

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74572 Fenil Shah

Email: tax@sktaxaddison.com **Phone:** 8473508121

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Sk Tax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Fenil Shah	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Fenil Shah	Other Application
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server de
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you nee
	processed at a specific time.

	<p>Do you need any further assistance on the topic?</p>
Fenil Shah	<p>Yes</p>
Acebuddy	<p>Please wait while we connect you to our Support Representative</p>
	<p><i>Acebuddy (bot) forwarded the chat request</i></p>
Fenil Shah	<p>Sure</p>
	<p><i>Shubham Kataria accepted the chat transfer request.</i></p>
	<p><i>Shubham Kataria is transferring the chat to Rohit Kumar.</i></p>
	<p>Hello</p>
	<p><i>Rohit Kumar accepted the chat transfer request.</i></p>
	<p>Hello</p>
Rohit Kumar	<p>Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.</p>
	<p>May I know the application name you want to upgrade.</p>
Fenil Shah	<p>ATX 2024</p>
Rohit Kumar	<p>May I know if you want to update the application or upgrade ?</p>
Fenil Shah	<p>Update the application</p>
Rohit Kumar	<p>May I know the server name on which you want to update the application.</p>
Fenil Shah	<p>HardikP@myrealdata.net</p>
Rohit Kumar	<p>That is your username. We will require the server name?</p>
Fenil Shah	<p>SkTaxAddison5</p>
Rohit Kumar	<p>Thank you for the information.</p>
	<p>May I take the remote session on the server.</p>
Fenil Shah	<p>Yes</p>
Rohit Kumar	<p>Prior providing the access, I would suggest you to close any important documents at your end.</p>
	<p>We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.</p>
	<p>May I know if we are still connected here?</p>
Fenil Shah	<p>Yes</p>
Rohit Kumar	<p>The server sktaxaddison5 have 0% free space and it will not let us install updates. (Edited)</p>
Fenil Shah	<p>Remove previous software or any other unrelated datas</p>
	<p>We need ATX 2023 and ATX 2024</p>
Rohit Kumar	<p>Please allow me 4-5 minutes.</p>
Fenil Shah	<p>okk</p>

Rohit Kumar	May I know if you are using QB 2023 on this server?
	are we still connected
Fenil Shah	Yes
	No not using QB 2023
	But we need 2023 and 2024
	so, any other previous data removed
Rohit Kumar	I am going to send you another email in order to remove the applications. Please approve this request on email.
	We have already cleaned your drive and we are unable to create more room in the C Drive
Fenil Shah	Which Email
Rohit Kumar	If you will require QB on server and updates need to be installed, we may have to increase the C Drive capacity.
Fenil Shah	not allow to remove ATX old versions in this server ?
Rohit Kumar	Once we remove the old ATX versions on this server it will not clear enough space.
	But let me send you email to take approval from you.
	Please be informed that the approval will only be accepted from tax@sktaxaddison.com
Fenil Shah	Give me 1 min
Rohit Kumar	Please take your time.
	I have shared the email with you. Please reply to the email.
Fenil Shah	fenil.ustax@gmail.com
	Can you share the request here ?
Rohit Kumar	We cannot accept approval from this email.
Fenil Shah	Okk
	Another way ?
Rohit Kumar	the only email registered with us is tax@sktaxaddison.com or [brianna@sktaxaddison.cc](mailto:brianna@sktaxaddison.com)
Fenil Shah	Okk we have to approve the request
Rohit Kumar	I am sorry. In order to remove applications from server we will have to proceed with an approval from the above given em
	I want to inform you that server have ATX 21 - 24 versions installed
	you want to remove ATX 21 and 22?
Fenil Shah	Yes
	Just mailed
Rohit Kumar	you have emailed from sktbdm21@gmail.com
	the email need to be received from tax@sktaxaddison.com or [brianna@sktaxaddison.cc](mailto:brianna@sktaxaddison.com)

Fenil Shah	Please check right now
Rohit Kumar	Thanks. Let me check
Fenil Shah	We approve the request from Tax@sktaxaddison.com
Rohit Kumar	Please give me 4-5 minutes.
Fenil Shah	Okk
Rohit Kumar	Please stay connected as I am still working.
Fenil Shah	Okk
Rohit Kumar	Thank you for your patience. I am sending you a remote access request on the server now.
Fenil Shah	Okay
Rohit Kumar	I would like to inform you that after removing ATX old versions on server the C drive is still 1-2 % free only. Please let us know if you want us to remove anything else? We would like to inform you that the updates will not be installed with this much low space. We advised Fenil to increase space on the VM's which were running low on space.
	Please login as the ATX 24 is updated. Is there anything else I may help you with ? Are we connected? are we connected? 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) assistance is required.

Rohit Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74687 Angelo Bocacao

Email: info@clmqbp.com ☎ 639157602689

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: 37 Secs

City: MAGDALO

State: Cavite

Country: PHILIPPINES

Chat Transcript

Angelo Bocacao	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Angelo Bocacao	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angelo Bocacao	I'd like to raise a Request
Acebuddy	Please select your request type.
Angelo Bocacao	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Angelo Bocacao	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Angelo Bocacao	Password Reset
Acebuddy	Please select an option below
Angelo Bocacao	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re an update once the request is processed.
	Do you need any further assistance on the topic?
Angelo Bocacao	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>

Anurag Sharma accepted the chat transfer request.

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

Hello Info

Angelo Bocacao This is Angelo

I am on the phone but got disconnected

Anurag Sharma I deeply apologize for the inconvenience caused to you.

Angelo Bocacao I am calling you but no one is answering

I am on queu now

Can someone answer?

Hello?

Anurag Sharma I deeply apologize for the inconvenience caused to you.

Angelo Bocacao Please can we resolve the issue

Anurag Sharma Please allow me 2-3 minutes to check why the call is not getting answered.

Angelo Bocacao Are you the one who answers me when I called?

Anurag Sharma No Info.

Please confirm if you are now connected with the agent on call?

Angelo Bocacao yes

Anurag Sharma Thank you so much for the confirmation.

Is there anything else I may help you with ?

info has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74700 Anjainay Singh

Email: anjainay.singh@myrealdataln

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: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Anjainay Singh	Hello, I am your Acebuddy
Acebuddy	Hello Anjainay Singh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anjainay Singh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anjainay Singh	I'd like to report an Issue
Acebuddy	Please select an option!
Anjainay Singh	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Anjainay Singh	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anjainay Singh	Company file issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73882 Chetan.seastars

Email: chetan.seastars@gmail.com ☎ 9004973014

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: 42 Secs

City: PUNE

State: Maharashtra

Country: INDIA

Chat Transcript

Chetan.seastars	Hello, I am your Acebuddy
Acebuddy	Hello Chetan.seastars, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chetan.seastars	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chetan.seastars	I'd like to report an Issue
Acebuddy	Please select an option!
Chetan.seastars	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Chetan.seastars	how to connect remotely
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
	<i>Sharath Kumar is transferring the chat to Manish Singh.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Chetan.seastars	Hi Please connect , Yesterday it was done
	you have set up everything but some issue
Manish Singh	Alright

	May I take the remote access of your local computer?
Chetan.seastars	thank you it is done
	i was working on wrong PC
Manish Singh	This message has been deleted
	As I can check you are able to access server now.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73363 Mariella Cashen

Email: mariella@integritybp.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 48 Secs

City: LITTLETON

State: Colorado

Country: UNITED STATES

Chat Transcript

Mariella Cashen Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Mariella Cashen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mariella Cashen	I'd like to report an Issue
Acebuddy	Please select an option!
Mariella Cashen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Mariella Cashen	Restart
Acebuddy	Hello Mariella Cashen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mariella Cashen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mariella Cashen	I'd like to report an Issue
Acebuddy	Please select an option!
Mariella Cashen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mariella Cashen	Server issues
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Mariella
Mariella Cashen	Hello
	Thank you
Anurag Sharma	Could you please elaborate your issue?
Mariella Cashen	Every time I try to get into my excel spreadsheet, it tells me I don't have the ability to add an application we submitted a request earlier today, and their fix didn't work it says "windows installer preparing to install" and then it says "only administrators have permission to add, remove, or configure server software"
Anurag Sharma	

I deeply apologize for the inconvenience caused to you.

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

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Client ID: CID67331 - Remote Desktop Connection Error - I keep getting the following error: The connection was denied because the user account is not authorized for remote login.

Visitor Details

#73703 Chad J. Carr

Email: chad@carrproductionsinc.com  14025988577

Department: Support(QB & App Hosting)

Operator:

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary-BhCfARIsAOezPxkfUck0N4xIWx_IMBRUg3ef6oWZRGN1rZ7aSd5yJFgGgGBsqHeRdGUaAvhqEALw_wcB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: DANIA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chad J. Carr

Client ID: CID67331 - Remote Desktop Connection Error - I keep getting the following error: The connection was denied be

	account is not authorized for remote login.
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further. <i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>
Chad J. Carr	Thanks Rishabh <i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i> <i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. Hi Chad, could you let me know when the last time was you were able to access the server Chad, are we still connected here?
Chad J. Carr	yes
Sharath Kumar	great, I was just checking your account and I have made sure your account is active and enabled
Chad J. Carr	Probably back in 2022
Sharath Kumar	Therefore, with the right credentials you should be able to sign in (Edited) if there are credentials saved on your RDP file, could you please delete them and re-enter the username and password
Chad J. Carr	Sure. Should I delete the User and add them again via the portal?
Sharath Kumar	that won't be necessary as I think I found the what the issue was, you were not added to the appropriate group on the server I just amended that and hopefully you should be able to sign in now
Chad J. Carr	Excellent. Will that correct the problem for any other current users and any additional users that I add in the future?
Sharath Kumar	absolutely!
	I see Chris, Jessica and Kelly are all a part of this group and should be able to access the server
Chad J. Carr	Perfect. That appears to have fixed the issue. I will let you know if I have any additional issues. Thanks for the great support.
Sharath Kumar	Glad to hear that!
Chad J. Carr	Create a terrific day.
Sharath Kumar	always our pleasure! and just to make sure, is there anything else that I may assist you with? (Edited)
Chad J. Carr	I am all set. Have a great day.
Sharath Kumar	thank you and I wish you the same
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey 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 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/>)

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

Chad Carr has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1

#74121 Barak Zimmerman

Email: bzimmerman@countyhouseresearch.com ☎ 12157177433 ext 11

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 7 Secs

City: SPRING HILL

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duratio

Barak Zimmerman Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Barak Zimmerman Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Barak Zimmerman I'd like to report an Issue

Acebuddy Please select an option!

Barak Zimmerman Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Barak Zimmerman	I created a third user account in the self service portal, but the RDP file it generated does not work.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Barak Zimmerman	Hi Manish!
	I have been paying for two users, so I am wondering if adding a third user didn't update billing or something like that.
Manish Singh	This message has been deleted
Barak Zimmerman	What happened?
Manish Singh	Let me transfer you to a specialist who can better address your concern.
Barak Zimmerman	Thank you.
Manish Singh	I apologize for the wait
	But as there was no one available from Billing team
Barak Zimmerman	OK. I will wait for them to respond to the email.
Manish Singh	Have you emailed Billing team
Barak Zimmerman	No. Please provide the email address.
Manish Singh	This message has been deleted
Barak Zimmerman	Oh, yes. I have emailed that address. Thanks.
Manish Singh	I will share the ticket to Billing department regarding the matter.
	Is there anything else I may help you with?
	As you have disconnected the chat, we are disconnecting the chat for now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am needing assistance to get a user (not myself) logged

back in. We tried resetting the password and it still doesn't work. Now his account is saying it's restricted and to contact the admin. I am the admin and not sure what else to do.

Visitor Details

#73599 Kassie Molinar

Email: kassie@ironwoodbc.com  19362061325

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: MERRIFIELD

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duratio

Kassie Molinar Hello, I am needing assistance to get a user (not myself) logged back in. We tried resetting the password and it still doesn't work. Now his account is saying it's restricted and to contact the admin. I am the admin and not sure what else to do.

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

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

Anurag Sharma accepted the chat transfer request.

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

Hello Kassie

Kassie Molinar Hello

Hello

Anurag Sharma I deeply apologize for the inconvenience caused to you.

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

Kassie Molinar Hello. The user is KevinR@myrealdatal.net

Anurag Sharma Thanks for the confirmation !

Kassie Molinar I'm not totally sure what you mean by server name

Anurag Sharma Okay, I would like to inform you that IWBCLLC.myrealdatal.net is your server name.

Kassie Molinar Ok, got it. Thank you

Anurag Sharma

	Kindly allow me 2-3 minutes to check the same.
Kassie Molinar	Thanks.
Anurag Sharma	Thank you for your patience.
	May I take the remote access of your local computer?
Kassie Molinar	Yes. I am not on Kevin's computer though, not sure if that matters.
Anurag Sharma	Okay
Kassie Molinar	I am ready whenever.
Anurag Sharma	Thanks for the confirmation.
	Prior providing the access, I would suggest you to close any important documents at your end.
Kassie Molinar	Ok.
Anurag Sharma	https://assist.acecloudbhosting.com/join/6912204986
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	<i>The visitor's phone number was changed from 9159445177 to 19362061325.</i>
	Please stay connected
	As per the conversation over the remote session. We will be sending you the email with RDP which you can use to login into the server.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Visitor Details

#74319 Nathan Urry

Email: techs@cr-t.com ☎ 13853251678

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 9 Secs

City: DRAPER

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duratio

Nathan Urry Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Nathan Urry Managed IT

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

Acebuddy (bot) forwarded the chat request

Pradeep Kumar accepted the chat transfer request.

Pradeep Kumar Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?

Nathan Urry I have a call right now with malkeet.nagpal, ankit.kuniyal, dimple.gupt, and shailesh.dhasman

will you please contact them and ask them to join the call with Nathan Urry

I will remain waiting at the Teams link

Pradeep Kumar Alright, Let me transfer the chat to the concerned Team.

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

Nathan Urry thank you

Ashutosh Mishra accepted the chat transfer request.

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

Nathan Urry thank you

I have a call right now with malkeet.nagpal, ankit.kuniyal, dimple.gupt, and shailesh.dhasman

	will you please contact them and ask them to join the call with Nathan Urry
	I will remain waiting at the Teams link
Ashutosh Mishra	I have informed them about the same, please allow few minutes and they will be connecting for further assistance.
Nathan Urry	thank you
Ashutosh Mishra	I am also checking with the concerned team simultaneously, thank you for your patience!
Nathan Urry	Please advise
Ashutosh Mishra	Please allow me to inform you that the concerned team is facing some technical constraints because of which they are not able to join in to the meeting however we can reschedule the meeting for tomorrow at your earliest convenience.
Nathan Urry	no
	let's do it now
	they scheduled an hour long call. I have been waiting for over 20 minutes of that proposed 60 minute call
Ashutosh Mishra	Kindly allow me some time to recheck with the resources at my end.
Nathan Urry	thank you
Ashutosh Mishra	Thank you for your patience. Please join the call.
	We cannot hear you over the call, please recheck the mic.
Nathan Urry	UGH
	thank you for your help]
	I wish this had worked
	Please advise on a time to reschedule
	I emailed the team as well
Ashutosh Mishra	Kindly allow me two minutes to check for reschedule.
Nathan Urry	thank you
	and thank you again. I cannot believe I missed the due to audio
Ashutosh Mishra	I have checked with the team, we can reschedule for any time between 8 AM MST - 2 PM MST
Nathan Urry	let's do 9:30 AM MST tomorrow. Thank you
	Please tell them thank you for me as well
Ashutosh Mishra	Sure, we will reach out at the given time and I will pass on your message too. Thank you for the kind words.
	Is there anything else I may help you with ?
Nathan Urry	no thank you again
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of thi

chat.

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2

#74775 assembly

Email: assembly@rortax.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Durati

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

Whom Would You Like to Connect With?

assembly Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

assembly I'd like to raise a Request

Acebuddy Please select your request type.

assembly Application Update

Acebuddy Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

assembly Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh is transferring the chat to Anjainay Singh.

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

assembly Hello, I need to update Lacerte 24

Anjainay Singh has not responded for the transfer request.

Manish Singh Assembly let me transfer this chat to one of the Engineer, please wait.

Manish Singh is transferring the chat to Ashutosh Mishra.

Ashutosh Mishra accepted the chat transfer request.

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

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

assembly ROR Tax

I am assembly

Ashutosh Mishra Thanks for the confirmation !

Kindly allow me two minutes to check the same.

I have initiated the update, this may take 15-20 minutes. Once completed i will inform you over the email.

Is there anything else I may help you with ?

assembly no that is all thank you

Ashutosh Mishra

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1

#73988 Monica Jigau

Email: office@whitcombmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: DECATUR

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duratio

Monica Jigau

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Monica Jigau	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Monica Jigau	I'd like to report an Issue
Acebuddy	Please select an option!
Monica Jigau	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73541 Aiko Nafissah

Email: aiko.nafissah@mgvinc.com ☎ 12507431222

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

Chat

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

Aiko Nafissah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aiko Nafissah	I'd like to raise a Request
Acebuddy	Please select your request type.
Aiko Nafissah	Other Request
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.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Aiko Nafissah	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74762 Rubens S Jacob

Email: seflglass@gmail.com ☎ 13058233097

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Durati

Rubens S Jacob	Hello, I am your Acebuddy
	Hi
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Rubens S Jacob	Hi how are you
Sharath Kumar	Hello, am good! how may I assist you with?
Rubens S Jacob	You told me that you are working on my case and I have to wait 30minuts. We are still waiting but we see in the computer that nothing is happeing so wed like to know if you are still working on it?Thanks!
Sharath Kumar	checking with my colleague about this, one moment please
Rubens S Jacob	Ok thank you
Sharath Kumar	Thank you for your patience. My colleague is still working on fetching the backup file.
Rubens S Jacob	Ok thank you
Sharath Kumar	He's going to place the restored file in a folder on your desktop
	Folder name is "restored"
Rubens S Jacob	Ok perfect so let us know is you need any action from us. We will wait
Sharath Kumar	he has just copied that backed up file in that folder
	try accessing it now and let me know the result
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am not able to open quickbooks this morning. It is saying I need Windows administrator permissions.

Visitor Details

#73765 courtney

Email: courtney@soleilfloors.com  5122180400

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration

courtney Hello, I am not able to open quickbooks this morning. It is saying I need Windows administrator permissions.

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

courtney Thank you!

Our account is with Soleil Floors

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

Anurag Sharma accepted the chat transfer request.

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

Hello Courtney

courtney Hello

Anurag Sharma I deeply apologize for the inconvenience caused to you.

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

courtney Thank you. Our server name is Soleil , and my username is Courtney

Anurag Sharma Thanks for the confirmation !

Please login back to the server now.

And check if the issue is now resolved.

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2

#74658 Milan Brinek

Email: milan.brinek@bwilight.com ☎ 7603157808

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: ESCONDIDO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duratio

Milan Brinek Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Milan Brinek Sales & Solutions

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

Acebuddy (bot) forwarded the chat request

Vatsal accepted the chat transfer request.

Vatsal Hi Milan , how may I assist you?

Milan Brinek Hi - I am getting emails regarding our storage space running low on the C driver

Vatsal Hey Milan, so would you like to increase the storage?

Milan Brinek We don't store anything outside of our quickbooks file - I thought this was part of the service

Vatsal

Alright, let me forward you to the support team, they'll assist you.

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

Ashutosh Mishra accepted the chat transfer request.

Milan Brinek

ok

Ashutosh Mishra

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

Milan Brinek

ok

Ashutosh Mishra

I will be surely assisting you with this. Kindly help me with your account name?

Milan Brinek

BWI LIGHT LLC

Ashutosh Mishra

Kindly allow me two minutes to check the same.

I do notice that the space on the C: Drive is critically low.

The C: Drive contains User profiles, System files and windows files and updates.

Milan Brinek

yes - I got an email on it

I only keep Quickbooks file on the C drive - we really don't store anything on the cloud.

Ashutosh Mishra

Yes, I do understand however C: drive stores the Windows server operating system along with all the applications and their updates which rises over time as you get new updates and patches also the user profile data itself is around 8.61GB as of now.

Milan Brinek

Ok - what do we need to do to fix the issue

Can you clean up/remove whatever is not necessary?

Ashutosh Mishra

As per the ticket that is opened regarding this issue the disk cleanup has already been performed however space cannot be freed anymore.

You can let us know if there is any file or data you would like us to delete and we will proceed with the same.

Milan Brinek

what is our current contracted space capacity/options to increase the space

Ashutosh Mishra

Plan1: 200GB: \$120/Month

Plan2: 100GB: \$60/Month

Plan3: 80 GB: \$50/Month

Plan4: 60 GB: \$40/Month

Plan 5: 40 GB - \$28/month

Milan Brinek

this is in addition to what we already have correct?

Ashutosh Mishra

Yes, this is additional space charges.

Milan Brinek

what is our current space that we are paying for - how many GB?

Ashutosh Mishra

Current C: Drive capacity is around 59.40GB

Milan Brinek

OK - let's go with plan 5 - 40GB increase \$28/month

Ashutosh Mishra

We require approval over the email for the same, once the chat session is closed i will send you an email and once we receive approval i will proceed with the space addition.

Milan Brinek	can you please make that happen quick?
Ashutosh Mishra	Sure, you will receive an email within 10 minutes.
	Is there anything else I may help you with ?
Milan Brinek	no - just need this added quickly
Ashutosh Mishra	I have sent the email.
Milan Brinek	just sent email approval.
Ashutosh Mishra	I have added the space on the server.
	Is there anything else I may help you with ?
Milan Brinek	no
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73604 scott

Email: scott@aabs.tax  17205418788

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: TEMPE

State: Arizona

Country: UNITED STATES

Chat Duration

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73792 Micah Collins, Support Staff (profile)

Email: info@williamcostleyllc.com  17702021212

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: ACWORTH

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration

Micah Collins, Support Staff (profile)	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Micah Collins, Support Staff (profile)	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Micah Collins, Support Staff (profile)	I'd like to raise a Request
Acebuddy	Please select your request type.
Micah Collins, Support Staff (profile)	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Micah Collins, Support Staff (profile)	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Micah Collins, Support Staff (profile)	Ticket ID: 652276

Sharath Kumar accepted the chat transfer request.

Would like to provide ticket update

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

Hi there, Please allow me a moment to look into this for you

6:30:46 PM Micah Collins is sharing a file with you

[image.png](#) - (Size:20.31 KB)

ticket reference : approval request

Micah Collins,
Support Staff
(profile)

Ticket ID: 652276

we would like to approve 2FA for this user

Sharath Kumar

Thank you for your patience.

Micah Collins,
Support Staff
(profile)

Thank you for providing 2FA

Sharath Kumar

We are waiting for an approval from will@williamcostleyllc.com regarding this request

Once a written approval is received, I can get this expedited at the earliest

6:36:13 PM Micah Collins is sharing a file with you

[1_image.png](#) - (Size:42.98 KB)

Thank you! I will make sure that Ganesh's account is TFA enabled shortly and will keep you posted on the same email chain.

Is there anything else I may help you with ?

Micah Collins,
Support Staff
(profile)

That will be all for today! Thank you so much have a wonderful rest of your evening!

Sharath Kumar

Thank you!

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/>)

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2

#74559 office

Email: office@rkirkdev.com  4086861199

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 19 Secs

City: MORGAN HILL

State: California

Country: UNITED STATES

Chat Transcript

Chat Duratio

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

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 needed and share a confirmation via email.

Do you need any further assistance on the topic?

office Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati is transferring the chat to Manish Singh.

Manish Singh accepted the chat transfer request.

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

office Ticket 663508 Our quick books was updated with you . I am not able to log into the old 2021 version or the upgraded 2023 version

Manish Singh I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Kindly check now.

Are we still connected here?

Are we still connected here?

office I don't see the 2023 QB option now. I can log on to 2021

Manish Singh Please wait

Check now.

office please wait

The blue banner at the top say 2021

Manish Singh May I take the remote access of your server?

office Please

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

office I'm ready

Manish Singh Kindly accept the remote session.

Need to reboot the server once.

office Me or you?

Manish Singh Us

Try to login after 1 minute

office ok

Manish Singh	Try now.
office	please wait
Manish Singh	Login once
office	please wait
Manish Singh	login once.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73392 poojitha.sandhi

Email: poojitha.sandhi@pacificabs.com

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: HYDERABAD

State: Telangana

Country: INDIA

Chat Transcript

Chat Duratio

poojitha.sandhi	Hello, I am your Acebuddy
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Acebuddy	Hello Poojitha Sandhi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
poojitha.sandhi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
poojitha.sandhi	I'd like to report an Issue
Acebuddy	Please select an option!
poojitha.sandhi	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
poojitha.sandhi	Remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Ahi accepted the chat transfer request.</i>	
poojitha.sandhi	Hi
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Poojitha. How are you doing today?
poojitha.sandhi	I'm doing well. Thank you. Hope you are doing well.
Yash Ahi	Yes I am also doing well. Thank you.
poojitha.sandhi	We are facing the issue with the Remote desktop logins.
Yash Ahi	Alright I will surely help you with the issue.
	Could you please help me with your server name or business name?
poojitha.sandhi	We are from Pacific global solutions and we work for the client New paradigm financial
Yash Ahi	Thank you for the information.
	Kindly allow me two minutes to check the same.
poojitha.sandhi	Sure
Yash Ahi	Thank you for your patience Poojitha.
	May I take the remote access of your local computer in order to check the issue?
poojitha.sandhi	Sure. Is this chat recorded?
Yash Ahi	Yes
poojitha.sandhi	Okay.
Yash Ahi	You will receive a chat transcript after this chat.
poojitha.sandhi	What do I do next?

Yash Ahi	I am providing you a link
	You need to open that link on your computer's browser.
poojitha.sandhi	Okay.
Yash Ahi	Please allow me 2 minutes.
	https://assist.acecloudhosting.com/join/4182698880
poojitha.sandhi	Session Id and Name
	Sha II i give my name?
Yash Ahi	418-269-8880
	Yes your name
poojitha.sandhi	Agree and download?
Yash Ahi	Yes
	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.
	I would suggest you to close any important documents at your end, before I can take access.
poojitha.sandhi	Sure. But you understood what we are exactly looking for right?
Yash Ahi	Yes
poojitha.sandhi	Done
Yash Ahi	The login issue seems to be resolved.
	Is there anything else I may help you with ?
	Are we connected?
	Is there anything else I may help you with Poojitha?
poojitha.sandhi	I do not anything as of now
Yash Ahi	Alright, once you get the application logins, you can connect with us.
poojitha.sandhi	I will connect with you if I have any problem logging in
Yash Ahi	Sure no problem.
	After this chat you will get the reference ticket ID
poojitha.sandhi	Thanks for the help
	Okay
Yash Ahi	You're welcome.
	I would greatly appreciate if you could share the feedback after this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2

#74514 brian

Email: brian@wefixuglypools.com  6022534499

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: SALINAS

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Durati

brian Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

brian Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
brian	I'd like to raise a Request
Acebuddy	Please select your request type.
brian	Other Request
Acebuddy	Please drop an email to support@aceclouddhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
brian	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
brian	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
brian	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
brian	I cannot print checks. It is saying the memory is full
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ayush declined the transfer request.</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
<i>Manish Singh is transferring the chat to Ashutosh Mishra.</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today
	I will be surely assisting you with this. Kindly help me with your server name and user name?
brian	ugly pools
	uglypools.myrealdta.net
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Are you also not able to connect to the server?
brian	I can connect to service
	yes
Ashutosh Mishra	Please connect to server and proceed with the task so we can identify issue.
	May I take the remote access of your server?
	Are we still connected here?

brian	Got it
Ashutosh Mishra	May I take the remote access of your server?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

Ashutosh Mishra has ended this chat session

Chat Transcript

Microsoft package on the platform

Visitor Details

#73338 accounting

Email: accounting@globalstrategiesllc.net  3019196019

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: GAITHERSBURG

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration

accounting	Microsoft package on the platform
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Could you please explain your concern a bit more
accounting	hi

	sorry was on another call
	are you still here?
Gantavya	yes
	How can I help you today
accounting	great
	our subscription used to have microsoft package, but now it needs us to login to the account
Gantavya	could you confirm your account name
accounting	it needs the password for LaurenMarley@LeotaPRllc.onmicrosoft.com
	but as you can see, it's not a real email address and no one has access to it
Gantavya	Sure, let me transfer you to our support channel to help you
accounting	User name: myrealdata\LaurenMarley
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shivam accepted the chat transfer request.</i>
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.
accounting	hi
Shivam	Hello Accounting, how are you doing today?
accounting	User name: myrealdata\LaurenMarley
	our subscription used to have microsoft package, but now it needs us to login to the account. it needs the password for LaurenMarley@LeotaPRllc.onmicrosoft.com
	but as you can see, it's not a real email address and no one has access to it
	I have asked around and no one has access to this email address
Shivam	I will surely help you with this issue.
accounting	we really need to use the excel sheet for our year end close, it has caused a lot of trouble for using this remote computer without microsoft package
Shivam	I totally understand your concern and please allow me 3-4 minutes to check and assist you accordingly.
accounting	Thanks
Shivam	We can surely reset the password for this account; however, we would require an email authorization from lauren@lprinternational.com
accounting	what kind of email?
	will you provide the updated password?
Shivam	Yes, we will provide you the password after reset.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.

	Also, the registered email for your account with us is: lauren@lprinternational.com
	Are we still connected here?
accounting	okay, thank you
Shivam	Is there anything else I may help you with ?
accounting	nope, thank you
Shivam	Welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)

Shivam has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73350 David Rodriguez

Email: david.m.rodriguez4@gmail.com ☎ 3059780022

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 3 Mins 6 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duratio

David Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello David Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Rodriguez	I'd like to raise a Request
Acebuddy	Please select your request type.
David Rodriguez	Other Request
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.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
David Rodriguez	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
David Rodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Rodriguez	Adobe acrobat reader error when opening. Request 648661
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh accepted the chat transfer request.</i>
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
	Kindly allow me two minutes to check the same.
David Rodriguez	Hello, I created a request already, 648661 in regards to the issue. I'm logged into the user profile that is having the issue.
Ashutosh	May I take the remote access of your server?
David Rodriguez	Yes

Ashutosh	Prior providing the access, I would suggest you to close any important documents at your end.
David Rodriguez	Done
Ashutosh	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/7542215253
David Rodriguez	Now I need to let you know that there are others that are working on the server under different users and still need access to the info, so this will not interrupt that right?
	Thank you for your help!
Ashutosh	Is there anything else I may help you with ?
David Rodriguez	That is all
Ashutosh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74198 brandy

Email: brandy@bamaccountingtaxservices.com  15713641914

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: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration

brandy	Hello, I am your Acebuddy
Acebuddy	Hello Brandy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brandy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brandy	I'd like to report an Issue
Acebuddy	Please select an option!
brandy	Password Reset
Acebuddy	Please select an option below
brandy	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73428 steven

Email: steven@lynncpas.com ☎ 17204703581

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duratio

steven	Hello, I am your Acebuddy
Acebuddy	Hello Steven Lynn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
steven	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
steven	I'd like to raise a Request
Acebuddy	Please select your request type.
steven	Change in Applications
Acebuddy	Please select your desired option!
steven	Application Addition
Acebuddy	Please select your Application
steven	Lacerte
Acebuddy	Please send us an email from your registered email address to support@acecloudhosting.com with the following information : <ul style="list-style-type: none">• Lacerte Version/Year• Prep File• Please download the latest Lacerte Setup/Installer file from the Intuit Application Portal and place it on your server Desktop.
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hour(s)
	Do you need any further assistance on the topic?
steven	Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

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

steven I need this done immidiately if possible I have already downloaded the prep files

Rohan Prajapati Hello Steven, How are you doing today ?

steven Doing well

Rohan Prajapati I will surely help you with this.

That's Great

steven I need to get Lacerte 19 and 20 downloaded immidiately

I have already downloaded the prep files and would do it myself but dont have the ability

Rohan Prajapati Kindly allow me 2-3 minutes to check the same.

steven I appreciate that thank you

Rohan Prajapati Steven, I would request you to please send us an email from registered email address to this email "support@acecloudhosting.com" for the same and I will get this done right away.

steven ok will do let me know when you start and I can logout of the server because I need to leave the office once your get started

Rohan Prajapati We will start immediately once we receive the email from your side.

steven just sent plaese confirm

Rohan Prajapati I have started the Process and will inform you via email once its done

Will that be okay for you ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Rohan Prajapati has ended this chat session

Chat Transcript

My remote desktop conection is not working

Visitor Details

#73640 Ingrith Serrato

Email: admin@zebrarecovery.com ☎ 9199092364

Department: Support(QB & App Hosting)

Operator: Pradeep

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: SANFORD

State: North Carolina

Country: UNITED STATES

Chat Duratio

Chat Transcript

Ingrith Serrato	My remote desktop conection is not working
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
	Hello Ingrith
	Let me transfer you to our support team
Ingrith Serrato	ok
<i>Rahul is transferring the chat to Support(QB & App Hosting).</i>	
<i>Pradeep accepted the chat transfer request.</i>	
Pradeep	Thank you for contacting Ace Cloud Hosting. My name is Pradeep. I will be assisting you today.
Ingrith Serrato	ok
Pradeep	May i know your business name please (Edited)
	?
Ingrith Serrato	Ingrith Serrato, Zebra Recovery LLC
Pradeep	Thanks for the confirmation !
	Please allow me a moment
	Alright
	Please let me know how may i help you here
Ingrith Serrato	My desktop remote conection is not working
Pradeep	I will surely help you with this issue.

	May I take the remote access of your local computer?
Ingrith Serrato	yes please
Pradeep	Alright
	Just give me a moment
Ingrith Serrato	I use to have aa different way to acess, but abut a year aog, it was changed by one of your reps, and i gives me trouble most of the time
Pradeep	I got it
	Ingrith, we sent you the link to join the remote session
	Please open that to establish the connection
	Prior providing the access, I would suggest you to close any important documents at your end.
Ingrith Serrato	ok
	The other 2 users are having issues as well
Pradeep	I can see your screen now

Pradeep has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1

#73983 Pallavi DV

Email: pallavidv@norwintechnologies.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

Chat Duratio

Pallavi DV	Hello, I am your Acebuddy
Acebuddy	Hello Pallavi Dv, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pallavi DV	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pallavi DV	I'd like to report an Issue
Acebuddy	Please select an option!
Pallavi DV	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Pallavi DV	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Pallavi DV	I have logged out of Quickbooks ,but it is showing as logged in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Pallavi DV	MyrealdatalPallaviDV
Tushar Pharswan	Thank you for the details. Kindly confirm if you are logged in to the server and login issue is with the QuickBooks profile login?
Pallavi DV	QB logged out issue
	<i>10:29:47 PMPallavi DV is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:31.8 KB)</i>
	i have logged out of books but it is showing as i logged in
	like above
Tushar Pharswan	May I know from where you have initiated the chat is it from server end or your local system?
Pallavi DV	local system ponly
	only
Tushar Pharswan	What we can do is try to log you off from the server end and re login and check if the issue still persists or not.

	Kindly log off from the server or may I do that from the back end?
	I can see you logged off. (Edited)
	Kindly try to relogging and check if the issue still persists or not.
Pallavi DV	yes logged off
	ok
Tushar Pharswan	Is the issue resolved?
Pallavi DV	Yes resolved. Thank you Tushar
Tushar Pharswan	Thats great.
	Is there anything else I may help you with ?
Pallavi DV	No. know i don't have any issue ,if issue arise i'll let you know.
Tushar Pharswan	Okay do reach us out if any other issue arises, we are here 24/7.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
Pallavi DV	Once again Thank you so much
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74185 Stephen Riddle

Email: stephen@focusalesinc.com **Phone:** 9196143076

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: 51 Secs

City: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration

Stephen Riddle	Hello, I am your Acebuddy
Acebuddy	Hello Stephen Riddle, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephen Riddle	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephen Riddle	I'd like to raise a Request
Acebuddy	Please select your request type.
Stephen Riddle	Other Request
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.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Stephen Riddle	Restart
Acebuddy	Hello Stephen Riddle, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephen Riddle	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephen Riddle	Restart
Acebuddy	Hello Stephen Riddle, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephen Riddle	Sales & Solutions

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

Acebuddy (bot) forwarded the chat request

Dikshant Yadav accepted the chat transfer request.

Dikshant Yadav How can I help you today?

Stephen Riddle Hi. One Friday I authorized the change from QB 2022 pro to 2024. I don't see it on my desktop so I was wondering if or when it will be completed.

*On Friday

Dikshant Yadav Let me transfer you to my support team to assist you further on this

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

Manish Singh accepted the chat transfer request.

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

Stephen Riddle hi Manish

Manish Singh Hii Stephen

Stephen Riddle On Friday I authorized the change from QB 2022 pro to 2024. I don't see it on my desktop so I was wondering if or when it will be completed.

Manish Singh We are checking on it.

Kindly provide us two minutes to check.

Stephen as we have checked you are on shared server

And the version that we have is till premier 2023.

If you need 2024 version, we need to migrate you to new shared sever.

Stephen Riddle I'm not sure if it matters but I was told i was being moved to 2024. I don't want to do this again next year when 2023 sunsets. I just need to know where are ...

Manish Singh May I know the version of Premier 2024 you are looking for?

Base on that we will move you to the new server

With the new QB version

Stephen Riddle This is frustrating. the 2022 pro versions that I am on now sunsets by Intuit in May. At that point I won't be able to connect to my bank etc. and I can already not pay vendors using ACH because the 2022 pro that I am on doesn't support it. So I inquired about what I need to do, I asked about Pro 2024 or 2025, and I was told I have to go to Premier. I don't really need premier but I was told (by Ace hosting) that Pro was going away and I'm better to go to Premier.

I went through all of this on Friday and was told it would happen in 24-48 hours. So I'm not sure why we're discussing options.

Manish Singh Migration will not take your that much time, Stephen, we will do it in night hours and inform you via email you will get your new username and password with your new QB version by tomorrow.

As discussed in ticket #659061 We will install the application QB Premier 2024

Stephen Riddle

	I replied to an email on Friday asking for my authorization to move forward
Manish Singh	Yes, I can check
	And I apologize for the delay in that
Stephen Riddle	I've logged off the server again.
	Do I need to hang out here or will I get an email with instructions
Manish Singh	We will email you with the instructions, Stephen and proceed with the task.
Stephen Riddle	ok
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response and chat has been disconnected, we are disconnecting the chat for now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73781 stacia

Email: stacia@prosperitybookkeepingllc.com **Phone:** 15128433896

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: 37 Secs

City: LEANDER

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duratio

stacia	Hello, I am your Acebuddy
Acebuddy	Hello Stacia, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
stacia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
stacia	I'd like to report an Issue
Acebuddy	Please select an option!
stacia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
stacia	I have added a user but they don't have access to several documents like excel it says they dont have permission how do I change users permissions?
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
stacia	Thank you! StaciaF
	Prosperity Bookkeeping
Shubham Kataria	Thank you for the information. Kindly allow me two minutes to check the same.
stacia	Thank you!
Shubham Kataria	Could you please confirm which user is facing issue with Excel
stacia	Tiffany Wildung
Shubham Kataria	Okay, let me check
stacia	I can do a screen share to show you
Shubham Kataria	It seems to be a access issue so I'm checking whether the affected user has access of office or not
	It will hardly take one minute more
	Thank you for your patience.
stacia	Okay thank you
Shubham Kataria	I've checked and found that currently Office 2016 is installed on the server however user Tiffany don't have access to MS office
stacia	What can we do to fix that?

Shubham Kataria	If you would like us to provide access to new user it will cost you \$14.99 per month
stacia	Okay that's fine.
Shubham Kataria	Thank you! After this chat, I will send you an approval email. Please respond to that email, and then we will grant the user access.
stacia	If we had 1 license could I add it to my account and my users?
Shubham Kataria	Please confirm if you're referring to the Office 365 license
stacia	Is that what I need to make Excel work?
Shubham Kataria	Currently you're leasing office 2016 from us for user Stacia Flores
	If you have your own license, please let us know which license it is, so we can check if it's compatible with the server environment.
	Else we can provide office 2016 access to user Tiffany Wildung same as you
stacia	I have Microsoft Office 2019 Professional Plus License - Lifetime for PC
	would that work?
Shubham Kataria	If you have only one Office 2019 Professional Plus license, it can be used by a single user on the server.
stacia	Nevermind lets just lease hers for now.
Shubham Kataria	Sure
	Additonally, I would like to inform you that your server C drive is also running on low space
stacia	I just added space....
Shubham Kataria	The drive has 9 % available space
	<i>7:52:23 AM Shubham Kataria is sharing a file with you image.png - (Size:2.38 KB)</i>
	C drive contains critical components such as user profiles, application folders, Windows files, cache data, updates, and application-specific data that cannot be safely removed.
stacia	I just added As per your request, we have successfully added 2GB of RAM to your server. This upgrade should help improve the overall performance and responsiveness.
	What can I do to add more space to my C Drive?
Shubham Kataria	RAM is primarily responsible for the performance of the user, as it helps with running applications and processes efficiently. On the other hand, the C drive is used to store essential system files such as Windows files, profile data, application folders, cache, updates, and application-specific data, which cannot be safely removed without causing issues.
stacia	Got it what can I do to help have more space on the C drive
Shubham Kataria	Currently, only 9.78 GB free of 107.37 GB (9%), We recommend upgrading your disk space to resolve this and ensure uninterrupted operation. Below are our available Disk Space plans designed to meet your needs:

Plan1 : 200GB : \$120/Month
Plan2 : 100GB : \$60/Month
Plan3 : 80 GB : \$50/Month
Plan4 : 60 GB : \$40/Month
Plan5 : 40 GB : \$28/Month

stacia I think I'm good for now.

Lets just add an office license for tiffany

Shubham Kataria Got it. After this chat, I will send you an approval email within the next 5 minutes. Please respond to that email, and once we have your approval, we will provide Office access and the issue will get fixed.
(Edited)

stacia Thank you!

Shubham Kataria you're welcome (Edited)

stacia Can you stay on so I can be sure it works?

Shubham Kataria Sure

stacia Thank you I will wait for the email

Shubham Kataria I'm sending in next 2-3 minutes

Thank you for waiting.

I've sent the email on stacia@prosperitybookkeepingllc.com. Kindly check

stacia Done! I just responded

Shubham Kataria Okay, let me check

I've provided the access. Could you please ask the user to log off and try again

stacia Yes one moment

Shubham Kataria Sure, please take your time

stacia Thank you now she has 2 different Excels and Words on her desktop

Shubham Kataria It's not an issue ,they are simply duplicate shortcuts that I added. She can use either of them. (Edited)

stacia Can you delete one so that her desktop can be cleaner?

Shubham Kataria Sure

stacia I tried and it wouldnt let me

Shubham Kataria Done, you may check now

stacia Perfect thank you!

Shubham Kataria You're welcome

Is there anything else I may help you with ?

stacia Yes I opened the QB's Desktop and noticed that none of the client files are open there. If I have one on my desktop and Tiffany works on one will they both update?

Shubham Kataria	If the file saved on same location then both of you can use the file and both will update (Edited)
stacia	Okay so I will need to open the file on Tiffanies account with the master file for the client?
Shubham Kataria	Yes
stacia	Okay thank you!
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
stacia	That's all. Thank you!
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73448 Adnan Javed

Email: adnanims1@hotmail.com **Phone:** 17134377654

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: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duratio

Adnan Javed	Hello, I am your Acebuddy
Acebuddy	Hello Adnan Javed, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Adnan Javed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adnan Javed	I'd like to raise a Request
Acebuddy	Please select your request type.
Adnan Javed	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74809 Saad Jamil

Email: saad.jamil@siliconwhiz.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: 32 Secs

City: KAMAHAN

State: Punjab

Country: PAKISTAN

Chat Durati

Chat Transcript

Saad Jamil	Hello, I am your Acebuddy
Acebuddy	Hello Saad Jamil, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Saad Jamil	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Saad Jamil	I'd like to report an Issue
Acebuddy	Please select an option!
Saad Jamil	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Saad Jamil	we recently converted the integrations user to Auto Logon. But It seems like the password for the account has been reset. I need to login into that account.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Saad Jamil	Hey Manish
Manish Singh	Hii Saad
Saad Jamil	we recently converted the integrations user to Auto Logon. But It seems like the password for the account has been reset. I need to login into that account.
	Our understanding was that converting it into auto logon would remove the timeout restriction on the account.
Manish Singh	Alright
	Kindly allow me two minutes to check the same.
	May I know if the username is admin.a1@myrealdatal.net
Saad Jamil	now the username should be integrations@myrealdatal.net

	No*
Manish Singh	Alright, Got it!
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.
	Also, the registered email for your account with us is : betty@americanflat.com or paul@americanflat.com to proceed with password reset request.
Saad Jamil	Sure, I am sending a request there.
	Thanks
Manish Singh	Is there anything else I may help you with ?
Saad Jamil	I am sending the email right now. How much time will it take to resolve?
Manish Singh	In between 1 hour, Saad.
	Is there anything else I may help you with ?
Saad Jamil	No
	Thanks.
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74847 pratibha

Email: pratibha@patel.cpa

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 44 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Duratio

Chat Transcript

pratibha	Hello, I am your Acebuddy
Acebuddy	Hello Pratibha, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
pratibha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pratibha	I'd like to report an Issue
Acebuddy	Please select an option!
pratibha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
pratibha	My server is running very slow since last 3 days.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.
	Hi Pratibha, How are you doing today?
pratibha	Fine Sandeep
Sandeep Kumar	I will surely help you with this issue.
	Kindly allow me 5-7 minutes to check the server end first.
pratibha	ok sure
Sandeep Kumar	Also, may I know if any other user has reported the same issue?? (Edited)

pratibha	no
Sandeep Kumar	<p>Thank you for your patience.</p> <p>As I have checked that the server end seems to be working fine and the resources are all good too.</p>
	<p><i>4:20:33 PM Sandeep Kumar is sharing a file with you</i></p> <p><u>image.png</u> - (Size:214.51 KB)</p>
	<p>May I take the remote access of your local computer to check if anything is out of place and make changes if needed?</p>
pratibha	yes sure
Sandeep Kumar	<p>Prior providing the access, I would suggest you to close any important documents at your end.</p> <p>Please click on the link and open the downloaded file, and follow the instruction to connect with us.</p> <p><u>https://assist.acecloudhosting.com/join/9852140091</u></p>
	<p>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.</p>
	<p>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.</p>

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73711 Lewisville

Email: lewisville@eaglefintax.com ☎ 4696098829

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Duration

Chat Transcript

Lewisville	Hello, I am your Acebuddy
Acebuddy	Hello Lewisville, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lewisville	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lewisville	I'd like to report an Issue
Acebuddy	Please select an option!
Lewisville	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lewisville	unable to open remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>7:50:21 PM Lewisville is sharing a file with you image.png - (Size:26.54 KB)</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Lewisville	can you resolve the above issue
Anjainay Singh	Please allow me 2 to 3 minutes so that I can look into the issue and assist you better
Lewisville	can you look into this why this issue popup
Anjainay Singh	We are observing the issue along with finding the best resolution for you
Lewisville	okay long it take remote desktop automatically deleted from my pc
Anjainay Singh	You may follow below steps to create new RDP at your Local
Lewisville	can you take my screen and create please
Anjainay Singh	Sure
Lewisville	send me request
Anjainay Singh	https://assist.acecloudhosting.com/join/5452974827
	Please allow us to access your local by using above Link
	Prior providing the access, I would suggest you to close any important documents at your end.

Could you please confirm your account name so that we can assist you in better way

lewisville has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73669 Shannon Peich

Email: accounting@raiderpainting.com  17143771427

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 58 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duratio

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

	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Shannon Peich	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
Shannon Peich	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Shannon Peich	Hi. We're trying to setup a new computer for user:Office_Asst@myrealdatal.net
	<i>Rohan Prajapati accepted the chat transfer request.</i>
	We've downloaded the rdp from the admin ACE portal and verified the password but it keeps saying "login attempt failed:
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Shannon, How are you doing today ?
Shannon Peich	fine thank you!
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 5-6 minutes to check the same.
	Are you sure that you are entering the correct Password?
Shannon Peich	I think so. I just reset it to make sure. But I'm willing to try something else
Rohan Prajapati	May I take the remote access of your local computer?
Shannon Peich	sure but I'm screen sharing with the person I'm helping with the install so not sure we can do that.
	I just reset password to a simple password for now. got this error code.
	Remote Desktop Connection There was a problem connecting to the remote resource. Ask your network administrator for help. Error code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 03/06/25 07:48:51 PM Press Ctrl+C to copy.
Rohan Prajapati	Thank you for all the information
	I have rebooted the server
Shannon Peich	ok. so we should try again?
Rohan Prajapati	Kindly try to login back in 2-3 mins
Shannon Peich	ok stand by please.
Rohan Prajapati	Sure Take your time
Shannon Peich	still problem
Rohan Prajapati	May I take the remote access of your local computer?

Shannon Peich	can you give me a link for remote access that I can give the other user?
	we're not in the same office
Rohan Prajapati	I can create the same on your Local PC or I can share the same with you via email once the chat is disconnected.
	If you can provide the remote access then I can also troubleshoot the issue
Shannon Peich	just tell me how to do remote access and I'll have her connect.
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Shannon Peich	ok that's fine.
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session: https://assist.aceclouddhosting.com/join/8382219473
Shannon Peich	she's entering now. her name is Jessica
Rohan Prajapati	Sure take your time
Shannon Peich	her internet is being slow to download.
Rohan Prajapati	Ok Let it be
Shannon Peich	can you see her?
Rohan Prajapati	Shannon, The remote session has not started Yet.
	You can share the RDP file you downloaded from My Portal with her via email as an attachment.
	Let's do one thing. May I know her direct contact number and Best time to call her ?
Shannon Peich	ok. she's joining now
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.
Shannon Peich	717-679-5856
	ok
Rohan Prajapati	She has Joined the Session now
Shannon Peich	if you need to reset any of the credentials, go ahead, you have my permission
Rohan Prajapati	Kindly send us an email for the same as we would need to reset her Password
Shannon Peich	can you handle it from here with her? she can text me if anything else is needed. and you have her phone number.
	I already sent the email to authorize password reset
Rohan Prajapati	Did you send the email from this address "accounting@raiderpainting.com" ? (Edited)
Shannon Peich	yes
Rohan Prajapati	We have not received the email yet.

	Do you have the Ticket number ?
Shannon Peich	No I don;t
Rohan Prajapati	Yes We have received it
	Now we can go further without any issue
Shannon Peich	ok
	can you handle it from here with her? she can text me if anything else is needed. and you have her phone number.
Rohan Prajapati	Yes Shannon
Shannon Peich	ok thanks!
Rohan Prajapati	We have assisted the user with this issue.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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/)

Rohan Prajapati has ended this chat session

Chat Transcript

Can i get tech support

Visitor Details

#74750 ROBERT EIERNAN

Email: robert@enscpnay.com **718-835-1978**

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: CUTCHOGUE

State: New York

Country: UNITED STATES

Chat Transcript

ROBERT EIERNAN	Can i get tech support
Anuj Parihar	Thank you for contacting ACE. My name is Anuj Parihar. I will be assisting you further.
	Sure let me transfer you to the support chat.
<i>Anuj Parihar is transferring the chat to Support(QB & App Hosting).</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	As we are connected on two chats so we are closing this chat
<i>Anjainay Singh has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74296 Arron Forbes

Email: irzad.zamcorp@gmail.com  15926741503

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: ROSE HALL

State: Mahaicaberbice

Country: GUYANA

Chat Transcript

Chat Duration

Arron Forbes	Hello, I am your Acebuddy
Acebuddy	Hello Irzad.zamcorp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Arron Forbes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Arron Forbes	I'd like to report an Issue
Acebuddy	Please select an option!
Arron Forbes	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Arron Forbes	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Arron Forbes	Following up on Ticket ID: 660985
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	I am looking into the ticket , please allow me two minutes to look into the issue
	Thank you for your patience
Arron Forbes	Ok sure
Anjainay Singh	Please let me know are you facing this error with all company files
	<i>9:18:18 PM Arron Forbes is sharing a file with you Lubetech qb_error.jpg - (Size:76.58 KB)</i>
Arron Forbes	That's the latest message I'm getting
Anjainay Singh	I am logging into the server to resolve it please allow me 2 to 3 minutes to fix it
	Could you please share the company file name for which you are facing issue
Arron Forbes	Hi gimme one sec
	I'm getting the info

Anjainay Singh	We need to reboot the server , we need your confirmation before doing that as user is currently active on server
Arron Forbes	Lube-Tech Guyana Inc
	go ahead with the reboot
Anjainay Singh	We have rebooted the server
	It will take 2 to 3 minutes to be up and running
Arron Forbes	ok I'll be on standby
Anjainay Singh	Please also provide the path of Company file so that we can access it easily
Arron Forbes	I noticed it was in the C Drive > Program Files
	When I'm able to log back in I'll send you
Anjainay Singh	Server is up and running you can log back into server
	We appreciate your patience
Arron Forbes	ok
	C:\Users\Public\Documents\Intuit\QuickBooks\Company Files
	isn't it supposed to be in the Client Data folder?
Anjainay Singh	As we have checked and found that we need to increase space in C drive due to which QB is crashing on server
	zero MB space has been left in C drive
	Are we still connected ?
Arron Forbes	Hi yea
	the Client data drive has 40GB free space
	I'm transferring the QB company file to there instead
Anjainay Singh	Sure thankyou for your update
	May I take the remote access of your server?
Arron Forbes	Hi the client is ok now
	they were able to sign in
Anjainay Singh	We have restarted the service from backend which has fixed the issue
	We are glad to hear that your issue has been resolved
	Please also let us know if you have any other issue onto which you need our assistance
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Arron Forbes	Thanks
Anjainay Singh	Being our valuable users please share feedback by clicking on smiles so it will encourage us to do

better

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73860 Matt Longhofer

Email: mattl@propertytaxfunding.com  2149604101

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: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duratio

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

QuickBooks Update

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.

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.

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74050 prodassistant

Email: prodassistant@johnmarshallmedia.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: LONGOS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duratio

prodassistant

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

prodassistant	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
prodassistant	I'd like to report an Issue
Acebuddy	Please select an option!
prodassistant	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
prodassistant	Hi! I just want to ask regarding the remote desktop connection. I tried inputting my username and password but I can't connect it
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>7:58:02 PM prodassistant is sharing a file with you image.png - (Size:10.62 KB)</i>
	<i>this happened</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today
prodassistant	Hi Tushar!
Tushar Pharswan	Hello Jewel.
prodassistant	Is there any way for me to connect? :>
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
prodassistant	Im not sure what the problem is
	wait, let me send this to you
	I just have the username and pass for credentials, would that be alright?
Tushar Pharswan	Yes username will help.
	<i>8:01:29 PM prodassistant is sharing a file with you image.png - (Size:4.28 KB)</i>
	<i>here's the username</i>
	Thank you for the details.
	Is it the first time this issue has occurred and are other user facing the issue?
prodassistant	It's my first time using this, and it happened already
Tushar Pharswan	Okay I will have to check the icon through which you login.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.

prodassistant	<p>suree! also, they just sent me this</p> <p><i>8:04:00 PMprodassistant is sharing a file with you 1_image.png - (Size:18.33 KB)</i></p>
Tushar Pharswan	<p>Okay, let me close them first</p>
Tushar Pharswan	<p>Sure, please take your time</p> <p>after you are ready.</p>
	<p>https://assist.acecloudhosting.com/join/5932890422</p>
prodassistant	<p>okay, how will you remote access my pc?</p>
Tushar Pharswan	<p>Kindly Click on the link and open the downloaded file.</p>
prodassistant	<p>I'm ready</p>
Tushar Pharswan	<p>Kindly Click on the link and open the downloaded file.</p>
	<p>We are connected now.</p>
prodassistant	<p>okayy! :)</p>
Tushar Pharswan	<p>I will now take over and check.</p>
	<p>Kindly enter your password.</p>
prodassistant	<p>got it~</p>
Tushar Pharswan	<p>It seems the password is incorrect.</p>
prodassistant	<p>actually, this happened to me twice</p>
	<p>The first one is wrong password</p>
	<p>then he sent me another once</p>
	<p>one*</p>
	<p>then it said remote desktop connection (which i told you earlier)</p>
Tushar Pharswan	<p>Okay it must have locked your account due to wrong password.</p>
	<p>Kindly allow me two minutes to check the same and fix it.</p>
prodassistant	<p>Got it! Thank you so much!</p>
Tushar Pharswan	<p>It will take some more time as I can see the account is newly created.</p>
	<p>It is reflecting on the our end but not on server.</p>
	<p>Kindly allow me 2-4 minutes more.</p>
prodassistant	<p>no worries. Take your time :></p>
Tushar Pharswan	<p>Thank you for waiting.</p>
	<p>I just found the cause of your issue and it is not because you are entering the worn password.</p>
	<p>your user profile was created by Kevin Fecu and apparently it is in disabled state.</p>

	Maybe while creating the user and during the password reset user disabled option was selected.
	So as of now if you can contact Kevin Fecu to re-enable your user profile or email us if he cannot after which I can enable it from our end. (Edited)
prodassistant	oh okay. Is there any way to enable it or should he create a new one?
	oh okay
	let me message him first. Is that okay? Then I'll connect again with you or another agent?
Tushar Pharswan	Sure you can do that also I will email the same to you and keep Kevin Fecu in CC of the email after this chat ends.
	Is there anything else I may help you with ?
prodassistant	Nothing! Let me message him now and ask you later if something came up after re-enabling it. Thank you!
Tushar Pharswan	Okay kindly keep us updated over the email once this chat end.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)
prodassistant	thank you so much, too! Have a nice day :>

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74919 Eric Sikes

Email: eric.sikes@davidweinsteincpa.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: MICHIGAN CITY
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74430 Luis Rivas

Email: luis@rogueworkforce.org

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: 35 Secs

City: PATZCUARO

State: Michoacan

Country: MEXICO

Chat Durati

Chat Transcript

Luis Rivas	Hello, I am your Acebuddy
Acebuddy	Hello Luis Rivas, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Luis Rivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Luis Rivas	I'd like to report an Issue
Acebuddy	Please select an option!
Luis Rivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Luis Rivas	AceCloud account is not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
Luis Rivas	Hello, Manish. I really appreciate your help with my AceCloud login issue today.
Manish Singh	May I know what error are you facing?
Luis Rivas	Initially, when I tried to logon to our company AceCloud account, it said that my computer was not registered or something around those lines. I then restarted my computer and tried to logon again and then I got locked out for wrong password. This has never happened before.
Manish Singh	May I take the remote access of your local computer?
Luis Rivas	yes, of course.
Manish Singh	https://assist.acecloudhosting.com/join/3212003992

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

Luis Rivas

Oh, wow. I was able to logon now. That was strange. I guess I do not need your help anymore. Thank you though!

Manish Singh

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1

#74035 Himanshu Jindal

Email: himanshu.j@veehealthtek.com

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

Chat Duratio

Himanshu Jindal	Hello, I am your Acebuddy
Acebuddy	Hello Himanshu Jindal, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Himanshu Jindal	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Himanshu Jindal	I'd like to report an Issue
Acebuddy	Please select an option!
Himanshu Jindal	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Himanshu Jindal	already have a ticket number 653933
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohit Kumar accepted the chat transfer request.</i>	
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
	May I confirm if the ticket number is #653933
	?
Himanshu Jindal	Hi Rohit, yes it is correct
Rohit Kumar	Thank you.
	May I take the remote access of your screen so I can troubleshoot the issue.
Himanshu Jindal	via anydesk ?
Rohit Kumar	It will be through Zoho Assist
	We are not allowed to use AnyDesk
	You can open the given link to join the session.
	https://assist.acecloudhosting.com/join/7922367674
Himanshu Jindal	let me know what I need to do for Zoho assist
	give me 2-3 minutes, I will connect from concerned system
Rohit Kumar	Please take your time.
	Let me know oonce you are connected.
Himanshu Jindal	due to security reasons I can not open this link
Rohit Kumar	I am so sorry, can we connect on a Teams call?
Himanshu Jindal	yes please

Rohit Kumar	to share the screen, we only follow this platform.
Himanshu Jindal	team call will be okay
Rohit Kumar	Please provide me your Team email address.
Himanshu Jindal	himanshu.j@veehealthtek.com
Rohit Kumar	Please allow me 3-4 minutes.
Himanshu Jindal	sure
Rohit Kumar	https://teams.microsoft.com/l/meetup-join/19%3ameeting_Njk4NGY1ZTAtMzZiYy00NWizLWI5MTctYjIiMTIwZTA0YTY3%40thread.v2/0?context=%7b%22Id%22%3a%2223b65983-5670-4f14-a752-784cd5cf0cd7%22%2c%22Oid%22%3a%226d8620de-b3cb-465c-a9b3-2d1ed948989a%22%7d
	Please join the meeting link.
Himanshu Jindal	joined
Rohit Kumar	Thanks
	As our discussion, we will connect on a Teams call in between 2 PM to 4 PM
Himanshu Jindal	okay
	thanks
Rohit Kumar	We will share the meeting invite on email and request you to join the meeting invite.
	Is there anything else I may help you with ?
	Are we connected?
	Are we connected?
	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.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)

Rohit Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73931 tracy

Email: tracy@tjcbp.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: 4 Mins 32 Secs

City: CUMMING

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration

tracy Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

tracy Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tracy I'd like to report an Issue

Acebuddy Please select an option!

tracy Password Reset

Acebuddy Please select an option below

tracy Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in the link below inorder to reset your server password.

Do you need any further assistance on the topic?

tracy	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
tracy	Hi I can't Log In to Quickbooks. I tried to reset password and it's telling me that the account has been restricted.
<i>Manish Singh accepted the chat transfer request.</i>	
<i>Manish Singh is transferring the chat to Shivam Singh.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Are we still connected here?	
As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73581 Samantha Goldie

Email: accounting@mgvinc.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

Chat Duration

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2

#74608 Gita Faust

Email: gita@fasttracconsulting.com ☎ na

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: DOYLESTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Gita Faust	Hello, I am your Acebuddy
Acebuddy	Hello Gita, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gita Faust	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gita Faust	I'd like to report an Issue
Acebuddy	Please select an option!
Gita Faust	Password Reset
Acebuddy	Please select an option below
Gita Faust	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Gita Faust	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Gita Faust	CID 73398
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Gita
Gita Faust	Never mind it worked. Have a great day!
Manish Singh	Is there anything else I may help you with ?
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73561 Ryan Williams

Email: prother@sbcglobal.net ☎ 15017333655

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 44 Secs

City: MAYFLOWER

State: Arkansas

Country: UNITED STATES

Chat Transcript

Chat Duration

Ryan Williams	Hello, I am your Acebuddy
	64479
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Ryan Williams	644979
	we were disconnected 644979
Sharath Kumar	Hello again, Ryan. I was on the server making some changes.
Ryan Williams	Great
Sharath Kumar	Ryan, could you please allow me two more hours to get back to you with a resolution
	Since this is a shared server we usually make the changes during afterhours to minimize user disruption
	but I understand that this issue has been ongoing for a week or so and therefore I will prioritize this

	and try to get this resolved at the earliest
Ryan Williams	I understand that but I asked for this to be done yesterday at 2:00 pm and is 8:22 the next day. I needed it working this ASAP.
Sharath Kumar	Yes, I agree to that. We were hoping that the fix we did yesterday will make it work could you please provide me with a remote session right now?
	Are we still connected here?
Ryan Williams	Yes yes i can give you remote session now
Sharath Kumar	great! Could you please sign into the server first I will send the request for remote once you are signed in
Ryan Williams	im in
Sharath Kumar	sending the request now
	Prior providing the access, I would suggest you to close any important documents at your end.
Ryan Williams	Are you emailing the request?
Sharath Kumar	no ,it should be there on the server
Ryan Williams	ok. You're in
Sharath Kumar	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.
	Ryan, could you take over and open a company file
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74566 Jon Ruby

Email: msdn001jr@hotmail.com  14026701249

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Duration

Chat Transcript

Jon Ruby	Hello, I am your Acebuddy
Acebuddy	Hello Msdn001jr, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jon Ruby	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jon Ruby	I'd like to report an Issue
Acebuddy	Please select an option!
Jon Ruby	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jon Ruby	Please review most recent tickets, all the same. Same issue happening.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello, How are you doing today ?
Jon Ruby	Doing well. Yourself?
Rohan Prajapati	That's Great. I'm good too, thanks for asking
	Kindly allow me 5-6 minutes to check the same.

Jon Ruby	I would also like to get the administrative authority for a 2nd user.
	I will accept the disclaimer via email again.
Rohan Prajapati	You can confirm the same by sending another email on existing ticket
Jon Ruby	I will do that
	additional email sent.
Rohan Prajapati	Please allow me few minutes to check the same
	Please log off once from the server and login back
Jon Ruby	working on that
Rohan Prajapati	Sure take your time
Jon Ruby	working correctly
Rohan Prajapati	That's Great
	Is there anything else I may help you with ?
Jon Ruby	Not at this time.
	Thank you
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74681 Jennifer Herd

Email: jennifer@backstoptax.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: BEAVERTON

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Dur:

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3

#74939 franz_deraad

Email: franz_deraad@comcast.net  12487051999

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: ROYAL OAK

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duratio

franz_deraad	Hello, I am your Acebuddy
Acebuddy	Hello Franz_deraad, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
franz_deraad	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
franz_deraad	I'd like to report an Issue
Acebuddy	Please select an option!
franz_deraad	Password Reset
Acebuddy	Please select an option below
franz_deraad	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.

	<p>Do you need any further assistance on the topic?</p>
franz_deraad	<p>Yes</p>
Acebuddy	<p>Please wait while we connect you to our Support Representative</p>
<p><i>Acebuddy (bot) forwarded the chat request</i></p>	
<p><i>Shivam Singh accepted the chat transfer request.</i></p>	
franz_deraad	<p>I was on chat and just got cur off #670108</p>
Shivam Singh	<p>Allow me to look into it.</p>
	<p>As I can check you were asked to join the session for remote</p>
franz_deraad	<p>i was just before i was cut off.</p>
Shivam Singh	<p>Shall we restart the Remote session.</p>
franz_deraad	<p>sure thanks</p>
	<p>Will i see the request onscreen</p>
Shivam Singh	<p>I will be sharing a link, and you can join in to get connected</p>
	<p>allow me 2 minutes</p>
	<p>Prior providing the access, I would suggest you to close any important documents at your end.</p>
	<p>Kindly paste this link in the browser of local computer and join the session.</p>
	<p>https://assist.acecloudhosting.com/join/9382789856</p>
	<p>Is there anything else I may help you with ?</p>
	<p>Hi there !</p>
	<p>Could you please come this chat</p>
	<p>Are we still connected here?</p>
	<p>Are we still connected here?</p>
	<p>Are we still connected here?</p>
	<p>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.</p>

Shivam Singh has ended this chat session

Chat Transcript

Visitor Details

1

#74031 evellynteng

Email: evellynteng@gmail.com ☎ +91-345-1942352

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: SAMUNDRI

State: Punjab

Country: PAKISTAN

Chat Transcript

Chat Durati

evellynteng	Hello, I am your Acebuddy
Acebuddy	Hello Evellynteng, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
evellynteng	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
evellynteng	I'd like to report an Issue
Acebuddy	Please select an option!
evellynteng	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
evellynteng	Hi, can you provide an email on your site where you will respond to messages?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohit Kumar accepted the chat transfer request.</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
evellynteng	I want to place an order on your site. Will you share your email where you are working?
	Hello
Rohit Kumar	May I know which order you want to place?

May I Know the details regarding your order?

evellynteng I want to place an order on your site. Please provide the email for it.

Rohit Kumar I will certainly help you with the details but I need to know about what type of order you will be placing?

evellynteng On this site of yours. <https://www.acecloudhosting.com/>

Rohit Kumar Do you want to setup a server for your application hosting? (Edited)

evellynteng Please share your email.

I want to place an order for a guest post on your site.

Rohit Kumar May I please know about your order so I can share the email address and contact number?

I am so sorry, but we do not allow the guest post on our site

evellynteng Link insertion

Rohit Kumar Do you have any existing business account with us? (Edited)

evellynteng No

Rohit Kumar Thanks.

Unfortunately, due to policy restrictions we do not allow any guest promotions on our website.

Please let us know if you are interested in signing up for any services from our end.

evellynteng I want to place an order on this site. Please share your email. Link insertion order

Hello

Rohit Kumar If you want to enroll for any services with us, please confirm otherwise you can visit our website.

evellynteng Please share your email.

Hello

Rohit Kumar Please visit the website and scroll down for email address details. (Edited)

You will find the email address on Website

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

Is there anything else I may help you with ?

evellynteng There is no email on this site.

Rohit Kumar Please scroll down and look at the bottom right of the webpage (Edited)

Is there anything else I may help you with ?

are we connected?

are we connected?

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.

Rohit Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74300 brian

Email: brian@wefixuglypools.com ☎ 6022534499

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: SALINAS

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duratio

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

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

brian I cannot save PDFs and it is telling me to run a tool but I need admin privledges to run the tool

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

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

brian Thank you

Rohan Prajapati Hello Brian, How are you doing today ?

brian Goiod

Rohan Prajapati That's Great

I will surely help you with this issue.

May I take the remote access of your local computer?

brian YTes'

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

Kindly Copy and Paste the below link in any browser of your Local PC and Join the session

<https://assist.acecloudhosting.com/join/8932182993>

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.

I need to sign out you from the server

We have made the required changes. Please login back and check the same

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 M

#73956 Tara Wright

Email: twright@cobbpllc.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 21

Tara Wright	Hello, I am your Acebuddy
Acebuddy	Hello Tara Wright, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Tara Wright	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tara Wright	I'd like to raise a Request
Acebuddy	Please select your request type.
Tara Wright	Password Reset
Acebuddy	Please select an option below
Tara Wright	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Tara Wright	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Tara Wright	657410
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Tara Wright	Hi Kumar. Can you please assist me with resetting my pw
Sharath Kumar	Looking into it Tara, one moment please
	Unfortunately, it is taking me some time to sign into the server so that I can unlock your account
	Please bear with me for a few more minutes, your patience is greatly appreciated
Tara Wright	no problem. Thank you!
Sharath Kumar	Account has been unlocked, could you please try signing in now
Tara Wright	ok, please give me a minute
Sharath Kumar	take your time
Tara Wright	I have changed it, but now it is taking me through verification again. just give me one more min.
Sharath Kumar	No worries, I am here to help if anything is required
Tara Wright	i reset my password and now the password expire notice is still up. Do I need to still create a new password? If no, How do I remove this from my screen?
Sharath Kumar	I suppose the changes you made are yet to be reflected on the server, my suggestion is to sign out and sign back in, that should do the trick
Tara Wright	It is still there. I am going to change it again and see what happens.
Sharath Kumar	Okay, let's try that.
Tara Wright	I am in. Thank you so much for your assistance!!
Sharath Kumar	Glad to hear that, anything else that I may assist you with?
Tara Wright	Nope that is all for today. thanks again
Sharath Kumar	My pleasure!

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/>)

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

Sharath Kumar has ended this chat session