perfect! Good to go.	10:34:54 AM
	Is there anything else I may help you with ?	10:34:57 AM
Alberto Salvado	Thank you	10:34:59 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	10:35:03 AM
Alberto Salvado	All good	10:35:04 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:35:08 AM
Alberto Salvado	Yes	10:35:10 AM
	You too	10:35:13 AM
Shashwat Verma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:35:13 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	10:35:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 2:31:47 PM

#70752 support

Email: support@silversfs.com +919084599218

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins

support	Hello, I am your Acebuddy	15 Jan, 2:31:48 PM
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!	2:31:49 PM
	Whom Would You Like to Connect With?	2:31:49 PM
support	Technical Support (QB & App Hosting)	2:31:53 PM
Acebuddy	Welcome to Ace Support.	2:31:53 PM
	Please chose an option :	2:31:53 PM
support	I'd like to raise a Request	2:32:02 PM
Acebuddy	Please select your request type.	2:32:02 PM
support	Office 365 Addition	2:32:09 PM
Acebuddy	Please specify if you already have an Office365 subscription	2:32:10 PM
support	I already have O365 license	2:32:24 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	2:32:24 PM
	<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise	2:32:24 PM

	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	2:32:24 PM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	2:32:24 PM
	Do you need any further assistance on the topic?	2:32:24 PM
support	Yes	2:32:36 PM
Acebuddy	Please wait while we connect you to our Support Representative	2:32:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:32:36 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	2:32:42 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	2:32:45 PM
support	Hi Aarush	2:32:55 PM
Aarush Aneja	Hello Disha	2:33:00 PM
support	i am facing trouble with the outlook and teams application	2:33:16 PM
Aarush Aneja	We will surely assist you	2:33:31 PM
	May I take the remote access of your server?	2:33:35 PM
support	sure	2:33:41 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	2:34:22 PM
support	it is closed	2:34:55 PM
Aarush Aneja	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:36:03 PM
	https://assist.acecloudhosting.com/join/6912279080	2:47:47 PM
	Kindly paste this link in the browser of local computer and join the session.	2:47:52 PM
support	sure	2:48:03 PM
	still the same	2:52:10 PM
Aarush Aneja	Kindly re-login on the server once to populate the changes	2:52:32 PM
support	sure	2:52:42 PM
Aarush Aneja	We will assist in the remote session	2:53:04 PM
	We checked and found the chat got disconnected in between.	2:59:32 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:59:42 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

2:59:47 PM

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

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

Aarush Aneja has ended this chat session

2:59:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 11:59:54 PM

#70696 dianaliz-maldonado

Email: dianaliz-maldonado@gtacpa.net

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: SAN JUAN

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 13 Mins 22 Secs

dianaliz-maldonado	Hello, I am your Acebuddy	14 Jan, 11:59:55 PM
Acebuddy	Hello Dianaliz-maldonado, I'm your Ace Buddy. I'll be happy to assist you!	11:59:56 PM
	Whom Would You Like to Connect With?	11:59:56 PM
dianaliz-maldonado	Technical Support (QB & App Hosting)	15 Jan, 12:00:02 AM
Acebuddy	Welcome to Ace Support.	12:00:02 AM
	Please chose an option :	12:00:02 AM
dianaliz-maldonado	I'd like to report an Issue	12:00:08 AM

Acebuddy	Please select an option!	12:00:08 AM
dianaliz-maldonado	Other Issue	12:00:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:00:46 AM
dianaliz-maldonado	I try to open a company Social Value solutions but i don see it on Sage. My boss and coworker may see it	12:00:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:01:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:01:00 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:01:17 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:01:25 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:01:34 AM
dianaliz-maldonado	dianaliz-maldonado	12:01:55 AM
	dianaliz-maldonado@gtacpa.net	12:02:05 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:03:22 AM
dianaliz-maldonado	thank you	12:04:15 AM
Yash Kalra	It's taking more than expected please allow us some more time.	12:04:37 AM
dianaliz-maldonado	ok	12:04:46 AM
	dont worry	12:04:50 AM
Yash Kalra	Dianaliz-Maldonado, please confirm your username and server name, as the server name shared does not match our records. Kindly reach out to GTACPC support for further assistance.	12:08:46 AM
	Are we still connected here?	12:09:18 AM
	Are we still connected here?	12:11:11 AM
	Are we still connected here?	12:13:11 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:13:15 AM
	<i>Yash Kalra has ended this chat session</i>	12:13:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#70861 Catie Baglo****Email:** catie@smithsemcpa.com**Department:** Support(QB & App Hosting)**Operator:** Tushar Pharswan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 7 Secs**City:** FERGUS FALLS**State:** Minnesota**Country:** UNITED STATES

Chat Duration : 24 Mins 37 Secs

Chat Transcript

Catie Baglo	Hello, I am your Acebuddy	16 Jan, 11:12:27 PM
Acebuddy	Hello Catie Baglo, I'm your Ace Buddy. I'll be happy to assist you!	11:12:29 PM
	Whom Would You Like to Connect With?	11:12:29 PM
Catie Baglo	Technical Support (QB & App Hosting)	11:12:33 PM
Acebuddy	Welcome to Ace Support.	11:12:33 PM
	Please chose an option :	11:12:33 PM
Catie Baglo	I'd like to report an Issue	11:12:41 PM
Acebuddy	Please select an option!	11:12:41 PM
Catie Baglo	Other Issue	11:12:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:12:46 PM
Catie Baglo	622340	11:12:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:12:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:12:51 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:13:06 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:13:16 PM
Catie Baglo	Hello	11:13:22 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	11:13:34 PM
Catie Baglo	no problem	11:15:54 PM
Tushar Pharswan	Thank you for waiting.	11:19:02 PM
	As I can see the session of SmithSem is in disconnected state I tried to disconnect the user session	

11:19:54 PM

from task manger but is not getting disconnected.

11:20:28 PM

So I will have to reboot the server as of now can you kindly ask KariMe to save the work and log off for 2 minutes.

11:21:52 PM

Kari is in idle state for three minutes may I proceed with server reboot as of now? (Edited)

11:22:12 PM

Catie Baglo I just texted her to see, I will update shortly. Please wait, we aren't in the same building so I have to reach her.

11:22:21 PM

Tushar Pharswan Okay

11:26:38 PM

Catie Baglo she hasn't gotten back to me

11:27:28 PM

Tushar Pharswan Okay I will prompt a message on her screen then.

11:27:50 PM

Catie Baglo shes saving now!

11:27:57 PM

she is out

11:28:09 PM

Tushar Pharswan I will reboot the server as soon as she log off. (Edited)

11:28:16 PM

Catie Baglo she is off

11:28:31 PM

Tushar Pharswan Reboot is in process.

11:32:35 PM

Kindly log in again and check if the issue still persists or not.

11:34:29 PM

Catie Baglo just opening now, we see more than a black screen so that is progress so far

11:36:03 PM

okay, it looks like we are good to go. Thank you!

11:36:30 PM

Tushar Pharswan Great.

11:36:31 PM

Is there anything else I may help you with ?

11:36:48 PM

Catie Baglo nope, that is it!

11:36:53 PM

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

11:36:55 PM

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

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

Thanks!

11:37:00 PM

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/>)

Catie Baglo You as well!

11:37:06 PM

Tushar Pharswan has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 6:44:50 PM

#71366 bedfordfeedandseed

Email: bedfordfeedandseed@yahoo.com ☎ 18122794136

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: BLOOMINGTON

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 44 Secs

bedfordfeedandseed	Hello, I am your Acebuddy	25 Jan, 6:44:51 PM
Acebuddy	Hello Bedfordfeedandseed, I'm your Ace Buddy. I'll be happy to assist you!	6:44:54 PM
	Whom Would You Like to Connect With?	6:44:54 PM
bedfordfeedandseed	Technical Support (QB & App Hosting)	6:44:57 PM
Acebuddy	Welcome to Ace Support.	6:44:57 PM
	Please chose an option :	6:44:57 PM
bedfordfeedandseed	I'd like to report an Issue	6:45:04 PM
Acebuddy	Please select an option!	6:45:04 PM
bedfordfeedandseed	QuickBooks Issue	6:45:09 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:45:09 PM
bedfordfeedandseed	QuickBooks Update	6:45:15 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	6:45:15 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to	

	support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	6:45:15 PM
	Do you need any further assistance on the topic?	6:45:15 PM
bedfordfeedandseed	Yes	6:45:26 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:45:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:45:26 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:45:30 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:45:35 PM
bedfordfeedandseed	when i try to log on to quickbooks it says updating now will this will take a few minutes I have never seen this before	6:46:28 PM
Manish Singh	I will surely help you with this issue.	6:46:43 PM
	Kindly allow me two minutes to check the same.	6:46:52 PM
	As i can check you are on shared server and the update can be done in nights hours as other users are logged into the server right now.	6:48:07 PM
bedfordfeedandseed	how long will it take?	6:48:45 PM
	I have never seen this before	6:48:59 PM
Manish Singh	Are you not able to access QuickBooks the update will be done in nights hours.	6:49:26 PM
bedfordfeedandseed	its working now	6:51:43 PM
	thanks	6:51:46 PM
Manish Singh	Is there anything else I may help you with ?	6:52:10 PM
	Are we still connected here?	6:53:22 PM
	Are we still connected here?	6:54:49 PM
	Are we still connected here?	6:55:26 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:55:33 PM
	<i>Manish Singh has ended this chat session</i>	6:55:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jan, 11:58:43 PM

#70029 Samantha Boothe

Email: sdrboothe@gmail.com ☎ 4802965758

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Duration : 42 Mins 7 Secs

Chat Transcript

Samantha Boothe	Hello, I am your Acebuddy	1 Jan, 11:58:44 PM
Acebuddy	Hello Sdrboothe, I'm your Ace Buddy. I'll be happy to assist you!	11:58:46 PM
	Whom Would You Like to Connect With?	11:58:46 PM
Samantha Boothe	Technical Support (QB & App Hosting)	11:58:51 PM
Acebuddy	Welcome to Ace Support.	11:58:51 PM
	Please chose an option :	11:58:51 PM
Samantha Boothe	I'd like to report an Issue	11:59:00 PM
Acebuddy	Please select an option!	11:59:00 PM
Samantha Boothe	QuickBooks Issue	11:59:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:59:06 PM
Samantha Boothe	Other QB related issue	11:59:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:59:12 PM
Samantha Boothe	I can no longer open excel reports I made	11:59:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:59:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:59:48 PM
	<i>Yash Chaubey accepted the chat transfer request.</i>	11:59:58 PM
Yash Chaubey	Thank you for contacting Ace Cloud Hosting. My name is Yash Chaubey. I will be assisting you today.	2 Jan, 12:00:18 AM
Samantha Boothe	thank you	12:00:29 AM
	<i>Yash Chaubey is transferring the chat to Manish Singh.</i>	12:01:44 AM

	<i>Manish Singh accepted the chat transfer request.</i>	12:01:46 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:01:50 AM
Samantha Boothe	the error message says error 5: SE_ERR_ACCESSDENIED	12:01:55 AM
Manish Singh	I will surely help you with this issue.	12:02:02 AM
	Kindly allow me two minutes to check the same.	12:02:13 AM
	May i know when is the last time you were able to access Excel?	12:05:02 AM
Samantha Boothe	It was before the last server update	12:05:26 AM
Manish Singh	As we can check you don't have access to Excel.	12:05:48 AM
	If you need access to Excel standalone it will cost you \$5.99 per user/month	12:06:35 AM
Samantha Boothe	I used to be able to create reports in QB with excel. I do not know why that has changed. I have reports I made in Feb, that I can no longer open. I am also not able to create new reports	12:07:50 AM
	Did it used to be included?	12:08:20 AM
	I am the only user. It is fine to pay the extra. Will this give me access to the reports already created and saved from earlier this year?	12:10:21 AM
Manish Singh	Yes, it will but for that you have to email us on support@acecloudhosting.com from the authorized email address which is sdrboothe@gmail.com.	12:11:09 AM
	Kindly email us i will try to give access on this chat only.	12:11:53 AM
Samantha Boothe	Can you say when this changed and my access was removed?	12:13:20 AM
	My ticket number is 612896	12:14:16 AM
Manish Singh	Kindly allow me 3-4 minutes to check the same.	12:18:03 AM
Samantha Boothe	Hi, Any update	12:26:16 AM
Manish Singh	I sincerely apologies for keeping you waiting. (Edited)	12:27:21 AM
	This might take few more minutes.	12:27:33 AM
	May I take the remote access of your local computer?	12:28:01 AM
Samantha Boothe	yes	12:28:08 AM
Manish Singh	https://assist.acecloudhosting.com/join/1042553659	12:28:38 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:28:44 AM
Samantha Boothe	ok	12:28:54 AM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:30:37 AM
	Kindly check now.	12:36:16 AM
	Are we still connected here?	12:38:27 AM
	Are we still connected here?	12:39:25 AM

Are we still connected here?

12:40:45 AM

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

12:40:51 AM

Manish Singh has ended this chat session

12:40:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jan, 9:39:10 PM

#71668 fabell

Email: fabell@abellturf.com ☎ 16782960822

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: PEACHTREE CORNERS

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 49 Secs

fabell	Hello, I am your Acebuddy	30 Jan, 9:39:11 PM
Acebuddy	Hello Fabell, I'm your Ace Buddy. I'll be happy to assist you!	9:39:12 PM
	Whom Would You Like to Connect With?	9:39:12 PM
fabell	Technical Support (QB & App Hosting)	9:39:15 PM
Acebuddy	Welcome to Ace Support.	9:39:15 PM
	Please chose an option :	9:39:15 PM
fabell	I'd like to report an Issue	9:39:21 PM
Acebuddy	Please select an option!	9:39:21 PM

fabell	QuickBooks Issue	9:39:25 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:39:25 PM
fabell	Other QB related issue	9:39:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:39:32 PM
fabell	I am getting the following message when trying to email excel report from QB: "Your system might not have enough memory to use Excel. Try again after closing some applications"	9:40:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:40:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:40:22 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:42:03 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:42:07 PM
fabell	Did you see the error message I am getting in QB/	9:43:22 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:43:25 PM
fabell	SERVER NAME: QBlive03.myrealdatal.net	9:44:40 PM
Shubham Kataria	Thank you for the information. Could you please provide your username as well	9:45:18 PM
fabell	FrankA.q3	9:45:57 PM
Shubham Kataria	Thank you. Kindly allow me two minutes to check the same	9:46:25 PM
	May I take the remote access of your server?	9:47:16 PM
fabell	For sure	9:47:41 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	9:47:47 PM
fabell	understood	9:48:02 PM
Shubham Kataria	Thank you for your patience.	9:55:19 PM
	As discussed during our remote session, we found that you do not have access to Excel. After this chat, I will send you an email regarding the Excel installation. Kindly provide your approval there, and we will proceed with installing Excel on your server. The cost for excel will be \$ 5.99 per user per month.	9:58:07 PM
	Are we still connected here?	10:00:54 PM
	Are we still connected here?	10:03:23 PM
	Are we still connected here?	10:04:27 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:05:56 PM
	<i>Shubham Kataria has ended this chat session</i>	10:06:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 12:30:34 AM

#70503 Sandra Dorst

Email: sandra@beckyrivardcpa.com ☎ 8049864638

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 2 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 23 Secs

Sandra Dorst	Hello, I am your Acebuddy	13 Jan, 12:30:35 AM
Acebuddy	Hello Sandra Dorst, I'm your Ace Buddy. I'll be happy to assist you!	12:30:36 AM
	Whom Would You Like to Connect With?	12:30:36 AM
Sandra Dorst	Technical Support (QB & App Hosting)	12:30:38 AM
Acebuddy	Welcome to Ace Support.	12:30:38 AM
	Please chose an option :	12:30:38 AM
Sandra Dorst	I'd like to report an Issue	12:30:41 AM
Acebuddy	Please select an option!	12:30:42 AM
Sandra Dorst	Other Issue	12:30:47 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:30:47 AM
Sandra Dorst	Still trying to get help signing in on my MacBook and the sign in now is not working on iPad either.	12:31:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:31:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:31:30 AM

Tushar Pharswan accepted the chat transfer request.

12:32:59 AM

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	12:33:02 AM
Sandra Dorst	Hi, I'd gotten help the other day to get signed in on my iPad. That went quickly and smoothly. This morning I tried to get help to get sign in onto my MacBook and not only was the person not able to help, they changed my user name and password stuff and now I'm no long able to get in on my ipad	12:34:36 AM
	<i>12:34:53 AMSandra Dorst is sharing a file with you <u>IMG_4256.jpeg</u> - (Size:1.91 MB)</i>	12:34:53 AM
	That's what it looked like when it was working on my iPad but something got messed up and now I can't get in from anywhere and they said they'd call back but have not done so	12:35:33 AM
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.	12:35:48 AM
	I do see the previous ticket regarding the case.	12:35:59 AM
	Let's try to fix the issue for you on chat session as of now.	12:36:34 AM
Sandra Dorst	Which one first iPad or MacBook?	12:36:55 AM
Tushar Pharswan	Lets try to fix Mac first.	12:37:19 AM
Sandra Dorst	Ok	12:37:53 AM
Tushar Pharswan	May I take the remote access of your MAC?	12:38:09 AM
Sandra Dorst	yes	12:38:13 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	12:38:16 AM
Sandra Dorst	ok	12:38:21 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/9802432085	12:38:43 AM
	Kindly Click on the link and open the downloaded file.	12:38:45 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:41:58 AM
	This chat session got disconnected but on remote session we successfully connected over the MAC and now setting the iPad. (Edited)	12:57:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:57:54 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:57:56 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	12:57:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 4:34:51 AM

#70620 Paul Hayes

Email: paul@rentkeywest.com 3055876767

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: KEY WEST

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 40 Secs

Paul Hayes	Hello, I am your Acebuddy	14 Jan, 4:34:53 AM
Acebuddy	Hello Paul Hayes, I'm your Ace Buddy. I'll be happy to assist you!	4:34:54 AM
	Whom Would You Like to Connect With?	4:34:54 AM
Paul Hayes	Technical Support (QB & App Hosting)	4:35:15 AM
Acebuddy	Welcome to Ace Support.	4:35:15 AM
	Please chose an option :	4:35:15 AM
Paul Hayes	I'd like to report an Issue	4:35:21 AM
Acebuddy	Please select an option!	4:35:21 AM
Paul Hayes	QuickBooks Issue	4:35:24 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:35:24 AM
Paul Hayes	QuickBooks is Frozen	4:35:29 AM
Acebuddy		

	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	4:35:29 AM
	Was that helpful?	4:35:29 AM
Paul Hayes	No	4:35:40 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	4:35:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:35:41 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	4:36:26 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	4:36:31 AM
Paul Hayes	Hello Tushar, I am Paul	4:36:47 AM
Tushar Pharswan	Hello Paul.	4:37:03 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:37:31 AM
Paul Hayes	I restarted the connection and it worked!. I am sorry, I no longer need assistance.	4:38:31 AM
	The unfreezing app was frozen!	4:38:54 AM
Tushar Pharswan	I see You are on shared server it will reboot in 2 minutes kindly wait again before you proceed with your work.	4:39:00 AM
Paul Hayes	ok. Thank you	4:40:14 AM
Tushar Pharswan	The application will work fine afterwards.	4:40:28 AM
	Is there anything else I may help you with ?	4:40:30 AM
Paul Hayes	No thank you	4:41:15 AM
Tushar Pharswan	It just rebooted kindly try to login after 1 minute.	4:41:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:41:28 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:41:30 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	4:41:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Jan, 2:27:10 AM

#70480 Meosha Kimbrough

Email: mk5faithandfinances@gmail.com ☎ 17705967676

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Mins 50 Secs

City: CONYERS

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 23 Secs

Meosha Kimbrough	Hello, I am your Acebuddy	12 Jan, 2:27:13 AM
Acebuddy	Hello Meosha Kimbrough, I'm your Ace Buddy. I'll be happy to assist you!	2:27:15 AM
	Whom Would You Like to Connect With?	2:27:15 AM
	<i>The visitor's phone number was changed to 17705967676.</i>	2:43:24 AM
	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.	3:27:36 AM
	<i>Ended due to chat idle timeout</i>	3:27:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Jan, 9:21:36 PM

#70494 Carla Weiser**Email:** jbarcllc@gmail.com ☎ 3073312453**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Mac OS**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Sec**City:** DENVER**State:** Colorado**Country:** UNITED STATES

Chat Duration : 28 Mins 43 Secs

Chat Transcript

Carla Weiser	Hello, I am your Acebuddy	12 Jan, 9:21:37 PM
Acebuddy	Hello Jbarcllc, I'm your Ace Buddy. I'll be happy to assist you!	9:21:38 PM
	Whom Would You Like to Connect With?	9:21:38 PM
Carla Weiser	Technical Support (QB & App Hosting)	9:21:42 PM
Acebuddy	Welcome to Ace Support.	9:21:42 PM
	Please chose an option :	9:21:42 PM
Carla Weiser	I'd like to report an Issue	9:21:46 PM
Acebuddy	Please select an option!	9:21:46 PM
Carla Weiser	QuickBooks Issue	9:21:50 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:21:50 PM
Carla Weiser	Other QB related issue	9:21:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:21:56 PM
Carla Weiser	Ticket ID: 619042	9:22:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:22:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:04 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:22:52 PM
	<i>Tushar Pharswan is transferring the chat to Manish Singh.</i>	9:23:00 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:23:02 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:23:07 PM
Carla Weiser	hi manish i just saw your email so I am following up on our open ticket	9:24:08 PM
Manish Singh	Hii Carla	9:24:22 PM

Carla Weiser	Hi :)	9:24:37 PM
Manish Singh	Yeah, I have run the update but as the issue still persists we need to take remote of your local machine.	9:25:14 PM
	https://assist.acecloudhosting.com/join/6282029391	9:25:51 PM
Carla Weiser	Ok sounds good. Just let me know what you need from me.	9:26:04 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end. Just click the link so that i can take remote of your session.	9:26:06 PM 9:26:40 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:27:07 PM
	We will arrange a callback in regarding with the issue.	9:45:54 PM
	Is there anything else I may help you with ?	9:45:59 PM
	Are we still connected here?	9:47:09 PM
	Are we still connected here?	9:48:28 PM
	Are we still connected here?	9:50:10 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:50:17 PM
	<i>Manish Singh has ended this chat session</i>	9:50:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jan, 7:21:55 AM

#70244 Heather Lovell

Email: hlovell@redpointfinance.com 13032093031

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: MEAD

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 42 Secs

Heather Lovell	Hello, I am your Acebuddy	7 Jan, 7:21:56 AM
Acebuddy	Hello Jpredolich, I'm your Ace Buddy. I'll be happy to assist you!	7:21:58 AM
	Whom Would You Like to Connect With?	7:21:58 AM
Heather Lovell	Technical Support (QB & App Hosting)	7:22:01 AM
Acebuddy	Welcome to Ace Support.	7:22:01 AM
	Please chose an option :	7:22:01 AM
Heather Lovell	I'd like to report an Issue	7:22:09 AM
Acebuddy	Please select an option!	7:22:09 AM
Heather Lovell	Other Issue	7:22:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:22:12 AM
Heather Lovell	Update needed on Drake software	7:22:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:22:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:22:27 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:22:47 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:22:51 AM
	hello jpredolich	7:23:03 AM
Heather Lovell	Hello, another user on my team Jeff Sherman, emailed about a Drake patch for the 2024 software on Redpoint.myrealdatal.net. Are you able to verify that it has been installed?	7:25:18 AM
Shashwat Verma	I will surely help you with this issue.	7:25:34 AM
	We have received your request for Drake 2024 update on ticket number #611549, will soon update the same.	7:25:41 AM
	Will update you on email, once we are done with it.	7:27:12 AM
Heather Lovell	Is there an estimated time of completion?	7:27:25 AM
Shashwat Verma	Will be completed in 1-2 hrs.	7:27:46 AM
	Will do on priority	7:28:09 AM
Heather Lovell	Okay, thank you	7:28:13 AM
Shashwat Verma	Is there anything else I may help you with ?	7:28:18 AM
Heather Lovell	Nope, that should do it. Thank you	7:28:30 AM

Shashwat Verma It would be great if you could share your feedback after this chat ends. Thanks in advance! 7:28:31 AM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 7:28:35 AM

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

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

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

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

Shashwat Verma has ended this chat session

7:28:39 AM



Chat Transcript

Good afternoon, I need help with support ticket 615517 in order to reset my password

Visitor Details

7 Jan, 1:47:20 AM

#70226 Benjamin Sullivan

Email: bsullivan@centrumrd.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 16 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 8 Secs

Benjamin Sullivan

Good afternoon, I need help with support ticket 615517 in order to reset my password

7 Jan, 1:47:21 AM

Acebuddy	Hello Benjamin Sullivan, I'm your Ace Buddy. I'll be happy to assist you!	1:47:22 AM
	Whom Would You Like to Connect With?	1:47:22 AM
Benjamin Sullivan	Technical Support (QB & App Hosting)	1:47:37 AM
Acebuddy	Welcome to Ace Support.	1:47:37 AM
	Please chose an option :	1:47:37 AM
Benjamin Sullivan	I'd like to report an Issue	1:47:50 AM
Acebuddy	Please select an option!	1:47:50 AM
Benjamin Sullivan	Password Reset	1:47:54 AM
Acebuddy	Please select an option below	1:47:54 AM
Benjamin Sullivan	Already Enrolled to Selfcare Portal	1:48:00 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:48:00 AM
	Do you need any further assistance on the topic?	1:48:00 AM
Benjamin Sullivan	Yes	1:50:48 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:50:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:50:48 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:50:56 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:51:12 AM
	Kindly help me with your server name and user name?	1:51:25 AM
Benjamin Sullivan	hello my username is: BenSullivan and the server CentrumRealty.myrealdatal.net	1:53:18 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:53:40 AM
	Benjamin, are you getting any error while attempting to connect to Ace Server? If yes, Could you please share the error message? (Edited)	1:53:56 AM
	Benjamin, for a password reset, please email us at support@acecloudhosting.com , and we will reset the password immediately.	1:58:30 AM
	Are we still connected here?	2:00:08 AM
Benjamin Sullivan	yes	2:01:13 AM
	i previously sent an email and they said it would be two hours or I could connect through chat for a faster reset	2:01:31 AM
Yash Kalra	Can you please provide me with the ticket ID so that I can expedite the process?	2:02:29 AM
Benjamin Sullivan	yes, 615517	2:02:48 AM
Yash Kalra	Benjamin, on that ticket, could you please provide approval from the account owner using the email ID mslaven@centrumrd.com so that we can proceed with the password reset? I understand this may be inconvenient, but it is a necessary part of the procedure.	2:06:26 AM
Benjamin Sullivan	who should approval be emailed to?	2:06:52 AM

Yash Kalra	Benjamin, the request needs to be approved by Michael Slaven using the email ID mslaven@centrumrd.com.	2:08:22 AM
Benjamin Sullivan	but how does he approve it	2:08:43 AM
Yash Kalra	We saw that you have already added him in the CC. Please ask him to respond to that email with a simple 'approve' or similar confirmation so we can proceed.	2:10:02 AM
Benjamin Sullivan	ok he just sent the approval email	2:11:39 AM
Yash Kalra	Benjamin, we have received the approval. Our team is resetting the password, and you will receive the password link in 5-10 minutes. Is there anything else I can assist you with?	2:14:46 AM
Benjamin Sullivan	no, thank you	2:14:59 AM
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 smilies.	2:15:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:15:18 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:15:23 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	2:15:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 9:59:09 PM

#70679 shadpittam

Email: shadpittam@gmail.com ☎ 13082490982

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 8 Secs

shadpittam	Hello, I am your Acebuddy	14 Jan, 9:59:10 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	9:59:28 PM
shadpittam	I emailed a request	9:59:47 PM
Shubham Yadav	Yes Shad we have received the mail. We are sending you a new password.	10:00:22 PM
shadpittam	ok	10:00:34 PM
Shubham Yadav	Shad we just mailed you a new password.	10:02:27 PM
	Is there anything else I may help you with ?	10:03:42 PM
shadpittam	I have not rec. it yet	10:05:03 PM
Shubham Yadav	Shad we sent the mail on shadpittam@gmail.com	10:05:38 PM
	Can you please confirm this is the right mail ?	10:05:55 PM
shadpittam	Yes it is	10:06:09 PM
Shubham Yadav	Thanks for the confirmation	10:06:37 PM
	#620531	10:06:39 PM
	We send the mail with this ticket ID.	10:06:50 PM
	Shad are you there ?	10:08:09 PM
shadpittam	waiting	10:08:10 PM
Shubham Yadav	Shad please also check your spam or junk mails.	10:09:02 PM
shadpittam	Nothing	10:10:05 PM
Shubham Yadav	Shad we are sending you again. Please wait	10:11:31 PM
shadpittam	ok	10:11:36 PM
Shubham Yadav	Shad we resent the password. Please check and let me know	10:13:04 PM
shadpittam	I got it just trying to sign in, there is a box in my way and can't get rid of it	10:14:20 PM
Shubham Yadav	Can you please share me a screen shot ?	10:14:43 PM
shadpittam	Can you jump on my computer	10:14:58 PM

Shubham Yadav	sure	10:15:11 PM
	May I take the remote access of your local computer?	10:15:20 PM
shadpittam	yes please	10:15:26 PM
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.	10:16:07 PM
	https://assist.acecloudhosting.com/join/2072323718	10:16:09 PM
	Kindly Click on the link and open the downloaded file.	10:16:11 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:18:54 PM
	As per remote session password is working now	10:23:59 PM
	You were able to reset	10:24:09 PM
	Is there anything else I may help you with ?	10:24:12 PM
	Are we still connected here?	10:26:13 PM
	Are we still connected here?	10:28:06 PM
	Are we still connected here?	10:28:09 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:28:28 PM
	<i>Shubham Yadav has ended this chat session</i>	10:28:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 9:45:08 PM

#71508 Sarah Carruthers

Email: sarah@redhenbusiness.com 13144924343

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: FARMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 56 Secs

Sarah Carruthers	Hello, I am your Acebuddy	28 Jan, 9:45:10 PM
Acebuddy	Hello Sarah Carruthers, I'm your Ace Buddy. I'll be happy to assist you!	9:45:11 PM
	Whom Would You Like to Connect With?	9:45:11 PM
Sarah Carruthers	Technical Support (QB & App Hosting)	9:45:17 PM
Acebuddy	Welcome to Ace Support.	9:45:18 PM
	Please chose an option :	9:45:18 PM
Sarah Carruthers	I'd like to report an Issue	9:45:23 PM
Acebuddy	Please select an option!	9:45:23 PM
Sarah Carruthers	Other Issue	9:45:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:45:29 PM
Sarah Carruthers	User access issue	9:45:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:45:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:45:39 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:45:49 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:45:53 PM
Sarah Carruthers	Hello	9:45:58 PM
Shubham Kataria	Hello Sarah	9:46:05 PM
	Good day	9:46:07 PM
Sarah Carruthers	I'm having an issue with access for one of our users, since we made some changes to the server yesterday they are now unable to access their files	9:46:40 PM
	*files	9:46:42 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:47:08 PM
Sarah Carruthers	the username is Thinnergy	9:47:11 PM
	The server name is Red Hen Business Servicess	9:47:18 PM
Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.	9:47:25 PM
	kindly confirm which files the user "Thinnergy" is unable to access	9:49:19 PM
Sarah Carruthers	They should have access to the files within the Client Data -> Active Files -> THN Thinnergy	9:50:48 PM

Shubham Kataria	Okay	9:51:05 PM
	Kindly confirm if user "Thinnergy" only facing this issue or every user is unable to access these file	9:51:40 PM
Sarah Carruthers	I am unsure of any other user issues, Thinnergy is the only user to report an issue	9:52:06 PM
Shubham Kataria	Okay	9:52:25 PM
	May I take the remote access of the server?	9:52:36 PM
Sarah Carruthers	Is the path for access correct?	9:52:51 PM
	I am not physically with that user	9:53:14 PM
Shubham Kataria	yes, the path is correct. I can see the company files stored here	9:53:40 PM
Sarah Carruthers	Okay, let me verify with the user if they are okay with your remote access	9:54:04 PM
Shubham Kataria	Yes, please	9:54:14 PM
Sarah Carruthers	go ahead and remote in	9:54:47 PM
Shubham Kataria	Prior providing the access, I would suggest to close any important documents at user end.	9:55:26 PM
Sarah Carruthers	undertood	9:55:37 PM
Shubham Kataria	Thank you, I'm connected with the user. let me check	9:56:13 PM
	Thank you for your patience.	10:02:31 PM
	Could you please confirm the company file name so that I can open for the user (Edited)	10:03:00 PM
Sarah Carruthers	Thinnergy	10:03:24 PM
Shubham Kataria	Thank you, let me open it for the user	10:03:53 PM
	User able to access the company file now	10:05:04 PM
Sarah Carruthers	Thank you, is this an issue where we need to give them different directions for how to access the files?	10:05:07 PM
	Yes, they are in the file now.	10:05:18 PM
Shubham Kataria	Let me close the file once and re-open again, just to make sure	10:05:22 PM
	Sure	10:05:29 PM
	User logged into the QB successfully	10:08:58 PM
Sarah Carruthers	thank you.	10:09:08 PM
Shubham Kataria	You're welcome	10:09:17 PM
	Is there anything else I may help you with ?	10:09:20 PM
Sarah Carruthers	not that this time, thank you	10:09:30 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:09:50 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:09:59 PM
Sarah Carruthers	Thank you, have a great day!	10:10:00 PM

Shubham Kataria

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

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

10:10:03 PM

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

10:10:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 1:18:46 AM

#70711 artwork

Email: artwork@artcrystalltd.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 9 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 22 Secs

artwork	Hello, I am your Acebuddy	15 Jan, 1:18:47 AM
Acebuddy	Hello Kenneth Zochowski, I'm your Ace Buddy. I'll be happy to assist you!	1:18:48 AM
	Whom Would You Like to Connect With?	1:18:48 AM
artwork	Technical Support (QB & App Hosting)	1:18:52 AM

Acebuddy	Welcome to Ace Support.	1:18:52 AM
	Please chose an option :	1:18:52 AM
artwork	I'd like to report an Issue	1:19:01 AM
Acebuddy	Please select an option!	1:19:01 AM
artwork	QuickBooks Issue	1:19:05 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:19:05 AM
artwork	Other QB related issue	1:19:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:19:12 AM
artwork	Error code: 0x300005b	1:19:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:19:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:19:20 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:19:29 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:19:50 AM
artwork	hello	1:19:57 AM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:19:59 AM
artwork	one moment	1:20:08 AM
	Server: http://generalmg.myrealdata.net/	1:20:37 AM
	User name: myrealdata\SamHathi	1:20:55 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:21:09 AM
	May I take the remote access of your server?	1:22:56 AM
artwork	Yes, but I do not have access at the moment	1:23:40 AM
Yash Kalra	Kenneth, is some other user is accessing the server using this username right now?	1:25:02 AM
artwork	It is possible	1:25:21 AM
	I am working remotely and do not have access to it	1:25:35 AM
Yash Kalra	Kenneth, this issue can only be resolved once we have remote access to your account. Please reconnect with us when you have access to the server so we can assist you further.	1:27:34 AM
	Is there anything else I may help you with?	1:27:52 AM
artwork	Do you mean physical access to the server or remote access?	1:28:42 AM
Yash Kalra	Kenneth, remote access to your server requires the user to actively allow access while logged into the server.	1:31:15 AM
artwork	OK. I will let the others know. thank you	1:31:59 AM
Yash Kalra	So, we can only assist you if you have remote access to your server.	1:32:01 AM

Is there anything else I may help you with ?

1:32:09 AM

Are we still connected here?

1:32:15 AM

Are we still connected here?

1:35:14 AM

Are we still connected here?

1:38:01 AM

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

1:38:07 AM

Yash Kalra has ended this chat session

1:38:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jan, 11:40:40 PM

#70128 Dinesh

Email: taxservices@ctaxllc.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 56 Mins 57 Secs

Dinesh	Hello, I am your Acebuddy	3 Jan, 11:40:41 PM
Acebuddy	Hello Chandramani Subedi, I'm your Ace Buddy. I'll be happy to assist you!	11:40:42 PM
	Whom Would You Like to Connect With?	11:40:42 PM
Dinesh	Technical Support (QB & App Hosting)	11:41:18 PM
Acebuddy	Welcome to Ace Support.	11:41:18 PM

	Please chose an option :	11:41:18 PM
Dinesh	I'd like to report an Issue	11:41:34 PM
Acebuddy	Please select an option!	11:41:34 PM
Dinesh	Other Issue	11:41:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:41:39 PM
Dinesh	I was informed that I got the access of MS EXCEL in my server but now my previous excel sheet also not working so I need the help with that	11:42:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:42:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:42:58 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:44:10 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:44:12 PM
	Hello Chandramani	11:44:59 PM
Dinesh	hi anurag	11:46:40 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:47:00 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:47:05 PM
Dinesh	Server name is CTS.myrealdatal	11:51:45 PM
	User name is : chandramani_cts	11:52:48 PM
Anurag Sharma	Thanks for the confirmation !	11:53:54 PM
	Kindly allow me 4-5 minutes to check the same.	11:54:05 PM
Dinesh	ok	11:54:14 PM
Anurag Sharma	Thank you for your patience.	11:59:50 PM
	Kindly allow me two more minutes. I am working on your issue.	4 Jan, 12:00:23 AM
Dinesh	ok	12:00:39 AM
Anurag Sharma	Thank you for your patience.	12:05:18 AM
	Chandramani, could you please confirm when was the last time you were able to use that excel sheet?	12:05:40 AM
	Are we still connected here?	12:07:12 AM
Dinesh	I was using Libre excel in my server.	12:08:15 AM
	Libreoffice	12:08:27 AM
Anurag Sharma	Okay	12:09:12 AM
	May I take the remote access of your server?	12:11:05 AM
Dinesh	My boss told me that now he talked with your one of your agent yesterday and they help me to use MS Excel in my server.	12:13:12 AM
Anurag Sharma	Okay	12:13:31 AM

	Please allow me 2 minutes. Let me check what I can do to make this work.	12:13:47 AM
Dinesh	ok	12:14:02 AM
Anurag Sharma	May I take the remote access of your server?	12:14:52 AM
Dinesh	ok	12:15:23 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	12:15:31 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:15:59 AM
	Chandramani as I can check you do not have the excel access that is why you are not able to access that file through excel.	12:24:20 AM
	I would like to inform you that the excel access is chargeable at Excel Standalone - \$5.99 per user per month.	12:24:57 AM
Dinesh	I already told you that my boss talk one of your agent and he told me yesterday that I can get the full access of MS Excel so please rich out to your boss and let me know than we could go from there	12:26:03 AM
Anurag Sharma	Okay	12:27:14 AM
	I am providing you the excel access for now.	12:27:25 AM
	So that you can start your working.	12:27:40 AM
	Please allow me 2 minutes so that I can provide you the excel access.	12:27:58 AM
Dinesh	ok	12:28:24 AM
	are you still on remote access?	12:29:04 AM
Anurag Sharma	Yes	12:29:54 AM
	I am ending the remote session.	12:30:13 AM
	I will provide you the excel access and will inform you on email.	12:30:44 AM
	You can then access this file without any problem.	12:31:02 AM
	Is there anything else I may help you with ?	12:31:07 AM
	Are we still connected here?	12:32:08 AM
Dinesh	yes	12:32:24 AM
Anurag Sharma	Is there anything else I may help you with ?	12:32:40 AM
Dinesh	how long it will take time	12:33:14 AM
Anurag Sharma	You can expect it within 3 hours.	12:33:42 AM
	I will try to do it as early as possible.	12:34:18 AM
Dinesh	what about my Libre office excel than?	12:34:26 AM
	from yesterday it is not working	12:34:40 AM
Anurag Sharma		

	If you wish to install the libre office on the server. I would need an approval from the primary contact so to proceed with that request.	12:34:59 AM
Dinesh	primary contact will be call you shortly than	12:35:57 AM
Anurag Sharma	I will send you an email after this chat you can just revert back to that email with the approval from the primary contact.	12:36:10 AM
	Is there anything else I may help you with ?	12:36:27 AM
	Are we still connected here?	12:37:17 AM
Dinesh	thats all	12:37:20 AM
	thank you	12:37:23 AM
Anurag Sharma	Thanks for the confirmation.	12:37:30 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:37:33 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:37:36 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	12:37:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Jan, 9:00:41 AM

#70979 KEITH

Email: ks.partsfast@gmail.com 7133203009

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 16 Secs

KEITH	Hello, I am your Acebuddy	19 Jan, 9:00:43 AM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	9:00:44 AM
	Whom Would You Like to Connect With?	9:00:44 AM
KEITH	Technical Support (QB & App Hosting)	9:00:53 AM
Acebuddy	Welcome to Ace Support.	9:00:53 AM
	Please chose an option :	9:00:53 AM
KEITH	I'd like to report an Issue	9:01:01 AM
Acebuddy	Please select an option!	9:01:01 AM
KEITH	QuickBooks Issue	9:01:10 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:01:10 AM
KEITH	Other QB related issue	9:01:16 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:01:16 AM
KEITH	web connector and time stamp issues	9:01:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:01:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:01:37 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	9:01:50 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	9:02:06 AM
KEITH	server is : partfast.myrealdatal.net	9:02:16 AM
Rohan Prajapati	We will surely help you with this issue.	9:02:40 AM
	Kindly allow me 4-5 minutes to check the same.	9:02:59 AM
KEITH	can you long onto server and look at the web connector log and help answer me this ?????	9:03:00 AM
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.	9:03:16 AM
KEITH	we have issues with web connector. worked 2 days last week. other days is works randomly. sometimes it just uploads a few invoices	9:03:53 AM
	the error code is "error T" how ever tonight is loaded everything on its own.	9:04:21 AM
		9:05:17 AM

Rohan Prajapati	Thank you for all the information	9:06:10 AM
	May I take the remote access of your server?	9:06:14 AM
KEITH	but the time stamp is indicating 3:26am utc date is 3/26	9:06:18 AM
	yes	9:06:26 AM
	date is several hours ahead	9:06:44 AM
Rohan Prajapati	Thanks for the confirmation !	9:06:45 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:06:51 AM
KEITH	ok	9:07:06 AM
Rohan Prajapati	May I confirm that you are logged as Sales User?	9:09:01 AM
KEITH	yes that is me	9:09:14 AM
Rohan Prajapati	Thanks for the confirmation !	9:09:20 AM
KEITH	i will show you	9:09:23 AM
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:09:44 AM
	Kindly accept the Remote Session Request	9:28:25 AM
KEITH	cell phone --713-320-3009	9:43:07 AM
Rohan Prajapati	May I know the best time to call you on Monday ?	9:43:29 AM
KEITH	email is : ks.partsfast@gmail.com my name is keith	9:43:36 AM
	best time is any time after 11 am local until like 6 pm local	9:44:05 AM
Rohan Prajapati	Thanks for the confirmation!	9:44:34 AM
KEITH	thank you have a good evening	9:44:38 AM
Rohan Prajapati	Is there anything else I may help you with ?	9:44:42 AM
KEITH	no	9:44:46 AM
Rohan Prajapati	Thanks for the confirmation !	9:44:51 AM
KEITH	good day.	9:44:52 AM
Rohan Prajapati	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:44:54 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:44:57 AM
	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/>)

Rohan Prajapati has ended this chat session

9:45:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 2:26:33 AM

#70882 melvin_bird_cpa

Email: melvin_bird_cpa@hotmail.com 13162634226

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: WICHITA

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 16 Secs

melvin_bird_cpa	Hello, I am your Acebuddy	17 Jan, 2:26:34 AM
Acebuddy	Hello Melvin L Bird, I'm your Ace Buddy. I'll be happy to assist you!	2:26:35 AM
	Whom Would You Like to Connect With?	2:26:35 AM
melvin_bird_cpa	Technical Support (QB & App Hosting)	2:26:42 AM
Acebuddy	Welcome to Ace Support.	2:26:42 AM
	Please chose an option :	2:26:42 AM
melvin_bird_cpa	I'd like to report an Issue	2:26:49 AM
Acebuddy	Please select an option!	2:26:49 AM
melvin_bird_cpa	Password Reset	2:26:53 AM
Acebuddy	Please select an option below	2:26:53 AM

melvin_bird_cpa	Not Enrolled to Selfcare Portal	2:26:58 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	2:26:58 AM
	Do you need any further assistance on the topic?	2:26:58 AM
melvin_bird_cpa	No	2:28:50 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	2:28:50 AM
	<i>Acebuddy has ended this chat session</i>	2:28:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 10:26:51 PM

#71429 Kory Brunette

Email: kory@bulldogpackaging.net ☎ 6304581152

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: WICHITA

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 11 Secs

Kory Brunette	Hello, I am your Acebuddy	27 Jan, 10:26:52 PM
Acebuddy	Hello Kory Brunette, I'm your Ace Buddy. I'll be happy to assist you!	10:26:53 PM
	Whom Would You Like to Connect With?	10:26:53 PM
Kory Brunette	Technical Support (QB & App Hosting)	10:26:57 PM
Acebuddy	Welcome to Ace Support.	10:26:57 PM

	Please chose an option :	10:26:57 PM
Kory Brunette	I'd like to raise a Request	10:27:05 PM
Acebuddy	Please select your request type.	10:27:05 PM
Kory Brunette	Application Version Upgrade	10:27:08 PM
Acebuddy	Please select the application you would like to upgrade :	10:27:08 PM
Kory Brunette	Other Application	10:27:13 PM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	10:27:13 PM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	10:27:13 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	10:27:13 PM
	Do you need any further assistance on the topic?	10:27:13 PM
Kory Brunette	Yes	10:27:17 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:27:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:27:17 PM
Kory Brunette	Hi	10:28:10 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:28:22 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:28:24 PM
	Hii Kory, how may i assist you?	10:29:51 PM
Kory Brunette	Hi Manish!	10:30:07 PM
	just wanted to see if you would be able to update sage for us	10:30:16 PM
Manish Singh	I will surely help you with this issue.	10:32:02 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	10:32:09 PM
Kory Brunette	okay thanks	10:32:16 PM
Manish Singh	Is there anything else I may help you with ?	10:33:28 PM
	Are we still connected here?	10:35:14 PM
	Are we still connected here?	10:36:31 PM
	Are we still connected here?	10:37:57 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:38:00 PM
	<i>Manish Singh has ended this chat session</i>	10:38:03 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 2:16:28 AM

#71701 Nora Valencia

Email: ddreadymix@gmail.com ☎ 9255509434

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: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 2 Secs

Nora Valencia	Hello, I am your Acebuddy	31 Jan, 2:16:29 AM
Acebuddy	Hello Nora Valencia, I'm your Ace Buddy. I'll be happy to assist you!	2:16:30 AM
	Whom Would You Like to Connect With?	2:16:30 AM
Nora Valencia	Technical Support (QB & App Hosting)	2:16:36 AM
Acebuddy	Welcome to Ace Support.	2:16:36 AM
	Please chose an option :	2:16:36 AM
Nora Valencia	I'd like to raise a Request	2:16:44 AM
Acebuddy	Please select your request type.	2:16:44 AM
Nora Valencia	Application Version Upgrade	2:16:54 AM
Acebuddy	Please select the application you would like to upgrade :	2:16:55 AM
Nora Valencia	QuickBooks	2:16:59 AM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email. • QuickBooks Year	2:16:59 AM

- Variant : Pro / Premier / Enterprise / Accountant
- License Number
- Product Code

2:16:59 AM

Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.

2:16:59 AM

Do you need any further assistance on the topic?

2:16:59 AM

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.

2:50:32 AM

Ended due to chat idle timeout

2:50:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jan, 1:43:51 AM

#70140 William Grizack

Email: lisae@rendeq.com ☎ 17043454625

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 6 Mins

William Grizack	Hello, I am your Acebuddy	4 Jan, 1:43:52 AM
Acebuddy	Hello Lisae, I'm your Ace Buddy. I'll be happy to assist you!	1:43:54 AM
	Whom Would You Like to Connect With?	1:43:54 AM
William Grizack	Technical Support (QB & App Hosting)	1:44:05 AM
Acebuddy		

	Welcome to Ace Support.	1:44:05 AM
	Please chose an option :	1:44:05 AM
William Grizack	I'd like to report an Issue	1:44:14 AM
Acebuddy	Please select an option!	1:44:14 AM
William Grizack	QuickBooks Issue	1:44:20 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:44:20 AM
William Grizack	QuickBooks Update	1:44:26 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	1:44:26 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	1:44:26 AM
	Do you need any further assistance on the topic?	1:44:26 AM
William Grizack	Yes	1:45:26 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:45:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:45:26 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:46:25 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:46:27 AM
William Grizack	Thank you Have a ticket number	1:46:39 AM
Anurag Sharma	Hello Lisae	1:46:39 AM
William Grizack	Ticket ID: 612184	1:46:41 AM
Anurag Sharma	Kindly allow me two minutes to check the same.	1:46:49 AM
William Grizack	We need QB software updated and then payroll update. We have been told that the updates have both been done but we still cannot open the state tax form without it saying get updates, when we do it comes back saying ok we recommend you going back for updates by 11/28/24	1:47:52 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1:49:01 AM
	Kindly allow me 4-5 minutes to check the same.	1:49:12 AM
William Grizack	Sure	1:49:19 AM
Anurag Sharma	Thank you for your patience.	1:54:16 AM
	Please stay connected. I am working on your issue.	1:54:32 AM
William Grizack	Thank you	1:54:49 AM
Anurag Sharma	I am logging you off from the server for a while	1:55:48 AM
William Grizack	ok	1:55:58 AM

Anurag Sharma	So that I can update the QB and payroll again.	1:56:01 AM
	I just updated the QB application. It is now up to date.	1:59:24 AM
William Grizack	ok, can you stay on chat while I sign in and try it?	1:59:45 AM
	<i>1:59:52 AM Anurag Sharma is sharing a file with you image.png - (Size:33.45 KB)</i>	1:59:52 AM
Anurag Sharma	Please wait for a while. I am updating the payroll application as well.	2:00:12 AM
William Grizack	ok no problem' - sorry just ready for it to work	2:00:38 AM
Anurag Sharma	It is taking time. If you want I can email you once it is completed. The issue should be resolved after that.	2:05:38 AM
William Grizack	I would like to stay on if possible. I have been emailing for I believe several days now to get this fixed. the last time I got an email saying it was done and I checked, it was not but I was assured that they updates had been done. I really need to make sure it is done so I can do tax reports and make sure I can work on payroll soon. thank kyou	2:07:20 AM
Anurag Sharma	Sure Lisae.	2:08:27 AM
	Please stay connected. The update is going on.	2:10:14 AM
William Grizack	ok	2:10:24 AM
Anurag Sharma	I would like to inform you that we have successfully updated the payroll.	2:12:00 AM
	Kindly check now if the issue is now resolved.	2:12:10 AM
William Grizack	ok checking	2:13:21 AM
Anurag Sharma	Sure, please take your time	2:13:35 AM
	Please confirm if the issue is resolved.	2:14:55 AM
William Grizack	I am signing into the server right now	2:15:06 AM
Anurag Sharma	Okay	2:15:10 AM
William Grizack	It is taking a minute	2:15:22 AM
Anurag Sharma	Okay	2:15:40 AM
William Grizack	This is the message I get	2:16:22 AM
	<i>2:16:29 AM William Grizack is sharing a file with you image.png - (Size:23.79 KB)</i>	2:16:29 AM
Anurag Sharma	Okay	2:17:47 AM
	Kindly allow me two minutes to check the same.	2:17:57 AM
William Grizack	ok	2:18:03 AM
Anurag Sharma	Please stay connected. I am working on the issue.	2:22:14 AM
William Grizack	ok	2:22:26 AM
Anurag Sharma	May I take the remote access of your server?	2:24:39 AM

William Grizack	yes	2:24:44 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:25:01 AM
William Grizack	ok	2:25:14 AM
Anurag Sharma	May I log you off from the server?	2:27:16 AM
William Grizack	sure do what you need to in order to fix	2:27:38 AM
Anurag Sharma	Okay	2:30:29 AM
William Grizack	Let me know if I need to do anything	2:35:26 AM
Anurag Sharma	Thank you for patience. I will keep you posted.	2:35:46 AM
	I am resetting the payroll for the Quickbooks on your server at the moment.	2:36:18 AM
William Grizack	ok	2:37:40 AM
Anurag Sharma	Please stay connected.	2:42:29 AM
William Grizack	ok	2:42:37 AM
Anurag Sharma	I apologize for any delay. Thank you for your patience.	2:44:25 AM
William Grizack	no problem	2:44:48 AM
Anurag Sharma	Lisae I would like to inform you that we need to re-install the payroll on the server in order to resolve this error completely.	2:44:56 AM
	I tried every method possible from my end.	2:45:07 AM
	Hope you will understand.	2:45:13 AM
William Grizack	ok what does that mean for me at this point	2:45:20 AM
Anurag Sharma	I think there is some error with the application components. So removing the old application and installing the new updated application on the server will resolve this issue permanently.	2:46:30 AM
William Grizack	ok, will this take some time? I may need to have you email me if it will be a long time	2:47:07 AM
Anurag Sharma	This will take some time for sure. I will email you once it is completed.	2:47:46 AM
William Grizack	Thank you. It may be a bit later this evening before I can test to see if it is working on my end. Am I good to close chat now?	2:48:22 AM
Anurag Sharma	Yes, you can close the chat now. If there is nothing else I can help you with.	2:49:07 AM
William Grizack	Ok, thank you for working on this and letting me know when it is done. Have a good evening.	2:49:33 AM
Anurag Sharma	Thankyou so much for understanding.	2:49:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:49:47 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:49:50 AM

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

Anurag Sharma has ended this chat session

2:49:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jan, 11:35:29 PM

#71678 Ron LaChase

Email: rclachase@aol.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 3 Mins 19 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 11 Mins

Ron LaChase	Hello, I am your Acebuddy	30 Jan, 11:35:31 PM
Acebuddy	Hello Ron Lachase, I'm your Ace Buddy. I'll be happy to assist you!	11:35:32 PM
	Whom Would You Like to Connect With?	11:35:32 PM
Ron LaChase	Technical Support (QB & App Hosting)	11:35:48 PM
Acebuddy	Welcome to Ace Support.	11:35:48 PM
	Please chose an option :	11:35:48 PM
Ron LaChase	I'd like to report an Issue	11:36:20 PM
Acebuddy		

	Please select an option!	11:36:20 PM
Ron LaChase	Other Issue	11:36:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:36:26 PM
Ron LaChase	Ticket ID 630931	11:36:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:36:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:36:46 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	11:38:44 PM
	<i>Sharath Kumar is transferring the chat to Tushar Pharswan.</i>	11:39:01 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:39:07 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:39:11 PM
Ron LaChase	Thank you ushar	11:39:34 PM
	Tushar	11:39:41 PM
Tushar Pharswan	Kindly allow me two to four minutes to check the same.	11:39:51 PM
Ron LaChase	Thanks	11:40:01 PM
Tushar Pharswan	Thank you for waiting is it a network printer?	11:43:27 PM
Ron LaChase	Yes connected via WiFi	11:43:55 PM
	WiFi	11:44:19 PM
Tushar Pharswan	Do you know the details asked over the email regarding this?	11:46:06 PM
	Static Public IP	11:46:22 PM
	Pool of your Local IPs in which your printer resides	
Ron LaChase	yes the public IP is 98.153.168.97	11:46:48 PM
	IP Pool is 192.168.1.2 thru 192.168.1.254	11:47:16 PM
Tushar Pharswan	May I take the remote access of your local computer?	11:50:24 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:50:27 PM
Ron LaChase	yes that is ok	11:50:59 PM
Tushar Pharswan	https://assist.acecloudhosting.com/join/1442885286	11:51:48 PM
	Kindly Click on the link and open the downloaded file.	11:51:50 PM
Ron LaChase	OK complete	11:54:48 PM
Tushar Pharswan	I don't have the access.	11:56:37 PM
	Kindly Click on the link and open the downloaded file.	11:56:43 PM
Ron LaChase	OK complete	11:58:06 PM
	I see a Zoho Assist box with your name next to a green circle	31 Jan, 12:00:09 AM

Tushar Pharswan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:00:09 AM
Ron LaChase	ok	12:00:27 AM
Tushar Pharswan	As per our conversation over the remote session we checked the server end after that once we started the setup for your end, we got to know that it was not setup on your local so we asked you to set it up on your local end and after that kindly email us so that we can call you back for the printer setup.	12:19:14 AM
	Is there anything else I may help you with ?	12:19:52 AM
Ron LaChase	I will install the printer now	12:21:07 AM
Tushar Pharswan	Okay kindly email us once it is installed.	12:21:28 AM
	Our team will connect with you over a call session to set it up further..	12:21:50 AM
	Are we still connected here?	12:23:42 AM
Ron LaChase	yes and the printer has been installed	12:24:31 AM
	I also emailed that it has been installed	12:24:47 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	12:28:10 AM
	Is it able to print from your local system?	12:30:09 AM
Ron LaChase	Thank you	12:30:14 AM
	yes	12:30:36 AM
	The printer is Brother HL-L2350DW Copy 1	12:31:31 AM
Tushar Pharswan	Okay	12:31:51 AM
Ron LaChase	Local IP address for the printer is 192.168.1.47:80	12:34:30 AM
Tushar Pharswan	Kindly log from the server.	12:36:47 AM
Ron LaChase	ok	12:37:37 AM
Tushar Pharswan	I just checked with our team there needs to be some configuration changes which needs to be done from our end on the network we are working on it with our network team from back end.	12:45:22 AM
	You may expect a revert from our end within 48hr.	12:46:12 AM
Ron LaChase	ok thank you	12:46:13 AM
Tushar Pharswan	Thank you for understanding we now have all the necessary details if the network team will need anything else we will email you for the same.	12:46:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:47:12 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:47:14 AM

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

Tushar Pharswan has ended this chat session

12:47:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 12:58:42 AM

#70708 Leon Malak Stepanian

Email: gh.alfred@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 54 Secs

Leon Malak Stepanian	Hello, I am your Acebuddy	15 Jan, 12:58:43 AM
Acebuddy	Hello Leon Malak Stepanian, I'm your Ace Buddy. I'll be happy to assist you!	12:58:44 AM
	Whom Would You Like to Connect With?	12:58:44 AM
Leon Malak Stepanian	Technical Support (QB & App Hosting)	12:58:56 AM
Acebuddy	Welcome to Ace Support.	12:58:56 AM
	Please chose an option :	12:58:56 AM
Leon Malak Stepanian	I'd like to report an Issue	12:59:04 AM

Acebuddy	Please select an option!	12:59:04 AM
Leon Malak Stepanian	Other Issue	12:59:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:59:09 AM
Leon Malak Stepanian	Hey, we can't open our Outlook, Excel, and Word.	1:00:12 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:00:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:00:12 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:01:01 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:01:07 AM
	Hii Leon	1:01:22 AM
Leon Malak Stepanian	Hi Manish	1:01:38 AM
	Just reaching out because our excel, outlook, and word wont open.	1:02:19 AM
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	1:02:32 AM
Leon Malak Stepanian	Its the first time and its affecting all users	1:03:46 AM
Manish Singh	Kindly allow me two minutes to check the same.	1:04:16 AM
Leon Malak Stepanian	ok thank you	1:04:29 AM
Manish Singh	Kindly check now.	1:07:45 AM
Leon Malak Stepanian	It opens for 10 sec and than it closes. It says program stopped working correctly	1:11:55 AM
Manish Singh	Regarding this issue we need to reinstall O365.	1:12:34 AM
Leon Malak Stepanian	ok	1:12:50 AM
Manish Singh	As users are logged in right now, we can schedule the reinstallation in night hours.	1:13:20 AM
Leon Malak Stepanian	if we logout can we do it now?	1:13:55 AM
Manish Singh	Sure	1:15:38 AM
	Kindly logout from the server and let us know.	1:16:47 AM
Leon Malak Stepanian	ok, I'm current on the server chatting with you and when I close the server it will close the chat. Let me call and do the reinstall.	1:19:20 AM
	Thank you for your help.	1:19:38 AM
Manish Singh	Sure, kindly call us on 888-415-5240 (toll-free)	1:20:17 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:20:28 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:20:33 AM

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

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

1:20:36 AM

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

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

Manish Singh has ended this chat session

1:20:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jan, 12:44:37 AM

#71607 Kyle Dhanani

Email: kyle.asianengineparts@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 54 Secs

Kyle Dhanani	Hello, I am your Acebuddy	30 Jan, 12:44:38 AM
Acebuddy	Hello Kyle Dhanani, I'm your Ace Buddy. I'll be happy to assist you!	12:44:39 AM
	Whom Would You Like to Connect With?	12:44:39 AM
Kyle Dhanani	Technical Support (QB & App Hosting)	12:44:41 AM

Acebuddy	Welcome to Ace Support.	12:44:41 AM
	Please chose an option :	12:44:41 AM
Kyle Dhanani	I'd like to report an Issue	12:44:46 AM
Acebuddy	Please select an option!	12:44:46 AM
Kyle Dhanani	QuickBooks Issue	12:44:49 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:44:49 AM
Kyle Dhanani	QuickBooks Login Issue	12:44:53 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:44:53 AM
	Was that helpful?	12:44:53 AM
Kyle Dhanani	No	12:45:05 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:45:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:45:05 AM
Kyle Dhanani	sorry but no one can currently login	12:45:15 AM
	need a reset or something	12:45:19 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:46:24 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:46:27 AM
Kyle Dhanani	thanks	12:46:49 AM
	<i>12:47:19 AM Kyle Dhanani is sharing a file with you image.png - (Size:20.1 KB)</i>	12:47:19 AM
	hold up	12:47:30 AM
	i think i finally got in	12:47:35 AM
Manish Singh	Great!	12:47:44 AM
	Is there anything else I may help you with ?	12:47:48 AM
Kyle Dhanani	not yet	12:47:54 AM
Manish Singh	Kindly ask the other user to logout or use QuickBooks company file in Multi user mode.	12:48:31 AM
Kyle Dhanani	all good now thanks	12:48:56 AM
Manish Singh	Is there anything else I may help you with ?	12:49:04 AM
Kyle Dhanani	no thanks	12:49:25 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:49:28 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
Thanks!

12:49:31 AM

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

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

Manish Singh has ended this chat session

12:49:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 9:58:24 PM

#71424 leslie

Email: leslie@mycorbookkeeping.com 5127862602

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 42 Secs

leslie	Hello, I am your Acebuddy	27 Jan, 9:58:25 PM
Acebuddy	Hello Leslie, I'm your Ace Buddy. I'll be happy to assist you!	9:58:26 PM
	Whom Would You Like to Connect With?	9:58:26 PM
leslie	Technical Support (QB & App Hosting)	9:58:32 PM
Acebuddy	Welcome to Ace Support.	9:58:32 PM
	Please chose an option :	9:58:32 PM

leslie	I'd like to raise a Request	9:58:43 PM
Acebuddy	Please select your request type.	9:58:43 PM
leslie	Password Reset	9:58:47 PM
Acebuddy	Please select an option below	9:58:47 PM
leslie	Already Enrolled to Selfcare Portal	9:58:56 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:58:56 PM
	Do you need any further assistance on the topic?	9:58:56 PM
leslie	Yes	10:11:07 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:11:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:11:08 PM
leslie	password to ace clound	10:11:15 PM
	ace cloud	10:11:19 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:11:57 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:12:01 PM
leslie	Is there a way to get my password for my account?	10:12:24 PM
Manish Singh	I will surely help you with this issue.	10:12:46 PM
	Kindly allow me two minutes to check the same.	10:12:50 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	10:16:09 PM
	Also, the registered email for your account with us is :office@premiumcutslawnsvc.com	
	Is there anything else I may help you with ?	10:17:20 PM
	Are we still connected here?	10:21:37 PM
	Are we still connected here?	10:22:05 PM
	Are we still connected here?	10:23:00 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:23:05 PM
	<i>Manish Singh has ended this chat session</i>	10:23:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 5:23:29 PM

#71071 Test Account

Email: test@test.com ☎ +917878787878

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 1 Min 12 Secs

Test Account	Hello, I am your Acebuddy	21 Jan, 5:23:31 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	5:23:33 PM
	Whom Would You Like to Connect With?	5:23:33 PM
Test Account	Technical Support (QB & App Hosting)	5:23:36 PM
Acebuddy	Welcome to Ace Support.	5:23:36 PM
	Please chose an option :	5:23:36 PM
Test Account	I'd like to raise a Request	5:23:42 PM
Acebuddy	Please select your request type.	5:23:42 PM
Test Account	Change in Applications	5:23:52 PM
Acebuddy	Please select your desired option!	5:23:54 PM
Test Account	Application Replacement	5:23:56 PM
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version.	5:23:57 PM
	Additionally, please provide us with the name and version of the new application along with any license details that may be necessary for the installation (for example, in case of QuickBooks).	5:23:57 PM

	We request you to download the setup file for the new application from its respective website or portal and save it on your server desktop.	5:23:57 PM
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation of the new application at our end.	5:23:57 PM
	Do you need any further assistance on the topic?	5:23:57 PM
Test Account	Yes	5:24:22 PM
Acebuddy	Please wait while we connect you to our Support Representative <i>Acebuddy (bot) forwarded the chat request</i>	5:24:22 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	5:24:39 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today. <i>test has ended this chat session</i>	5:24:42 PM
		5:24:44 PM



