

10101

[support chat rbr](#)

Acebuddy

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

ou Like to Connect With?

ort (QB & App Hosting)

e Support.

n option :

t an Issue

n option!

he issue you are facing before I connect you to an available support representative!

o can't connect to the remote computer

le we connect you to a Support Representative

forwarded the chat request

oted the chat transfer request.

ontacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.

	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
Tim Springer	yes
Yash Kalra	Kindly help me with your server name and user name?
Tim Springer	I got booted from my connection and it won't log back on
Yash Kalra	Is this issue occurring for all the user?
Tim Springer	let me check
	Yes for both of us that use ace hosting
	Greenscapes.myrealdata.net
Yash Kalra	Kindly allow me two minutes to check the same.
	Please try to connect now.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Yash Kalra has ended this chat session



Visitor Details

#79176 amyp
Email: amyp@chapelhats.com ☎ 14152250580
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: 57 Secs
City: ROCKLIN

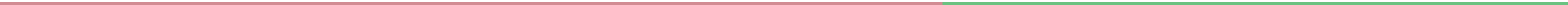
State: California
Country: UNITED STATES

Chat Transcript

amyp	Hello, I am your Acebuddy
Acebuddy	Hello Amyp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amyp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amyp	I'd like to report an Issue
Acebuddy	Please select an option!
amyp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
amyp	My work mate is unable to log into the server. I am able to sign in but it keeps kicking me out. Can you help? It is under E
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.
amyp	Hello. Thanks so much
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I’m here to help you resolve it as qu
amyp	Great. THank you.
Anjainay Singh	Could you please confirm since when you are facing this issue?
amyp	It started this morning.
	We had other meetings so we didn't get to it until now. But now we really need to be able to get in
Anjainay Singh	I truly understand your situation and concern.
	I would like to inform you that there is global outage at backend.
	However I have did backend settings could you please try to login along with your users and let me know if you are facing
amyp	yes. stand by please
	I was able to get in for a few seconds and then got kicked out.
	I am waiting to see what my coworker sees.

	she is unable to get in at all and I was able to get in again, but we will see if it kicks me out again.
	yep. kicked out again
Anjainay Singh	Could you please confirm whether other users are still in or got kicked out?
amyp	she can't get in but I am in agin
	now I am kicke dout again
Anjainay Singh	May I take the remote access of your local computer?
	Could you please confirm what error you are getting when you are getting kicked out?
	Could you please share the screenshot of that error with me ?
amyp	sure.
	there is no error code. It cuts off and then restarts and cuts off. Brandi can't get in at all.
Anjainay Singh	No worries, please allow me just 4-5 minutes so that I can assist you accurately.
	I am checking the resources on server whether they are in adequate amount for proper server functioning.
	Could you please confirm that whether you and other users are working in same network or different.
amyp	we are in the same
	my connection comes and then kicks me out. She can't get into hers at all.
Anjainay Singh	We are making some backend changes please be patient with me.
amyp	of course. Thank you.
Anjainay Singh	We have made some backend changes could you please try to login once again.
	Could you please confirm the status?
amyp	stand by
Anjainay Singh	Sure.
amyp	i am in and haven't gotten kicked out yet. Waitin gon my coworker.
Anjainay Singh	Sure.
amyp	she is in now too. Thank you so muhc.
Anjainay Singh	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)
	I will also share the ticket id with you over the mail once this chat is disconnected.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session



Visitor Details

#79851 John Reece
Email: jreece@farmerslifeins.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

John Reece	Hello, I am your Acebuddy
Acebuddy	Hello John Reece, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>



Visitor Details

#79385 Viernes

Email: allan@nextgenenterprises.biz 📞 19095398801

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 2 Mins 56 Secs

City: BELLFLOWER

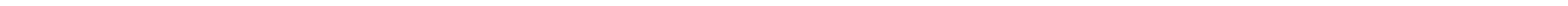
State: California

Country: UNITED STATES

Chat Transcript

Viernes	Our entire team is getting a firewall connection issue. It was on and off last week but now no one can seem to get in
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.
	<i>Aayush is transferring the chat to Support(QB & App Hosting).</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>9:35:15 PMViernes is sharing a file with you</i> IMG_0978.png - (Size:21.89 KB)
	<i>9:35:31 PMViernes is sharing a file with you</i> IMG_0978.png - (Size:21.89 KB)
	<i>9:36:03 PMViernes is sharing a file with you</i> IMG_0978.png - (Size:21.89 KB)
	<i>This is the message</i>
Viernes	Can u see the pic
	Nextgenent
Yash Kalra	Viernes, I have noted the issue, and it seems I have to escalate this issue to the higher teams. Please provide us your number so that they can reach out to you to resolve this issue.
	Additionally, please let me know when was the last time you were able to access QuickBooks. (Edited)
Viernes	909-539-8801

	Last Friday
Yash Kalra	Please stay connected let try something from backend, this might help.
Viernes	Ok let me know when my team should try again. I’m on mobile phone right now
Yash Kalra	Viernes, may I take the remote access of your server.
Viernes	Sure
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3632169856
	Prior providing the access, I would suggest you to close any important documents at your end.
Viernes	I am not by the computer
	Can I send the link to my staff
Yash Kalra	Sure
Viernes	I sent to my staff jorge
	Are you on with him? One of my other staff tried the live chat and they said they would need to reinstall during off hours .
	It was with Mrunal. Does that mean no one can work today?
Yash Kalra	Viernes, I have to escalate this issue.
	Our escalation team will reach out to you soon in order to get this issue resolved.
	Let me check this out.
	Viernes, this is not application related issue as some files are opening well and some are not.
	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)
	<i>Yash Kalra has ended this chat session</i>



#79459 AMC PAINTING LLC

Email: matt.cordova@amcpainting.com ☎ 17192376165

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: COLORADO SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript -----

AMC PAINTING LLC	Hello, I am your Acebuddy
Acebuddy	Hello Amc Painting Llc, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	



Visitor Details -----

#79190 Colby Eklund

Email: colby.eklund@gmail.com ☎ 14145308838

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: SARAJEVO

State: Federacija Bosna I Hercegovina

Chat Transcript

Colby Eklund	Hello, I am your Acebuddy
Acebuddy	Hello Colby, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Colby Eklund	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Colby Eklund	I'd like to report an Issue
Acebuddy	Please select an option!
Colby Eklund	Password Reset
Acebuddy	Please select an option below
Colby Eklund	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?
Colby Eklund	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Colby Eklund	Hello. I'm trying to sign into self care portal but my account has been locked. Can you please unlock it?
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Kindly check now.
Colby Eklund	When I try to reset my password is still says your account has been restricted. Contact the administrator
Manish Singh	May I take the remote access of your local computer?
Colby Eklund	Sure
Manish Singh	https://assist.acecloudhosting.com/join/2102004021
	Prior providing the access, I would suggest you to close any important documents at your end.
Colby Eklund	OK can you see my screen?

Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	<i>The visitor's name was changed from Colby to Colby Eklund.</i>
	Is there anything else I may help you with ?
Colby Eklund	I'm just trying to log into my server now to double check, give me one minute please
Manish Singh	Please take your time.
	Is there anything else I may help you with ?
Colby Eklund	Sorry, the server is still loading, I want to make sure it works before I disconnect
Manish Singh	Alright!
Colby Eklund	It works, thank you for your help
Manish Singh	Great!
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Colby Eklund	Will do, thank you
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Manish Singh has ended this chat session</i>

Visitor Details

#78841 CHRIS

Email: cbrickner@outlook.com 📞 12162352115

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: CLAYMONT
State: Delaware
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Visitor Details

#78976 Brian Leavitt
Email: 1car@earthlink.net ☎ 4253482777
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: EVERETT

State: Washington

Country: UNITED STATES

Chat Transcript

Brian Leavitt	Hello, I am your Acebuddy
Acebuddy	Hello Brian Leavitt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brian Leavitt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian Leavitt	I'd like to raise a Request
Acebuddy	Please select your request type.
Brian Leavitt	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
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Brian Leavitt	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	Acebuddy (bot) forwarded the chat request
	Abhay Kumar Saraswat accepted the chat transfer request.
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	Is this the account : Leavitt Auto Sales ?
Brian Leavitt	Hi yes. my quickbooks file won't exit and won't update we need it to update for payroll today and it was fine yesterday
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
	Could you please confirm me your username?
	And which QB version you are using?
Brian Leavitt	

	BrianL.npro1
	qucikbooks desktop 2024
Abhay Kumar Saraswat	Great.
	Thank you for the information and allow 2 minutes to check the same.
Brian Leavitt	I just need you to restart quickbooks on your end possibly
Abhay Kumar Saraswat	Thank you for your patience.
	This message has been deleted
	Sure.
	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
Brian Leavitt	yes please
Abhay Kumar Saraswat	Kindly allow me two minutes.
	Please accept the remote request.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	As discussed, I'll schedule the QuickBooks update for tonight and will notify you via your registered email once the update
	Is this your registered email? 1car@earthlink.net
Brian Leavitt	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	We'll update you.
	Is there anything else I may help you with ?
Brian Leavitt	no just hopefully getting that updated thank you!
Abhay Kumar Saraswat	My pleasure to assist you.
	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 w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (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.



Visitor Details

#79969 Chase Trotter
Email: goodwinmetals.chase@gmail.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: DORA
State: Alabama
Country: UNITED STATES

Chat Transcript

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

	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Visitor Details

#79611 Deselms

Email: garth@standarus.com 📞 6302054504

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=acemQlzsubBZ&gclid=CjwKCAjw4efDBhATEiwAaDBpbvU9hfDlpzRLQj2j8V2Q1nNtmfnDROrLddz22zjPsAvI7oeNjjttFBoCdKQQAuD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: HANOVER PARK

State: Illinois

Country: UNITED STATES

Chat Transcript

Deselms	lost a remote session trying to add a printer
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
	May I please confirm your Business name or the CID number?
Deselms	Standard Industrial Automotive Equipment
Dikshant Yadav	Unfortunately, I am unable to find any account associated with this business name.
	Do you have the CID?
Deselms	CID # is 69221

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

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Deselms
	How are you doing today?
Deselms	hello I was just working with someone trying to get my computer to hook up to our printer and whoever I was working wit they had remote access but they did something and I got disconnected from the remote access
Sujeet Kumar Suman	No worry, let me check it for you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Deselms	siaaei.myrealdata.net username Garth
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	As per our previous chat, we understand that you would like to set up the printer on the server.
Deselms	yes
Sujeet Kumar Suman	May I take the remote access of your local computer?
Deselms	yes
Sujeet Kumar Suman	Kindly avoid pasting the remote access link within the server environment.
	Kindly close all important tabs and documents for not to breach any security concern.
Deselms	were good
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5672947831
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	As per our remote session, we identified that the issue is with your local system. The printer settings have been successft
	Kindly connect with your local IT team. They will assist you in resolving the printing issue on your local system. Once the l
	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)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.



Visitor Details

#79785 jaime
Email: jaime@finfrocktax.com ☎ 115866468296
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 11 Secs
City: ROMULUS
State: Michigan
Country: UNITED STATES

Chat Transcript

jaime	Hello, I am your Acebuddy
Acebuddy	Hello Jaime Finfrock, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jaime	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jaime	I'd like to report an Issue
Acebuddy	Please select an option!
jaime	Password Reset
Acebuddy	Please select an option below
jaime	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
	Do you need any further assistance on the topic?
The visitor's name and phone number were changed.	
jaime	Yes
Acebuddy	Please wait while we connect you to our Support Representative
Acebuddy (bot) forwarded the chat request	
Anjainay Singh declined the transfer request.	
Shubham Maurya accepted the chat transfer request.	
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Shubham Maurya has ended this chat session	



Visitor Details

#78826 michael Gardner
Email: michael@rayswine.com 📞 +14142589821
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: 32 Secs
City: MILWAUKEE
State: Wisconsin

Chat Transcript

michael Gardner	Hello, I am your Acebuddy
Acebuddy	Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
michael Gardner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
michael Gardner	I'd like to report an Issue
Acebuddy	Please select an option!
michael Gardner	Password Reset
Acebuddy	Please select an option below
michael Gardner	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?
michael Gardner	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Michael. How are you doing today?
michael Gardner	OK
	I used the Selfhelp portal to change my password using forgot password. Now neither the old or new password will let me
Yash Ahi	Alright I will surely help you with the issue.
	Could you please help me with your server name or business name?
michael Gardner	Rays Wauwatosa
Yash Ahi	Thankyou for the information
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
	Are we still connected here?

michael Gardner	yes
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9912972344
	Are we still connected here?
michael Gardner	yes
Yash Ahi	Please join the remote session using that link.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	As per remote session, the issue has been resolved and you were able to login
	Is there anything else I may help you with ?
	As discussed over the remote session, we are closing the chat.
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Yash Ahi has ended this chat session</i>

Visitor Details

#79750 Kerianne Even
Email: keven@artconsultingservices.net ☎ 916-716-2521
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome

Device: Desktop
Average Response Time: 1 Min 44 Secs
City: SACRAMENTO
State: California
Country: UNITED STATES

Chat Transcript

Kerianne Even	Hello, I am your Acebuddy
Acebuddy	Hello Kerianne Even, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kerianne Even	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kerianne Even	I'd like to report an Issue
Acebuddy	Please select an option!
Kerianne Even	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kerianne Even	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kerianne Even	crashing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
Kerianne Even	great
Vikas Singh Chauhan	Is this for account: Kira Stewart Inc DBA Art Consulting Services ?
Kerianne Even	qbks crashed and i dont know if it had something to do with installing dropbox earlier today
	yes
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
Kerianne Even	thank you
	if dropbox took up too much space then remove it

	ill figure a work around
Vikas Singh Chauhan	Sure, please allow me few more minutes and I'll update you accordingly.
	Thank you for your patience.
	As I checked, there is no space in your C: drive and that is the reason that you are unable to use the QuickBooks. Please see the attachments.
	<i>4:24:54 AM</i> Vikas Singh Chauhan is sharing a file with you <i>image.png</i> - (<i>Size:4.6 KB</i>)
Kerianne Even	we saw that already how do you fix it
Vikas Singh Chauhan	Let me try to free up some temp files and free some space for you.
Kerianne Even	the back up i made today can be removed its saved on the d drive dated 072325
Vikas Singh Chauhan	Thank you for your patience. <i>4:29:43 AM</i> Vikas Singh Chauhan is sharing a file with you <i>image.png</i> - (<i>Size:4.65 KB</i>) <i>We removed some unwanted temp files from C: drive and freed up some space.</i>
	No, there is no role of D drive in this. (Edited)
Kerianne Even	okay did you remove dropbox
Vikas Singh Chauhan	That you can also delete it from your end from D drive.
	Not yet, please let me check.
Kerianne Even	dropbox is on the d ? i really only need access to one folder in our dropbox and i think i wasnt paying attention and added all of them and some of them are really big
Vikas Singh Chauhan	The D drive does not affect opening of the QuickBooks.
Kerianne Even	i got that but i dont think dropbox installed on the d drive i installed it today
Vikas Singh Chauhan	Yes, I have checked on the server and no Dropbox is installed.
Kerianne Even	got a couple messages about not enough space after it installed then qb crashed
Vikas Singh Chauhan	Yes, the low space message was for C drive as there was 0% space left.
Kerianne Even	so dropbox installed on the c drive

Vikas Singh Chauhan	Now after removing temp files the space is 5.8 GB and now you can try to open the Quickbooks.
	Dropbox is not installed on any drive. It is not installed on the server.
Kerianne Even	i see it on the desktop
	hit the little windows button on the task bar and you see dropbox and it says new next to it
Vikas Singh Chauhan	Okay
	May I take the remote access of your server?
Kerianne Even	yep
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
Kerianne Even	yep
	look on the desktop
	those are our dropbox files
	the all team is massive and i dont need it
	the only one i need is the accounting kira veronica kerianne
	can you keep the first file but get rid of the rest
	huh whats the difference
	i thought it was supposed to be cloud based and not take up space
Vikas Singh Chauhan	Okay
	Allow me to check the details.
Kerianne Even	the only dropbox file i really need is the first one labeled accounting kira veronica kerianne
Vikas Singh Chauhan	Okay Sure.
	I will move the first folder to D drive and will uninstall the Dropbox. Is that fine ?
	So, that it does not create space issue again on C drive.
Kerianne Even	sure but that first folder will still be linked to our dropbox account correct
	its a shared folder that 3 of us all access regularly
Vikas Singh Chauhan	Now please delete the rest of the folders from the Dropbox on the screen and keep the first folder that will be synced.
Kerianne Even	how do i do that
	just right click
Vikas Singh Chauhan	Yes select all the folders that needs to be deleted and right click to select delete.
Kerianne Even	told you it was big
	i wasnt paying attention when i did it sorry
Vikas Singh Chauhan	No worries.
	It would take some time as it is around 2.3 TB data.

Kerianne Even	oooopsie sorry about that
Vikas Singh Chauhan	Okay, please try to delete the last 2 folders again.
	Now we have enough space on the C drive as well, it says 15% and all requested folders are deleted.
	Are we still connected ?
	Are we still connected ?
	Are we still 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)
Vikas Singh Chauhan has ended this chat session	



Visitor Details

#79737 Cesar Diaz
Email: cesar.diaz@intercentrohn.com 📞 +50499919175
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 29 Secs
City: ?
State: Honduras
Country: HONDURAS

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cesar Diaz	I'd like to report an Issue
Acebuddy	Please select an option!
Cesar Diaz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cesar Diaz	we ready reset the password of user Cmartinez still can not connect to remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	Hello Cesar
	I will be surely assisting you with this.
	Could you please share the password with me.
	Let me check at my end.
Cesar Diaz	Martinez74
	Martinez71
Abhay Kumar Saraswat	Which one is correct?
Cesar Diaz	sorry the first on it is wrong
Abhay Kumar Saraswat	Okay.
Cesar Diaz	the correct is Martinez71
Abhay Kumar Saraswat	Thanks for the confirmation !
	Let me check.
	Kindly allow me two more minutes to check the same.
Cesar Diaz	ok
Abhay Kumar Saraswat	Thank you for your patience.
	I've just checked with your given password and the password seems incorrect.
	<i>11:39:44 PMAbhay Kumar Saraswat is sharing a file with you</i> <i>image.png - (Size:138.78 KB)</i> <i>Please see the attachment:</i>

Cesar Diaz	let me reset again
Abhay Kumar Saraswat	Yes, please.
	Make sure that your password should have the these criteria-
	<i>11:41:10 PM</i> Abhay Kumar Saraswat is sharing a file with you <i>image.png</i> - (<i>Size:4.69 KB</i>)
Cesar Diaz	ok
	Carlos@71
	we are connect
Abhay Kumar Saraswat	Yes, I'm checking.
Cesar Diaz	the password and hthe lock was the error
Abhay Kumar Saraswat	Please allow me a minute.
Cesar Diaz	ok go ahead
Abhay Kumar Saraswat	Is it working at your end?
	Are you into the server?
Cesar Diaz	yes i ready connect
Abhay Kumar Saraswat	Okay, great.
	Kindly allow me two minutes to check the same.
Cesar Diaz	ok
Abhay Kumar Saraswat	Thank you for your patience.
	Yes, I’ve checked and confirmed that the user was logged into the server a few minutes ago.
	So, Is there anything else I may help you with ?
Cesar Diaz	yes i log into
Abhay Kumar Saraswat	Great.
	Is there anything else I may help you with ?
	Or can we close the open ticket now?
Cesar Diaz	please close the ticket
Abhay Kumar Saraswat	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (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.
Cesar Diaz	thanks again
<i>cesar.diaz has ended this chat session</i>	



Visitor Details

#79755 team
Email: team@infiniteaccountants.com 📞 2125440001
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 50 Secs
City: APLAYA
State: Laguna
Country: PHILIPPINES

Chat Transcript

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

	Please chose an option :
team	I'd like to report an Issue
Acebuddy	Please select an option!
team	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
team	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol
	Was that helpful?
team	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
team	can u please help to log in the desktop. its not woerking
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?
team	myrealdata\IASAdmin.NPRE V4dOe9#2aY
	i cant log in taht credentials
Tushar	Thank you for the details, is it the first time you have faced this issue and are other users facing the same issue.
team	ok
Tushar	Also, your session was in disconnected started I closed it from Task manger Kindly try to login again.
team	now?
Tushar	Yes Kindly try to login.
team	hold on
	<i>11:51:38 AMteam is sharing a file with you</i> <i>1_image.png - (Size:182.69 KB)</i>
	its still the same
Tushar	Kindly allow me two minutes to check the same.
team	k
	??
Tushar	Kindly allow some more time about 5 minutes.
team	kk
Tushar	As your account was migrated on June 19 I will have to see if it was done with following all steps or not.

team	k
Tushar	Could you tell me when last time you were able to access your account.
team	i dont know where was the last time, only the desktop of my boss im durrently using but i need something on our desktop
Tushar	Okay.
	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.
team	why? i dont know what will happen
Tushar	I will have to check the Login Icon if it is configured correctly or not.
	If it is configured correctly then we will have to see other troubleshooting steps to locate the primary cause of server logir
team	its ok now
	thanks

team has ended this chat session



Hi, we are ha
kicked off
connect or w

Visitor Details

#79426 eric.simon
Email: eric.simon@cosmobiousa.com 📞 17604314600
Department: Support(QB & App Hosting)
Operator: Sandeep Kumar
Website: https://www.acecloudhosting.com/hosting/quickbooks-cloud/?utm_source=google&utm_medium=cpc&utm_campaign=QB_Bottom_Funnel_Search_USA&utm_term=quickbooks%20citrix%20hosting&utm_adgroup=xUrlyOVRoCWMEQAvD_BwE
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 2 Secs
City: CARLSBAD
State: California
Country: UNITED STATES

Chat Transcript

eric.simon	Hi, we are having trouble logging into our host. Several of us got kicked off and when we try to log back in, it either does not work or it says we are not logged in.
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.
	<i>Aayush is transferring the chat to Support(QB & App Hosting).</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 Eric, I deeply apologize for the inconvenience caused to you. As checked with the backend team, one of our datacenter is facing an issue. We are working on it and will update you as soon as it is resolved.
eric.simon	any ETA for the fix?
Sandeep Kumar	Not yet but the backend team mentioned around 30-40 minutes.
eric.simon	ok, thank you
	We have been having problems with quickbooks all day with the web connectors
Sandeep Kumar	It could be due to the same reason, but we can't tell right now for sure.
eric.simon	ok
Sandeep Kumar	We will share an update over the email once its fixed.
	Again I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue as quickly as possible.
	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 link to our Selfcare Portal. If you have any further queries, please feel free to contact us again.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Sandeep Kumar has ended this chat session</i>

I need to co

Visitor Details

#79563 will

Email: will@soleilfloors.com 📞 5125009088

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

	will	I need to connect my gmail accou
	Riten	Thank you for contacting ACE. My
	will	ok
		I need to connect my gmail accou
	Riten	Hi Will, let me connect you to sup
		Riten is transferring the chat to S
		Sujeet Kumar Suman accepted th
	will	ok
	Sujeet Kumar Suman	Thank you for contacting Ace Clo
		Hello Will
	will	I need to connect my gmail accou
	Sujeet Kumar Suman	I will surely help you with this.
		I will be surely assisting you with
	will	i believe the server name is soleil
		not sure though
	Sujeet Kumar Suman	Thank you for the information and
	will	ok
	Sujeet Kumar Suman	To proceed with setting up the en
	will	yes
	Sujeet Kumar Suman	kindly approve

		We are connected on the remote hold, please do not disconnect it.
	will	have you fixed it?
	Sujeet Kumar Suman	Not yet.
		I am setting up your email in Quic
	will	ok
	Sujeet Kumar Suman	Thanks for understanding.
	will	i just got a seperate message
	Sujeet Kumar Suman	Could you please show me?
	will	how?
	Sujeet Kumar Suman	I am currently typing in Notepad c
	will	" I am not able to click on edit opt
	Sujeet Kumar Suman	I am currently typing in Notepad c
	will	do i need to respond to you there
	Sujeet Kumar Suman	Kindly click on the edit option in C
		Kindly enter you Emil address
		Kindly log in using your Intuit acc
	will	please refresh login screen
	Sujeet Kumar Suman	okay.
		Kindly allow me to take remote ac
	will	Please
	Sujeet Kumar Suman	Thanks.
		Kindly enter your mail ID.
		Please enter your Intuit User ID a
		The email has been successfully a
	will	thank you for your help
		please release my screen
	Sujeet Kumar Suman	Sure.
	will	that is all goodbye
	Sujeet Kumar Suman	The remote session has been end
		Is there anything else I may help
	will	that is all goodbye

Subject Kumar Suman	Thanks for the confirmation !
	You may end this chat now. Once number and survey feedback forr
	I request you to kindly spare a mc you may send your feedback at q
	Note: You may change/reset your (https://selfcare.acecloudhosting.
	For self-help, check out our Knowl
	<i>Subject Kumar Suman has ended t</i>

Visitor Details -----

#80009 Charles Xavier
Email: support@coretechs.it ☎ 2259007448
Department: Support(QB & App Hosting)
Operator: Subject Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.ph
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 56 Secs
City: BELLA VISTA
State: Panama
Country: PANAMA

Chat Transcript -----

Charles Xavier	Hello, I am your Acebuddy
Acebuddy	Hello Support, I'm your Ace Budd!
	Whom Would You Like to Connect
Charles Xavier	

		Technical Support (QB & App Host
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Charles Xavier	I'd like to report an Issue
	Acebuddy	Please select an option!
	Charles Xavier	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue ar
	Charles Xavier	Other QB related issue
	Acebuddy	Please specify the issue you are f
	Charles Xavier	Ticket ID: 743631
	Acebuddy	Please wait while we connect you
		<i>Acebuddy (bot) forwarded the chat</i>
		<i>Sujeet Kumar Suman accepted the chat</i>
	Sujeet Kumar Suman	Thank you for contacting Ace Clo
		Hello
	Charles Xavier	Hello, the mentioned ticket is not
		I emailed but here is the follow up
		"There is still an error code on the affect us not being able to login to stubs. I cannot do that without be
	Sujeet Kumar Suman	Could you please help us with the efficiently.
	Charles Xavier	Server: CD Services Group
		743631
	Sujeet Kumar Suman	Thank you for the information and
	Charles Xavier	thank you
	Sujeet Kumar Suman	Apologies for the inconvenience c We would like to inform you that i Intuit Support to investigate and i We will keep you updated and sha Thank you for your patience and i
	Charles Xavier	what about the error code descrik
	Sujeet Kumar Suman	Please help us with the error code
	Charles Xavier	allow me a moment please
	Sujeet Kumar Suman	

		Sure, please take your time
		<i>9:47:12 PMCharles Xavier is shari</i> <i>Screenshot 2025-07-31 111645.p</i>
		Thank you for the information.
		It seems that the update is still pe performing the update now may i May I schedule the update during
	Charles Xavier	No, please. Apply all updates now
	Sujeet Kumar Suman	If we proceed with the update now
	Charles Xavier	go ahead please!
	Sujeet Kumar Suman	Thanks for the confirmation !
	Charles Xavier	all users have closed their server
		they need this resolved asap
	Sujeet Kumar Suman	Sure.
		We are currently updating the Qu avoid any disruptions. As per our Once the update is completed, we
	Charles Xavier	thank you
	Sujeet Kumar Suman	Most welcome.
		Thank you for your patience. We i
	Charles Xavier	will do. Thanks
	Sujeet Kumar Suman	With your permission, may I rebo
	Charles Xavier	Yes please
	Sujeet Kumar Suman	Thanks for the confirmation !
		We have rebooted the server. Onc
	Charles Xavier	OK
	Sujeet Kumar Suman	Thank you for your patience.
		The server is back online. Kindly I
	Charles Xavier	allow me a moment please
	Sujeet Kumar Suman	Sure, please take your time
		Are we still connected here?
	Charles Xavier	yes
		got confirmation. Error code is go
	Sujeet Kumar Suman	Thanks for the confirmation !

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/hosting/quickbo>
utm_source=google&utm_medium=cpc&utm_campaign=QB
0tCQppkxNwJuZA8-&gclid=CjwKCAjw4efDBhATEiwAaDBpbo\

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: COLUMBUS

State: Ohio

Country: UNITED STATES

Chat Transcript

Frank	Can you point me to tech service
Riten	Thank you for contacting ACE. My
	Hi Woitel, let me connect you to s
	<i>Riten is transferring the chat to S</i>
	<i>Manish Singh accepted the chat t</i>
Manish Singh	Thank you for contacting Ace Clo
	I will surely help you with this iss
Frank	TY Manish... I need to set up a ne on the computer, but the comput
	I do not seem to have user name
Manish Singh	May I know the name of new user
Frank	User name will be Garth
Manish Singh	So, you would like to create a nev
Frank	Old user name was Mark
	Yes please
Manish Singh	Alright, Noted.
	So, let me assist you with user cre
	May I take the remote access of y
Frank	Yes... user pwsales6@gmail.com f
Manish Singh	https://assist.acecloudhosting.com
	Kindly share this link to the perso
	Prior providing the access, I woul

		Kindly paste this link in the brows
	Frank	It will take a minute or two
	Manish Singh	Please take your time.
	Frank	You should be set..
	Manish Singh	Session confirmation is still pendi
		We are connected on the remote hold, please do not disconnect it.
		Is there anything else I may help
	Frank	all good
	Manish Singh	I would greatly appreciate if you c
		Thank you for choosing ACE clouc
	Frank	Thank you for the help
	Manish Singh	You may end this chat now. Once number and survey feedback forr
		I request you to kindly spare a mc you may send your feedback at q
		Note: You may change/reset your (https://selfcare.acecloudhosting.
		For self-help, check out our Knowl
Manish Singh has ended this chat		

Visitor Details -----

#79668 Bill Gray
Email: bgray@collinbox.com 📞 150823058
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com

Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
City: CAMBRIDGE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript -----

Bill Gray	Hello, I am your
Acebuddy	Hello Bill Gray, I'
	Whom Would You
Bill Gray	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
Bill Gray	I'd like to raise a
Acebuddy	Please select you
Bill Gray	Reboot your Ser
Acebuddy	Kindly send an e reason for serve
	Do you need any
Bill Gray	No
Acebuddy	Thank you for cc

Acebuddy has ei

Visitor Details -----

#78872 Jennifer Rogers

Email: jconnell@creeksideinvestors.com 📞
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 30 Secs
City: TROY
State: Michigan
Country: UNITED STATES

Chat Transcript -----

Jennifer Rogers	Hello, I am your
Acebuddy	Hello Jconnell, I'r
	Whom Would Yo
Jennifer Rogers	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Jennifer Rogers	I'd like to report
Acebuddy	Please select an
Jennifer Rogers	QuickBooks Issu
Acebuddy	What type of Qu
Jennifer Rogers	Other QB relatec
Acebuddy	Please specify th
Jennifer Rogers	I am not able to latest File Doctor in Quick Books,
Acebuddy	Please wait while
	<i>Acebuddy (bot) i</i>
	<i>Sujeet Kumar Su</i>
Sujeet Kumar Suman	Thank you for cc today.
Jennifer Rogers	Thank you.
	this is lexum (Lir
Sujeet Kumar Suman	Thanks for confir

		I am checking yc
		Kindly allow me
		We have update
		Kindly check and
	Jennifer Rogers	getting the same
	Sujeet Kumar Suman	For the QuickBox
	Jennifer Rogers	I have asked my
	Sujeet Kumar Suman	Sure, please tak
	Jennifer Rogers	we have all logg
	Sujeet Kumar Suman	Thanks for the c
	Jennifer Rogers	Should we log ba
	Sujeet Kumar Suman	Not right now.
		we are still upda (Edited)
		Thank you for yc
		The update has l expected.
	Jennifer Rogers	We are not able
	Sujeet Kumar Suman	I sincerely apolo
		Has your issue b
	Jennifer Rogers	It is running very
	Sujeet Kumar Suman	Is it slow for you
		Thanks for the c
	Jennifer Rogers	There are 3 of us
	Sujeet Kumar Suman	We are looking o
		Kindly allow me
		May I take the re
	Jennifer Rogers	yes
	Sujeet Kumar Suman	Kindly paste this https://assist.ace
		Thank you for yc
		Are you experier
		As per discussio

	Acebuddy	Hello Mike Holt, I
		Whom Would You
	Mike Holt	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	Mike Holt	I'd like to report
	Acebuddy	Please select an
	Mike Holt	QuickBooks Issu
	Acebuddy	What type of Qu
	Mike Holt	QuickBooks is Fr
	Acebuddy	Hmm, That does
		Was that helpful
	Mike Holt	No
	Acebuddy	No issues, please
		<i>Acebuddy (bot) i</i>
		<i>Anurag Sharma .</i>
	Anurag Sharma	Thank you for cc
		Hello Mike
	Mike Holt	hello
		Please disregard
	Anurag Sharma	Okay, no proble
		Is there anything
		Are we still conn
		Are we still conn
		As there was no (1-888-415-5240
		Thank you for ch
		You may end this conversation, al
		I request you to working. I will ap
		Thanks!
		Note: You may cl

(<https://selfcare.>

For self-help, che

Anurag Sharma

#79230 George Fowler

Email: gpmfowler@gmail.com ☎ 8478991

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

George Fowler	Hello, I am your
---------------	------------------

Acebuddy Hello Gmfwelr

Whom Would You

George Fowler Technical Group

Acebuddy	Welcome to Ace
----------	----------------

Please check on

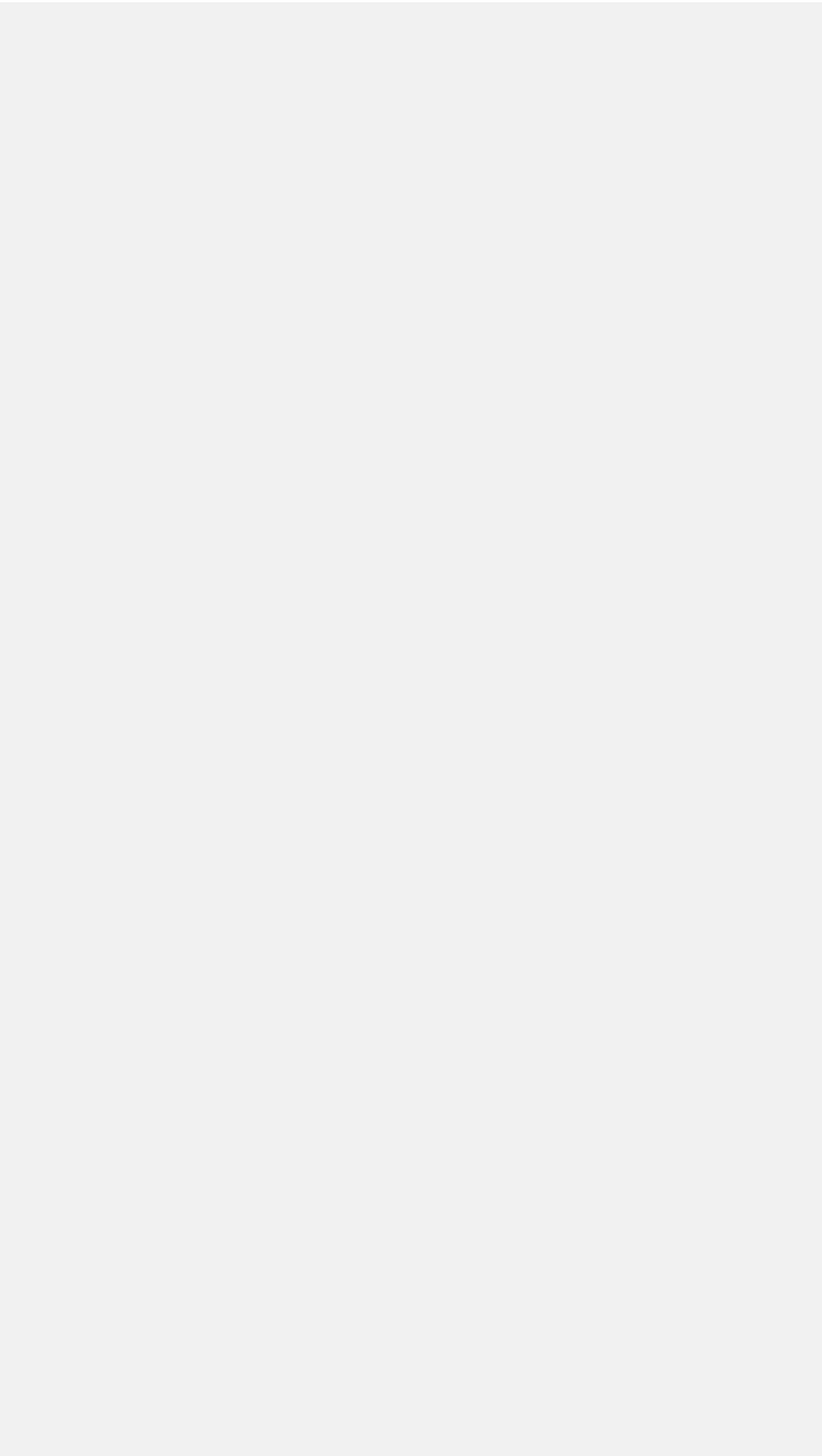
George Fowler	I'd like to raise a
---------------	---------------------

Acebuddy

George Fowler

	Acebuddy	Please drop an e technicians will c
		If you are facing
	George Fowler	Yes, I'm facing is
	Acebuddy	Please select an
	George Fowler	QuickBooks Issu
	Acebuddy	What type of Qu
	George Fowler	QuickBooks Upd
	Acebuddy	Quickbooks upda application upda might get delaye
		If you're also get support@aceclo be and share a c
		Do you need any
	George Fowler	Yes
	Acebuddy	Please wait while
		<i>Acebuddy (bot) i</i>
	George Fowler	ok
		<i>Anurag Sharma ,</i>
	Anurag Sharma	Thank you for cc
		Hello
	George Fowler	Hello i am trying
		can you login in
	Anurag Sharma	I deeply apologiz
		I will be surely a:
	George Fowler	GeorgeF
		Candlelite
	Anurag Sharma	Thanks for the c
		Kindly allow me
	George Fowler	ok
	Anurag Sharma	May I take the re
	George Fowler	yes
	Anurag Sharma	

		Prior providing th
	George Fowler	yes done
		go ahead
	Anurag Sharma	We are connecte the time, I am pl give your confirr
	George Fowler	ok
		i left the screen i
	Anurag Sharma	George as I can :
		I would like to in for QuickBooks 2 recent version of
	George Fowler	ok do i do that u
	Anurag Sharma	You may need to After that you ca
		Is there anything
	George Fowler	that is all
	Anurag Sharma	Thanks for the c
		I would greatly a chat.
		Thank you for ch
		You may end this conversation, al
		I request you to working. I will ap Thanks!
		Note: You may cl (https://selfcare.
		For self-help, che
		<i>Anurag Sharma</i>
<div></div>		



Visitor Details -----

#79536 Nicholas Tarry
Email: nick@lorenwoodbuilders.com
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 31 Secs
City: BLOOMINGTON
State: Indiana
Country: UNITED STATES

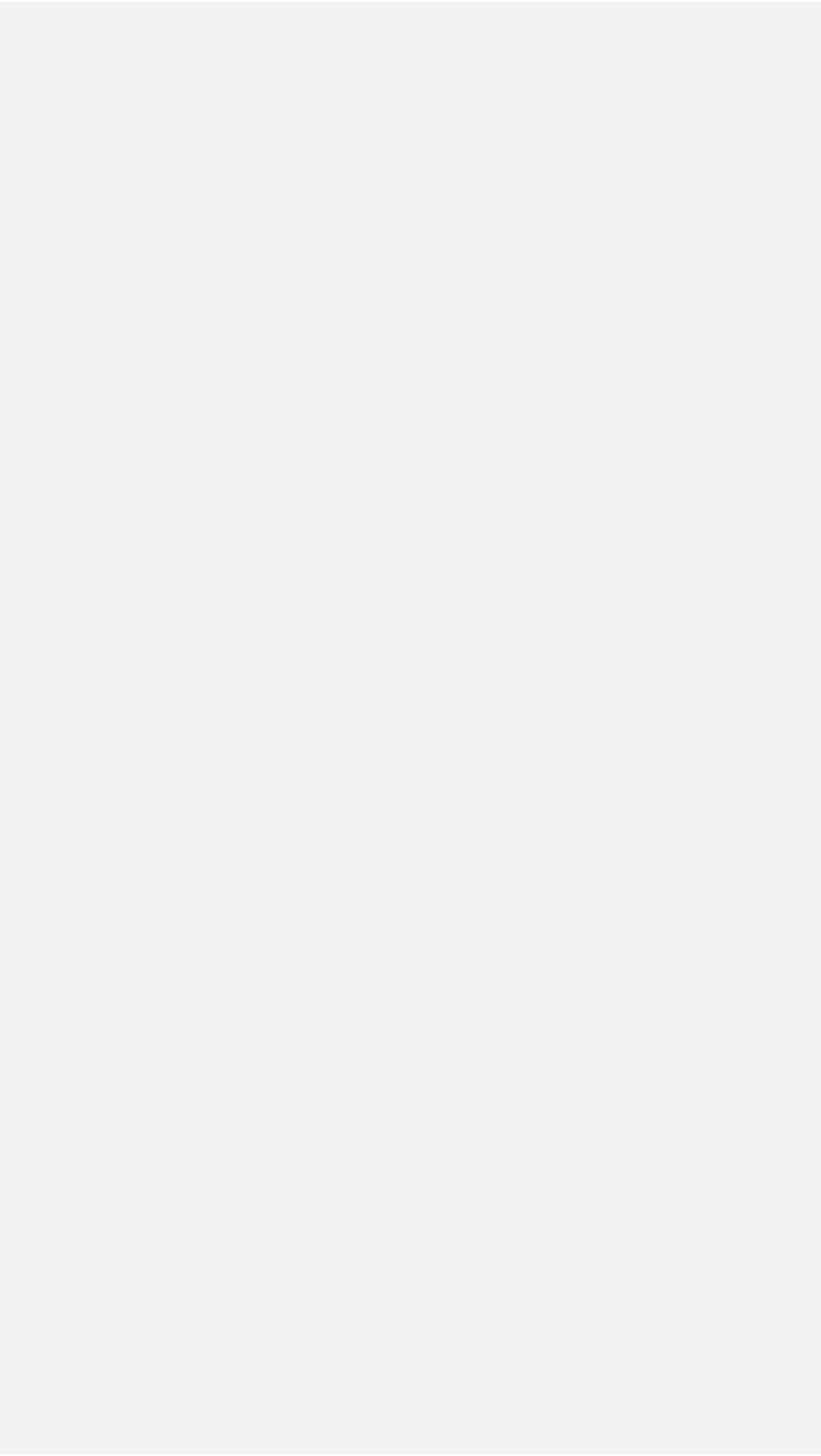
Chat Transcript -----

Nicholas Tarry	Hello, I am your
Acebuddy	Hello Nicholas Tarry
	Whom Would You
Nicholas Tarry	Technical Support
Acebuddy	Welcome to AceCloud
	Please chose an
Nicholas Tarry	I'd like to raise a
Acebuddy	Please select your
Nicholas Tarry	Other Request
Acebuddy	Please drop an email technicians will contact
	If you are facing
Nicholas Tarry	Restart
Acebuddy	Hello Nicholas Tarry
	Whom Would You
Nicholas Tarry	Technical Support

	Acebuddy	Welcome to Ace
		Please chose an
	Nicholas Tarry	I'd like to report
	Acebuddy	Please select an
	Nicholas Tarry	QuickBooks Issu
	Acebuddy	What type of Qu
	Nicholas Tarry	Other QB relatec
	Acebuddy	Please specify th
	Nicholas Tarry	I need Quickbool
	Acebuddy	Please wait while
		<i>Acebuddy (bot) i</i>
		<i>Sujeet Kumar Su</i>
	Sujeet Kumar Suman	Thank you for cc today.
		Hello Nicholas
	Nicholas Tarry	Hi Sujeet!
	Sujeet Kumar Suman	May I confirm if y
	Nicholas Tarry	Yes, that's right!
	Sujeet Kumar Suman	Sure.
		Could you please
	Nicholas Tarry	Primary concern other services, li
	Sujeet Kumar Suman	Sure, I will assist proceed further.
	Nicholas Tarry	Sure thing. I beli
		464391
	Sujeet Kumar Suman	Thank you for th
	Nicholas Tarry	sorry those num
	Sujeet Kumar Suman	It's okay
		May I take the re
	Nicholas Tarry	yes, please go a
	Sujeet Kumar Suman	Kindly approve
		We are connecte

</

	Jackie Burt	one moment
	Ashutosh Mishra	Sure, please take
	Jackie Burt	sorry having a hi
	Ashutosh Mishra	Jackie, that's alri
		4:32:08 PMJackie Screenshot (2).p
	Jackie Burt	Thank you
	Ashutosh Mishra	Thank you for pr
		May I take the re
	Jackie Burt	yes certainly
	Ashutosh Mishra	Prior providing tl
	Jackie Burt	no problem all d
	Ashutosh Mishra	Kindly paste this
		https://assist.ac
		We are connecte the time, I am pl give your confirr
	Jackie Burt	thank you for yo
	Ashutosh Mishra	As per discussion will keep the tick
		I would greatly a chat.
		You may end this conversation, al
		I request you to working. I will ap Thanks!
		Note: You may cl (https://selfcare .
		For self-help, che
		Ashutosh Mishra



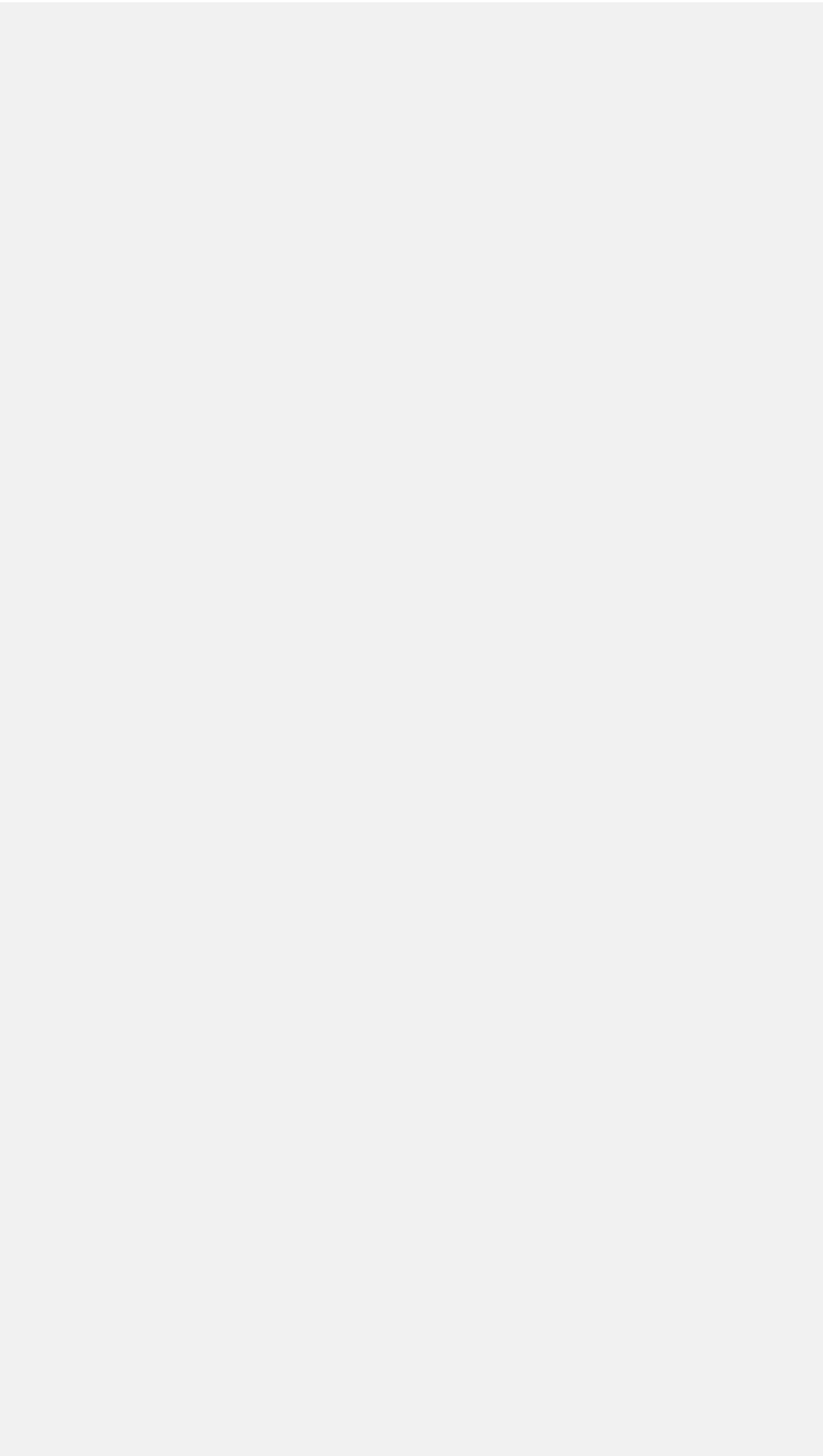
Visitor Details -----

#79295 brittany
Email: brittany@bbennettcpa.com ☎ 1813
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 50 Secs
City: LITHIA
State: Florida
Country: UNITED STATES

Chat Transcript -----

	brittany	Hello, I am your
	Acebuddy	Hello Brittany, I'm
		Whom Would You
	brittany	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	brittany	I'd like to report
	Acebuddy	Please select an
	brittany	Password Reset
	Acebuddy	Please select an
	brittany	Already Enrolled
	Acebuddy	Please follow the
		Do you need any
	brittany	Yes
	Acebuddy	Please wait while

	Acebuddy (bot) initiated the conversation	
	Ashutosh Mishra	
	Ashutosh Mishra	Thank you for connecting with me
	brittany	I am locked out of my account
	Ashutosh Mishra	Hello Brittany, I'm sorry to hear that
		Kindly allow me to help you
		I understand you are locked out of your account this however we can help you with [brittany@bbsnortel.com]
	brittany	I sent an email requesting help
	Ashutosh Mishra	Thanks for the clarification
	brittany	None assigned yet
	Ashutosh Mishra	Sure, I will send you a link
	brittany	732761
		just received
		Are you still there?
	Ashutosh Mishra	Yes
		I have received the information
	brittany	thank you
	Ashutosh Mishra	We have sent the link to your email
		Is there anything else I can help you with?
	brittany	No thank you again
	Ashutosh Mishra	Thanks for the clarification
		I would greatly appreciate your feedback on this chat.
		You may end this conversation, alright?
		I request you to continue working. I will appreciate your feedback. Thanks!
		Note: You may click on the link provided below (https://selfcare.bbsnortel.com) to get help
		For self-help, check the link provided below
	Ashutosh Mishra	



Visitor Details -----

#79247 Latanya Blunt
Email: lblunt@mcco-us.com
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 24 Secs
City: CHARLOTTE
State: North Carolina
Country: UNITED STATES

Chat Transcript -----

Latanya Blunt	Hello, I am your
Acebuddy	Hello Latanya Bl
	Whom Would You
Latanya Blunt	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Latanya Blunt	I'd like to report
Acebuddy	Please select an
Latanya Blunt	Other Issue
Acebuddy	Please specify th
Latanya Blunt	Username and P
Acebuddy	Please wait while

	Acebuddy (bot) 1	
	Sujeet Kumar Su	
	Sujeet Kumar Suman	Thank you for cc today.
	Latanya Blunt	hi Sujeet
	Sujeet Kumar Suman	Hello Latanya
	Latanya Blunt	I'm having an iss
	Sujeet Kumar Suman	Sure, I can help '
	Latanya Blunt	thanks
	Sujeet Kumar Suman	Allow 2 minutes
		We see that you'
		To reset the pass
		1. Visit Selfcare 2. Enter your Se 3. Enter the CAF 4. In the window 5. Enter your ne
	Latanya Blunt	is this the correc
	Sujeet Kumar Suman	Use only the use
	Latanya Blunt	Its telling me to
	Sujeet Kumar Suman	May I take the re
	Latanya Blunt	yes
	Sujeet Kumar Suman	Kindly close all i
		Kindly paste this https://assist.acce
	Latanya Blunt	i have
	Sujeet Kumar Suman	We are connecte the time, I am pl give your confirr
		As per discussio
		Thank you for yc
		Are we still conn
		Are we still conn
		Are we still conn

As there was no
(1-888-415-5240

Sujeet Kumar Su

Visitor Details

#79699 Devin Frisbie

Email: devin@ifsgroupusa.com 📞 1816547

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Devin Frisbie	Hello, I am your
Acebuddy	Hello Devin Frisb
	Whom Would You
Devin Frisbie	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
Devin Frisbie	I'd like to report
Acebuddy	Please select an
Devin Frisbie	QuickBooks Issu

	Acebuddy	What type of Qu
	Devin Frisbie	QuickBooks Logi
	Acebuddy	I understand tha help you with re
		Was that helpful
	Devin Frisbie	No
	Acebuddy	No issues, pleas
		<i>Acebuddy (bot) i</i>
		<i>Abhay Kumar Sa</i>
	Abhay Kumar Saraswat	Thank you for co today.
		Is this for accour
	Devin Frisbie	yes
	Abhay Kumar Saraswat	Thanks for the co
		I will be surely a
		Could you pleas
	Devin Frisbie	cannot log into C
	Abhay Kumar Saraswat	I apologize for th steps to resolve
	Devin Frisbie	QB tells me I am
	Abhay Kumar Saraswat	Sure.
		May I take the re
		Prior providing th
		https://assist.acce
		Kindly paste this
		We are connecte the time, I am pu give your confirr
		Are we still conn
		Are we still conn
		<i>Abhay Kumar Sa</i>

	Manish Singh	Thank you for co
	krisika	Quickbook not o
	Manish Singh	I will surely help
	krisika	Ok
	Manish Singh	Is this the first ti your account onl
		I can see that th
		<i>6:23:40 PMkrisik</i> <i>20250707_1822</i> <i>Quickbook not</i>
	krisika	All user
	Manish Singh	Kindly allow me
	krisika	Ok
	Manish Singh	Need to reboot t
	krisika	Waite
	Manish Singh	Yes, please take
	krisika	U can proceed th
	Manish Singh	Alright, doing th
	krisika	Ok
	Manish Singh	Rebooted the se
	krisika	Ok
	Manish Singh	Try to access ser
	krisika	Ok
		Quickbook worki
		Thank you
	Manish Singh	Is there anything
	krisika	No
		Thank you
	Manish Singh	Thank you for ch
		You may end this conversation, al
		I request you to working. I will ap Thanks!

Note: You may check out the self-care page on the website (<https://selfcare.mentalhealth.gov.au>)

For self-help, check out the self-care page on the website

Manish Singh ha

#79268 Chase Tejkl

Email: chase@superiorsalesdist.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: ADRIAN

State: Michigan

Country: UNITED STATES

Chase Tejkl	Hello, I am your
Acebuddy	Hello Chase Tejkl
	Whom Would You
Chase Tejkl	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
Chase Tejkl	I'd like to report

	Acebuddy	Please select an
	Chase Tejkl	QuickBooks Issu
	Acebuddy	What type of Qu
	Chase Tejkl	Other QB relatec
	Acebuddy	Please specify th
	Chase Tejkl	When opening Q changed from re
	Acebuddy	Please wait while
		<i>Acebuddy (bot) i</i>
		<i>Anurag Sharma .</i>
	Anurag Sharma	Thank you for cc
		Hello Chase
	Chase Tejkl	hello
	Anurag Sharma	I deeply apologiz
		I will be surely a:
	Chase Tejkl	SCA.myrealdata.
	Anurag Sharma	Thanks for the c
		May I take the re
	Chase Tejkl	yes
	Anurag Sharma	Prior providing th
		https://assist.acce
		Kindly paste this
		Are you there?
	Chase Tejkl	yes stand by
	Anurag Sharma	We are connecte the time, I am pl give your confirr
		The issue seems
		Is there anything
	Chase Tejkl	no
	Anurag Sharma	Thanks for the c
		I would greatly a chat.

Thank you for ch

You may end this conversation, al

I request you to
working. I will ap
Thanks!

Note: You may click on the link below to learn more about the self-care program.
(<https://selfcare.rockwell.com/>)

For self-help, ch€

Anurag Sharma

Visitor Details

#79512 accountant

Email: accountant@silversfs.com ☎ 74721

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: JAMMU

State: Jammu And Kashmir

Country: INDIA

Chat Transcript

accountant	Hello, I am your
------------	------------------

Acebuddy Hello Benny, I'm

Whom Would You

	accountant	Technical Support
	Acebuddy	Welcome to Acebuddy
		Please chose an
	accountant	I'd like to report
	Acebuddy	Please select an
	accountant	Other Issue
	Acebuddy	Please specify th
	accountant	Server disconnec
	Acebuddy	Please wait while
		<i>Acebuddy (bot) i</i>
		<i>Shubham Katari</i>
		<i>Shubham Katari</i>
		<i>Yash Kalra accep</i>
	Yash Kalra	Thank you for cc
	accountant	Hi Yash
	Yash Kalra	I will be surely a
	accountant	Please pleas plei
		Bennysm
	Yash Kalra	Kindly allow me
	accountant	suer
		sure
	Yash Kalra	Benny, could you
	accountant	My server name
	Yash Kalra	Please stay conr
	accountant	Sure
	Yash Kalra	May I take the re
	accountant	sure
	Yash Kalra	Prior providing tl
		Kindly Click on tl https://assist.ac
	accountant	please 1 min
	Yash Kalra	To help me ass

		1). How frequent 2). Have you sta 3). Does it auton
	accountant	To help me assis gets disconnecte experiencing thi this error like on automatically re
	Yash Kalra	We are connecte the time, I am pu give your confir
		Benny, we assist Is there anything
	accountant	Not yet, as you r
		Thanks for your
	Yash Kalra	I would greatly a chat.
		Thank you for ch
		You may end this conversation, al
		I request you to working. I will ap Thanks!
		Note: You may cl (https://selfcare.
		For self-help, che
		<i>Yash Kalra has e</i>
<div></div>		
Visitor Details -----		
#79452 Jennifer Snyder		

Email: jsnyder@saratogaconstruction.net **1**
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: SARATOGA SPRINGS
State: New York
Country: UNITED STATES

Chat Transcript -----

Jennifer Snyder	Hello, I am your
Acebuddy	Hello Jennifer Sn
	Whom Would You
Jennifer Snyder	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
<i>Jennifer Snyder I</i>	

Visitor Details -----

#79482 fazrin.firous
Email: fazrin.firous@mgvinc.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 14 Secs

	City: DUNCAN	
	State: British Columbia	
	Country: CANADA	
	Chat Transcript -----	
	fazrin.firous	Hello, I am your
	Acebuddy	Hello Fazrin.firou
		Whom Would You
	fazrin.firous	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	fazrin.firous	Setback
	Acebuddy	Hello Fazrin.firou
		Whom Would You
	fazrin.firous	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	fazrin.firous	I'd like to raise a
	Acebuddy	Please select you
	fazrin.firous	Setup Ace Serve
	Acebuddy	If you would like Operating System
	fazrin.firous	Restart
	Acebuddy	Hello Fazrin.firou
		Whom Would You
	fazrin.firous	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	fazrin.firous	I'd like to report
	Acebuddy	Please select an
	fazrin.firous	QuickBooks Issue
	Acebuddy	What type of Qu

	fazrin.firous	Other QB relatec
	Acebuddy	Please specify th
	fazrin.firous	my new rdp capt
	Acebuddy	Please wait while
		<i>Acebuddy (bot) i</i>
		<i>Shubham Katari</i>
	Shubham Kataria	Thank you for cc today.
		Hello Fazrin
		Kindly confirm if
	fazrin.firous	yes
	Shubham Kataria	I will be surely a:
	fazrin.firous	Thank you
		Market group ve
		fazrin firous
	Shubham Kataria	Thank you for th
		May I take the re
	fazrin.firous	sounds good
	Shubham Kataria	Prior providing th
		https://assist.ace
	fazrin.firous	all is good from t
	Shubham Kataria	Kindly paste this
	fazrin.firous	almost there
	Shubham Kataria	Thank you
		We are connecte the time, I am pl give your confirr
		Thank you for yc
		As per our remot
		Is there anything
	fazrin.firous	Thanks for your
	Shubham Kataria	You're welcome
		I would greatly a

smileys at the er

Thank you for ch

You may end this conversation, also.

I request you to
working. I will ap
Thanks!

Note: You may click on the link below to learn more about the self-care program.
(<https://selfcare.rockwell.com/>)

For self-help, che

Shubham Katari

Visitor Details

#79071 neal

Email: neal@calebchemical.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: PLAINFIELD

State: Illinois

Country: UNITED STATES

Chat Transcript

neal Hello, I am your

Acebuddy Hello Neal, I'm y

		Whom Would You
	neal	Technical Support
	Acebuddy	Welcome to Ace
		【
		We are currently when utilizing th
		Are you also exp
	neal	Yes
	Acebuddy	Please refer to o
		Thank you conta
		<i>Acebuddy has ei</i>
<div></div>		
Visitor Details -----		
#79670 Cesar Diaz		
Email: cesar.diaz@intercentrohn.com 📞 +!		
Department: Support(QB & App Hosting)		
Operator: Abhay Kumar Saraswat		
Website: https://www.acecloudhosting.com		
Operating System: Microsoft Windows		
Browser: Google Chrome		
Device: Desktop		
Average Response Time: 37 Secs		
City: ?		
State: Honduras		
Country: HONDURAS		
Chat Transcript -----		
	Cesar Diaz	Hello, I am your

	Acebuddy	Hello Cesar.diaz,
		Whom Would You
	Cesar Diaz	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	Cesar Diaz	I'd like to raise a
	Acebuddy	Please select you
	Cesar Diaz	Other Request
	Acebuddy	Please drop an e technicians will c
		If you are facing
	Cesar Diaz	Yes, I'm facing is
	Acebuddy	Please select an
	Cesar Diaz	Other Issue
	Acebuddy	Please specify th
	Cesar Diaz	i canot access w
	Acebuddy	Please wait while
		<i>Acebuddy (bot) i</i>
	Cesar Diaz	intercentro\cmar
		<i>Gaurav Kumar d</i>
		<i>Abhay Kumar Sa</i>
	Abhay Kumar Saraswat	Thank you for cc today.
		I deeply apologiz
		I will be surely a
	Cesar Diaz	thanks
	Abhay Kumar Saraswat	Am I speaking w
	Cesar Diaz	we have some m
		yes I am Cesar
	Abhay Kumar Saraswat	Thanks for the c
	Cesar Diaz	the user is cmar
		serverÑ intercen

	Abhay Kumar Saraswat	We spoke last we issue.
		Have you spoken
	Cesar Diaz	but in this side w
	Abhay Kumar Saraswat	Great.
		No worries.
		Could you please
		Last time when I
		Let me try it aga
	Cesar Diaz	Cm08740@!
	Abhay Kumar Saraswat	Thank you for sh
		Let me check.
	Cesar Diaz	this the passwor
	Abhay Kumar Saraswat	Okay, then we n
		Because on 16th
	Cesar Diaz	this is another us
	Abhay Kumar Saraswat	Yes.
		As I checked, thi
		<i>5:10:38 AMAbha</i> <i>image.png</i> - (<i>Siz</i>
	Cesar Diaz	can u anable
	Abhay Kumar Saraswat	I apologize, I wor one of the accou proceed with unl
	Cesar Diaz	with my email
	Abhay Kumar Saraswat	No, only from a r
	Cesar Diaz	ok thanks for you
		to which email h
		support@myreal
	Abhay Kumar Saraswat	Our support ema
	Cesar Diaz	thanks
	Abhay Kumar	

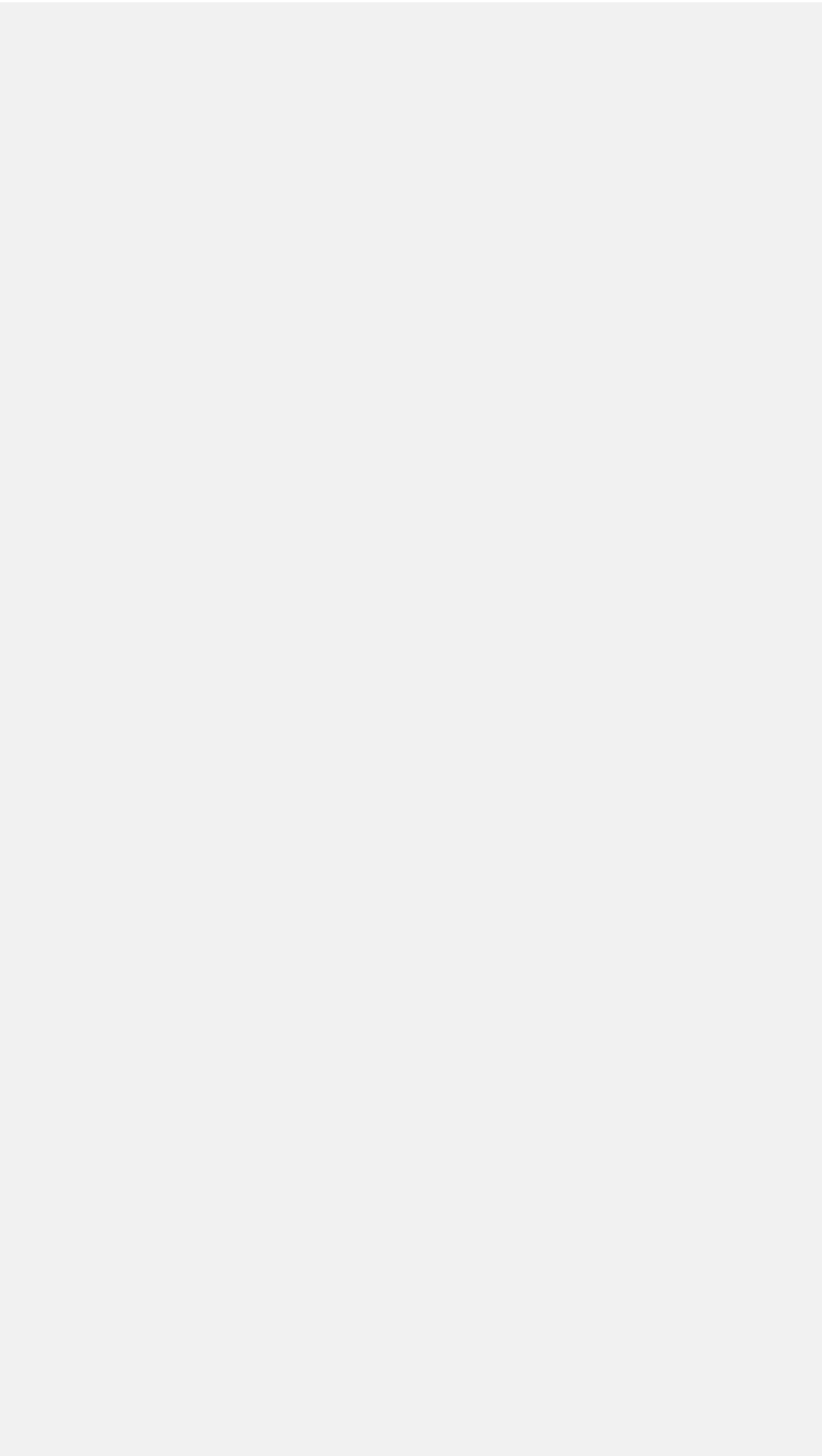
City: VISTA
State: California
Country: UNITED STATES

Chat Transcript -----

Kasey Goodson	Hello, I am your
Acebuddy	Hello Kasey Goodson
	Whom Would You Like To Speak To?
Kasey Goodson	Technical Support
Acebuddy	Welcome to AceCloud Hosting
	Please chose an option from the list below
Kasey Goodson	I'd like to raise a concern
Acebuddy	Please select your concern
Kasey Goodson	Other Request
Acebuddy	Please drop an email address and we will connect you with our technicians will contact you
	If you are facing any other issues, please let us know
	As we haven't got your email address, we cannot proceed further. Kindly re-initiate the chat
Ended due to chat timeout	

Visitor Details -----

#78928 Jennifer Herd
Email: jennifer@backstoptax.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com



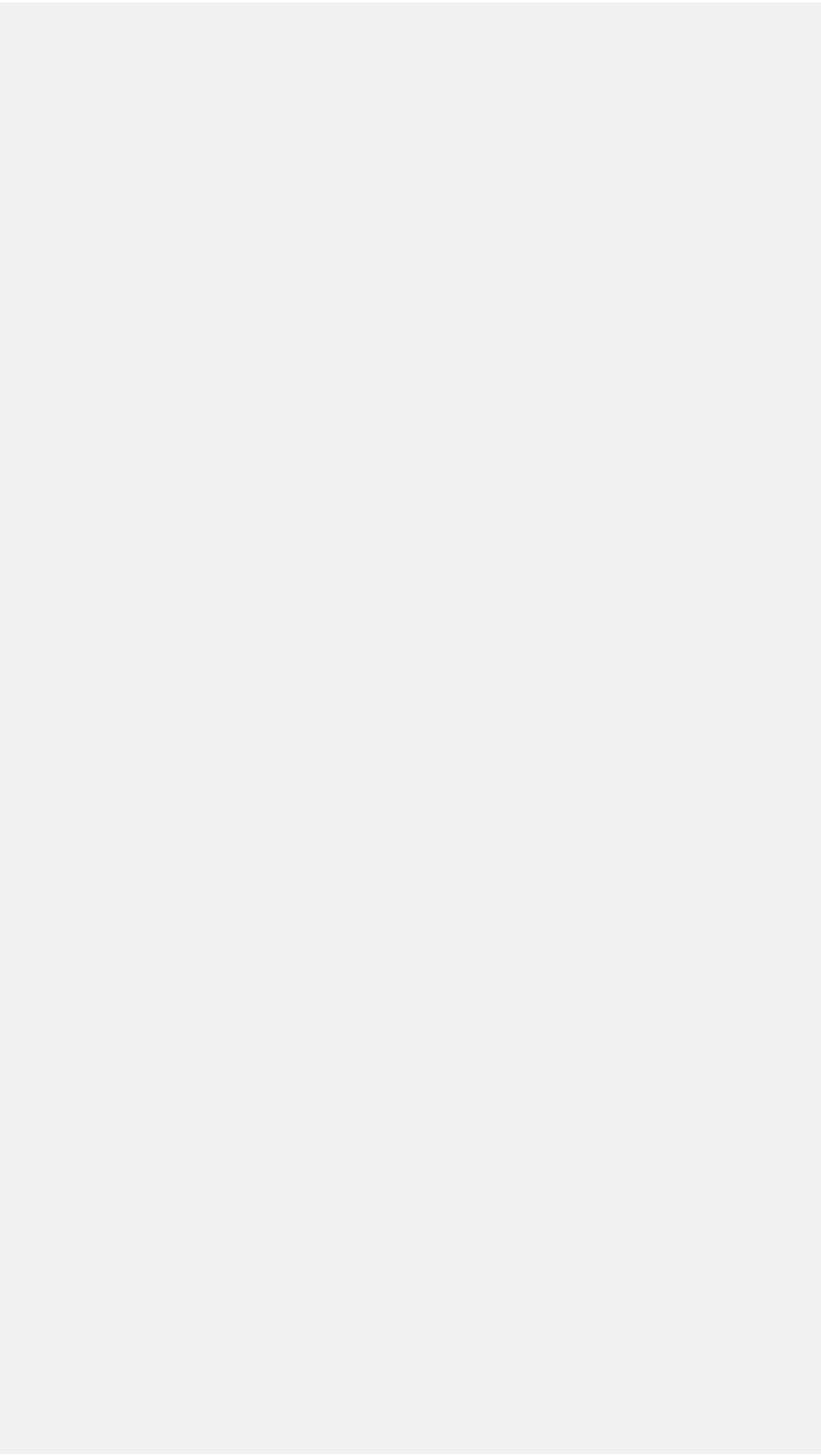
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript -----

Jennifer Herd	Hello, I am your
Acebuddy	Hello Jennifer He
	Whom Would You
Jennifer Herd	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
Jennifer Herd	I'd like to raise a
Acebuddy	Please select you
Jennifer Herd	Application Versi
Acebuddy	Please select the
Jennifer Herd	QuickBooks
Acebuddy	Please email us t provide you with
	<ul style="list-style-type: none">• QuickBooks Ye• Variant : Pro / E• License Numbe• Product Code
	Generally, applic do specify if you
	Do you need any
Jennifer Herd	No
Acebuddy	Thank you for co

Acebuddy has ei





Visitor Details -----

#80018 atidiv.t
Email: atidiv.t@myrealddata.net
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: MUMBAI
State: Maharashtra
Country: INDIA

Chat Transcript -----

atidiv.t	Hello, I am your
Acebuddy	Hello Anjali R, I'r
	Whom Would You
	As we haven't ge Kindly re-initiate
Ended due to ch	

Visitor Details -----

#79164 msullivan
Email: msullivan@redcoachusa.com 📞 713

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: IRVING

State: Texas

Country: UNITED STATES

Chat Transcript

msullivan	Hello, I am your
Acebuddy	Hello Msullivan,
	Whom Would You
msullivan	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
msullivan	I'd like to report
Acebuddy	Please select an
msullivan	Other Issue
Acebuddy	Please specify th
msullivan	hello again i can
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>
	<i>Manish Singh ac</i>
Manish Singh	Thank you for cc
msullivan	i need to log on
Manish Singh	I will surely help
	Is this the first ti your account onl
msullivan	no my ticket nur
Manish Singh	Kindly allow me
	May I take the re
msullivan	yes please

		Device: Desktop
		Average Response Time: 33 Secs
		City: ORANGEVILLE
		State: Ontario
		Country: CANADA
		Chat Transcript -----
	Kayla	Hello, I am your
	Acebuddy	Hello Kayla, I'm
		Whom Would You
	Kayla	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	Kayla	I'd like to report
	Acebuddy	Please select an
	Kayla	QuickBooks Issue
	Acebuddy	What type of Qu
	Kayla	Other QB relatec
	Acebuddy	Please specify th
	Kayla	My payroll tax ta
	Acebuddy	Please wait while
		<i>Acebuddy (bot) i</i>
		<i>Yash Kalra accep</i>
	Yash Kalra	Hello kayla
	Kayla	Hi, it looks like th
	Yash Kalra	Please stay conr
		Kayla, I just chec which has now b confirmation em We kindly reque
	Kayla	Okay, thank you
	Yash Kalra	Is there anything
	Kayla	No that's everytl
	Yash Kalra	Kayle, you surely

	Whom Would You
AI Financed one	Technical Support
Acebuddy	Welcome to Ace
	Please choose an
AI Financed one	I'd like to report
Acebuddy	Please select an
AI Financed one	Other Issue
Acebuddy	Please specify th
AI Financed one	I am not able to
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>

	Rhonda Stallings	Hello, I am your
	Acebuddy	Hello Rhonda Sta
		Whom Would You
	Rhonda Stallings	Technical Suppor
	Acebuddy	Welcome to Ace
		Please chose an
	Rhonda Stallings	I'd like to report
	Acebuddy	Please select an
	Rhonda Stallings	QuickBooks Issu
	Acebuddy	What type of Qu
	Rhonda Stallings	Other QB relatec
	Acebuddy	Please specify th
	Rhonda Stallings	still is not conne
	Acebuddy	Please wait while
		<i>Acebuddy (bot) i</i>
		<i>Anjainay Singh a</i>
	Anjainay Singh	Thank you for cc
		Thank you for br you resolve it as
		Are we still conn
	Rhonda Stallings	yes
	Anjainay Singh	Could you please
	Rhonda Stallings	I am trying to co round and round
	Anjainay Singh	I totally understa
		May I take the re
	Rhonda Stallings	yes
	Anjainay Singh	Prior providing th
	Rhonda Stallings	done
	Anjainay Singh	https://assist.ace
		Please copy this machine.
		Click on downloa

	Rhonda Stallings	done
	Anjainay Singh	Thankyou for foll
		However I have I
	Rhonda Stallings	Says the connec
		It is now up
		Thanks
	Anjainay Singh	I will keep this is
		Could you please
	Rhonda Stallings	Not that I am aw
	Anjainay Singh	Thankyou for you
		Rhonda Stallings
		I will also share t
		Thank you for ch
	Anjainay Singh h	



Visitor Details -----

#79260 David Jimenez
Email: david@rcstructures.com 📞 3477939
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 18 Secs
City: ROSLYN
State: New York
Country: UNITED STATES

Chat Transcript	
David Jimenez	Hello, I am your
Acebuddy	Hello David, I'm
	Whom Would You
David Jimenez	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
David Jimenez	I'd like to report
Acebuddy	Please select an
David Jimenez	QuickBooks Issue
Acebuddy	What type of Qu
David Jimenez	QuickBooks Logi
Acebuddy	I understand tha help you with re
	Was that helpful
David Jimenez	No
Acebuddy	No issues, please
	<i>Acebuddy (bot) i</i>
	<i>Manish Singh ac</i>
Manish Singh	Thank you for co
	I will surely help
	Is this the first ti your account onl
David Jimenez	Hi...I'm trying to screen
Manish Singh	Yes, you need to
	<i>9:24:28 PMManis</i> <i>QuickBooks Com</i>
David Jimenez	ok...how do i do
Manish Singh	Kindly check this
	This will help you
	Is there anything

	Tracey Kline	Hello, I am your
	Acebuddy	Hello Tracey Klin
		Whom Would You
	Tracey Kline	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	Tracey Kline	I'd like to report
	Acebuddy	Please select an
	Tracey Kline	Password Reset
	Acebuddy	Please select an
	Tracey Kline	Not Enrolled to S
	Acebuddy	Please drop an e password needs
		Do you need any
	Tracey Kline	Yes
	Acebuddy	Please wait while
		<i>Acebuddy (bot) i</i>
		<i>Ashutosh Mishra</i>
	Ashutosh Mishra	Thank you for cc
		Hello Tracey, I w name?
		Are we still conn
	Tracey Kline	VMD & Associate
	Ashutosh Mishra	Thank you for pr
		Please also let m
	Tracey Kline	myrealdata/RWIK
	Ashutosh Mishra	Thanks for the c
		Kindly allow me
		Thank you for yc
		May I take the re backend?
	Tracey Kline	Yes you can
	Ashutosh Mishra	Prior providing th

	https://assist.acecloudhosting.com
	Kindly paste the
	We are connecting you to the support team at the moment. Please wait for a few minutes. I am providing you the link to give your confirmation.
	As per discussion on the support server.
	I would greatly appreciate your chat.
	You may end this conversation, also.
	I request you to keep the support team working. I will appreciate your help. Thanks!
	Note: You may check the support page (https://selfcare.acecloudhosting.com) for self-help, check the support page.

Ashutosh Mishra

Visitor Details -----

#79595 cyd
Email: cyd@thesmaoffice.com ☎ 3233043
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 47 Secs
City: NEW YORK
State: Texas

		Country: UNITED STATES
		Chat Transcript -----
	cyd	Hello, I am your
	Acebuddy	Hello Cyd Morrov
		Whom Would You
	cyd	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	cyd	I'd like to report
	Acebuddy	Please select an
	cyd	QuickBooks Issu
	Acebuddy	What type of Qu
	cyd	QuickBooks is Fr
	Acebuddy	Hmm, That does
		Was that helpful
	cyd	No
	Acebuddy	No issues, please
		<i>Acebuddy (bot) i</i>
		<i>Yash Kalra accep</i>
	Yash Kalra	Thank you for co
		I will be surely a
	cyd	i dont it
		where do i find t
	Yash Kalra	Cyd, you can fin
		If possible can y
	cyd	dont talk tech to
		i have a ticket n
		you want that?
	Yash Kalra	okay sure
	cyd	737361

	Yash Kalra	Kindly allow me
	cyd	k
	Yash Kalra	Cyd, the issue m this chat.
	cyd	didnt give me th
	Yash Kalra	Okay, may I take
	cyd	yes
	Yash Kalra	Prior providing th
	cyd	its all good
	Yash Kalra	We are connecte the time, I am pl give your confirr
		Cyd, as discusse We will be reach
	cyd	Hello?
	Yash Kalra	Hello Cyd, as dis PST. We will be reach
	cyd	ok talk soon
	Yash Kalra	Thank you for ch
		You may end this conversation, al I request you to working. I will ap Thanks! Note: You may cl (https://selfcare. For self-help, che
		<i>Yash Kalra has e</i>

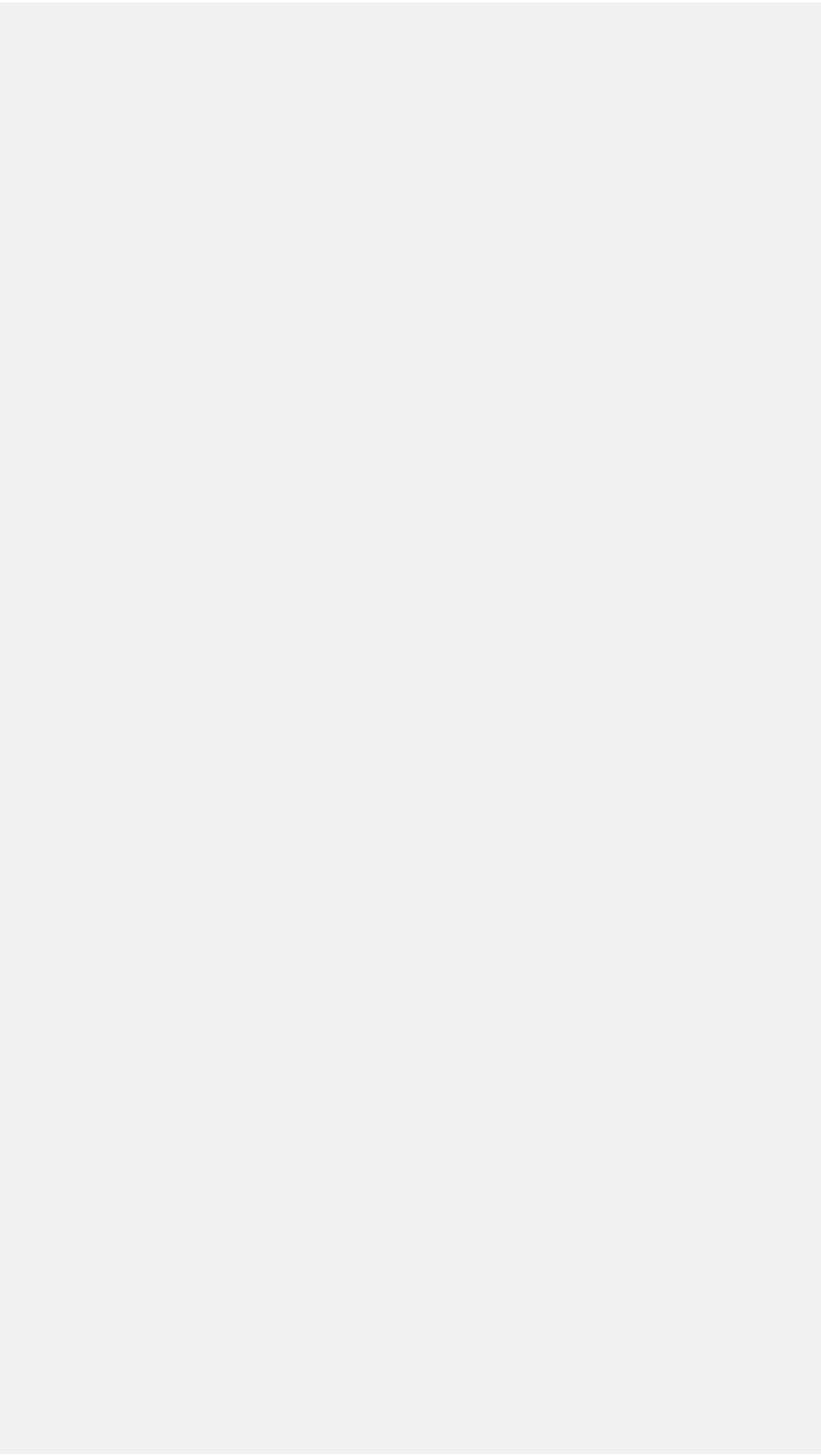
Visitor Details -----

#79049 Matt Ates
Email: matthewates@gmail.com 📞 51276:
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 4 Secs
City: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript -----

Matt Ates	Hello, I am your
Acebuddy	Hello Matt Ates,
	Whom Would You
Matt Ates	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
Matt Ates	I'd like to report
Acebuddy	Please select an
Matt Ates	QuickBooks Issue
Acebuddy	What type of Qu
Matt Ates	Other QB relatec
Acebuddy	Please specify th
Matt Ates	QB is not loading been changed or
Acebuddy	Please wait while
	<i>Acebuddy (bot) i</i>
	<i>Shivam Singh ac</i>
Shivam Singh	Thank you for cc
Matt Ates	

		anks
		Thanks
	Shivam Singh	I will be surely a
		Could you please
		6:05:25 PMMatt . image.png - (Siz
		Thanks for the s
		I would like to in
	Matt Ates	Do you know ho
	Shivam Singh	As per resources
	Matt Ates	ok, thank you
	Shivam Singh	We apologize for understanding th
		Matt, Is there an
	Matt Ates	That is all
	Shivam Singh	Great.
		Thank you for ch
		You may end this conversation, al
		I request you to working. I will ap Thanks!
		Note: You may cl (https://selfcare.
		For self-help, che
		Shivam Singh ha
	<div></div>	



Visitor Details -----

#79018 Brad Harmon
Email: bharmon@mbopartners.com 📞 130
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 15 Secs
City: PARKER
State: Colorado
Country: UNITED STATES

Chat Transcript -----

Brad Harmon	Hello, I am your
Acebuddy	Hello Brad Harm
	Whom Would You
Brad Harmon	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Brad Harmon	I'd like to raise a
Acebuddy	Please select yo
Brad Harmon	Change in Users
Acebuddy	Please select yo
Brad Harmon	User Replaceme
Acebuddy	We do not recom to disable the ex
	Registered Accoi owner, Please re
	Do you need any
Brad Harmon	Yes
Acebuddy	Please wait while
	<i>Acebuddy (bot) i</i>
	<i>Dharmendra Kur</i>

Sujeet Kumar Su

Sujeet Kumar Suman

Thank you for coming today.

Brad Harmon

Our administrative
ownership of his

Sujeet Kumar Suman

Sure, we will ass

Kindly allow me

Brad Harmon

Ok, the old admi

Sujeet Kumar Suman

To proceed with
support@aceclo
team who will as

Are we still conn

Are we still conn

Are we still conn

As there was no
(1-888-415-5240

Sujeet Kumar Su

Visitor Details

#78910 Iguyer

Email: lguyer@4unitedsystems.com

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: QUINCY

State: Illinois

Country: UNITED STATES	
Chat Transcript -----	
Iguyer	Hello, I am your
Acebuddy	Hello Lguyer, I'm
	Whom Would You
Iguyer	Technical Support
Acebuddy	Welcome to Ace
	Please chose an
Iguyer	I'd like to report
Acebuddy	Please select an
Iguyer	Other Issue
Acebuddy	Please specify th
Iguyer	Sage Launching
Acebuddy	Please wait while
	<i>Acebuddy (bot) i</i>
	<i>Yash Ahi accepte</i>
Yash Ahi	Thank you for cc
Iguyer	we just had this
	ago
	Sage Launching
Yash Ahi	I will surely help
	Could you please
Iguyer	Ticket ID: 72089
Yash Ahi	Thankyou for the
Iguyer	United Systems,
Yash Ahi	Kindly allow me
	Thank you for yc
	It seems like this
	Let me just fix it
Iguyer	ok

	Yash Ahi	Alright, could yo
	Iguyer	yes hold on
		thank you
	Yash Ahi	My pleasure Lisa
		I have also made
		Is there anything
	Iguyer	No, and it is worl
		Thanks
		LG
	Yash Ahi	Alright Lesa.
		I would greatly a
		After this chat yc
		Thank you for ch
		You may end this conversation, al
		I request you to working. I will ap
		Thanks!
		Note: You may cl (https://selfcare .

For self-help, che

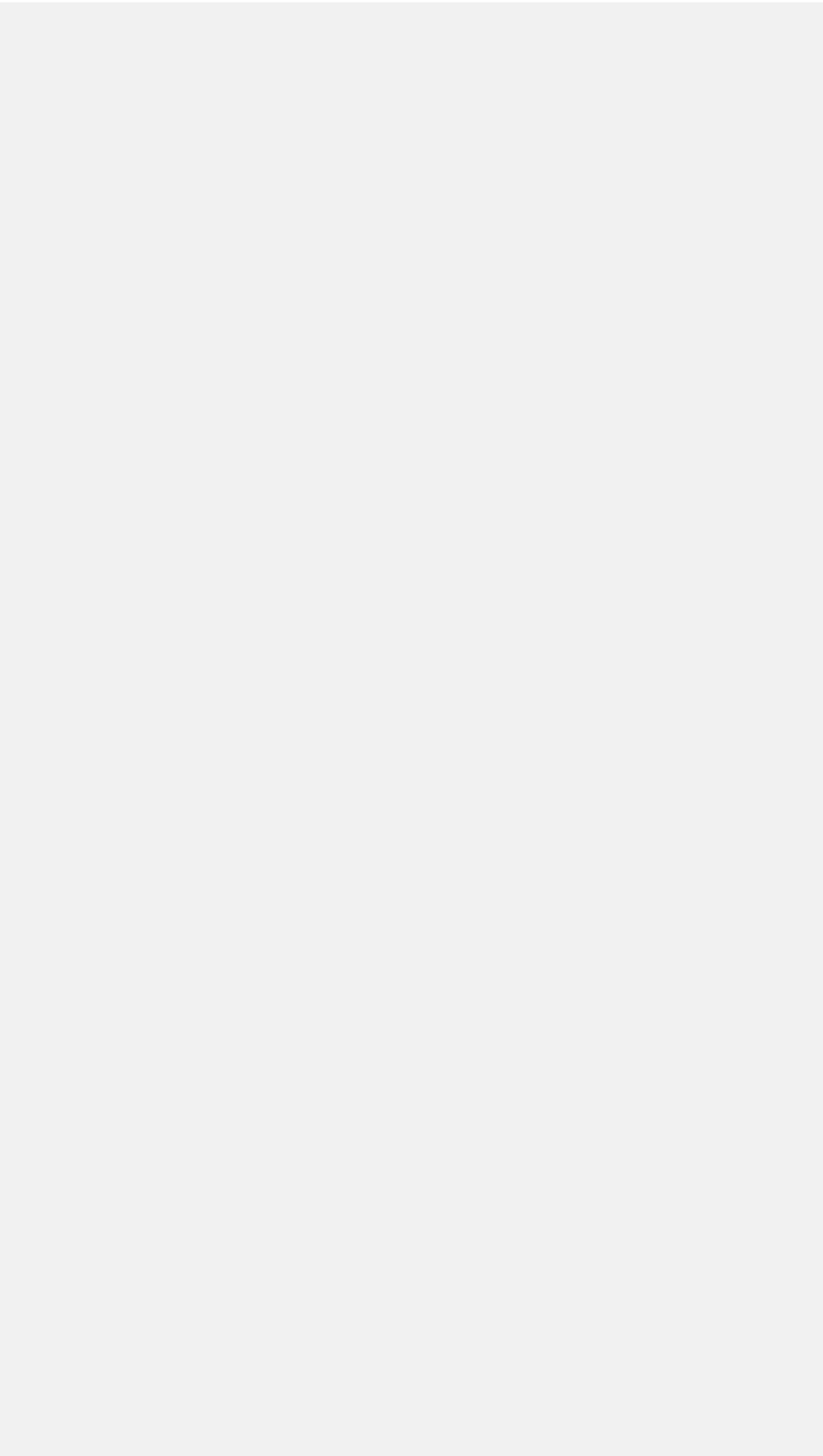
Yash Ahi has enc



Visitor Details -----

#79916 GLORIA CORREA
Email: gloria@wellytails.com ☎ 71634486

		Department: Support(QB & App Hosting)
		Operator: Shubham Maurya
		Website: https://www.acecloudhosting.com
		Operating System: Microsoft Windows
		Browser: Microsoft Edge
		Device: Desktop
		Average Response Time: 2 Mins 43 Secs
		City: GUELPH
		State: Ontario
		Country: CANADA
		Chat Transcript -----
	GLORIA CORREA	Hello, I am your
	Acebuddy	Hello Gloria, I'm
		Whom Would You
	GLORIA CORREA	Technical Support
	Acebuddy	Welcome to Ace
		Please chose an
	GLORIA CORREA	I'd like to report
	Acebuddy	Please select an
	GLORIA CORREA	QuickBooks Issue
	Acebuddy	What type of Qu
	GLORIA CORREA	Other QB relatec
	Acebuddy	Please specify th
	GLORIA CORREA	I cant print or en
	Acebuddy	Please wait while
		<i>Acebuddy (bot) is</i>
		<i>Gaurav Kumar de</i>
		<i>Shubham Maurya</i>
	Shubham Maurya	Thank you for co
		today.
		I deeply apologiz
		Is it for the acco
	GLORIA CORREA	yes wellytails
	Shubham Maurya	Thanks for the c



Operator: Shubham Kataria
Website: https://www.acecloudhosting
Operating System: Microsoft Window
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: LEWISVILLE
State: Idaho
Country: UNITED STATES

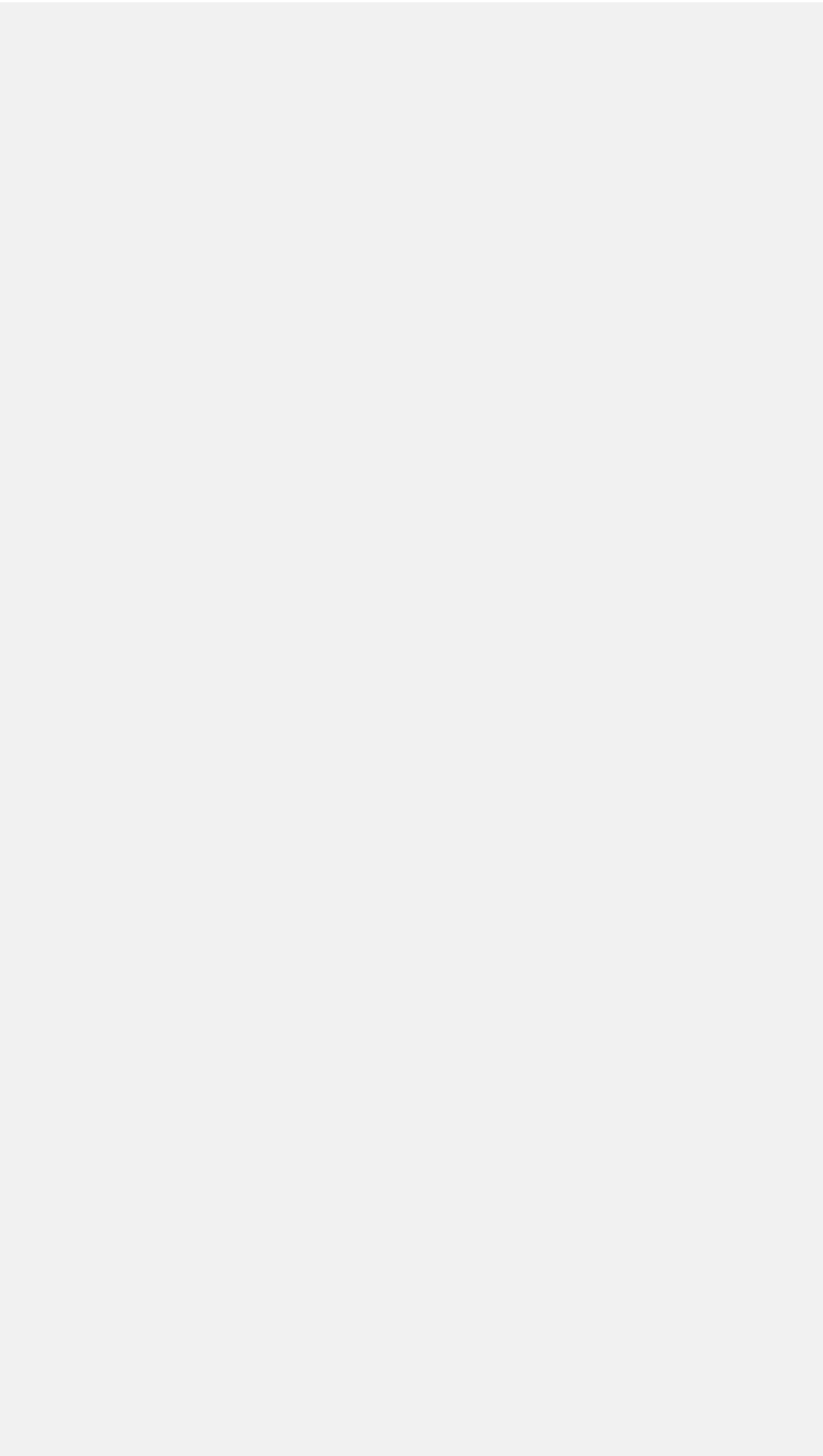
Chat Transcript -----

Jocelyn	Hello, I am y
Acebuddy	Hello Jocelyn
	Whom Woul
Jocelyn	Technical Su
Acebuddy	Welcome to
	Please chos
Jocelyn	I'd like to re
Acebuddy	Please selec
Jocelyn	Other Issue
Acebuddy	Please spec representati
Jocelyn	Can't logge
Acebuddy	Please wait

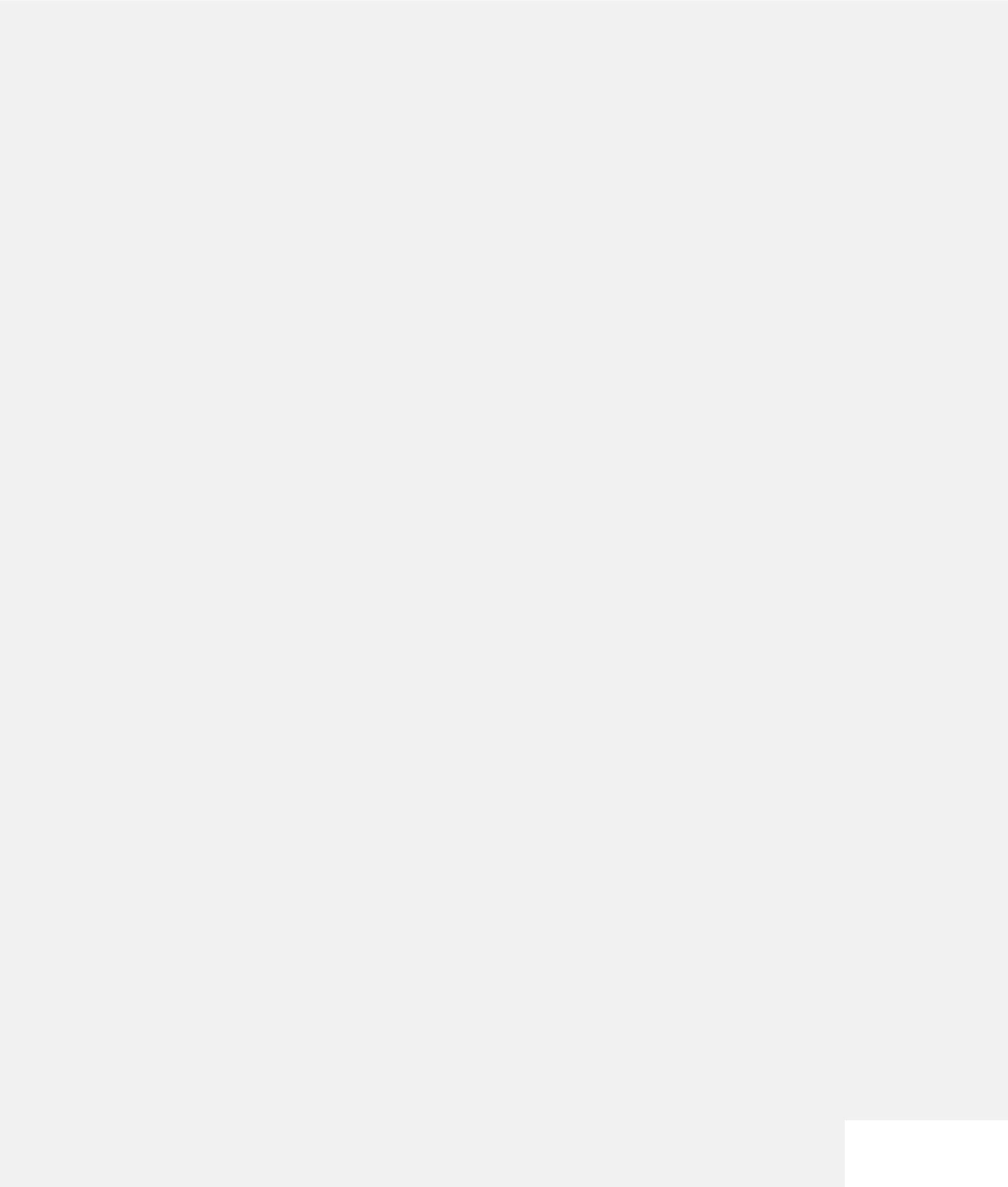
Acebuddy (l

Shubham Ka

Shubham Kataria	Thank you f you today.
	Hello Jocelyn
	I will be sure
Jocelyn	myrealdata
Shubham Kataria	Thank you f
	Kindly confi
	<i>1:52:23 AM)</i> <i>image.png</i> -



	<i>This is wh</i>
	Alright
	May I take t
Jocelyn	sure
Shubham Kataria	Prior providi end.
	https://assis
	Kindly paste
Jocelyn	Say's its wa
Shubham Kataria	We are conr remote. Till issue is resc
Jocelyn	ok
	<i>1:57:11 AM: image.png - The Screen</i>
Shubham Kataria	We are conr remote. Till issue is resc
	Thank you f
	As per the r
	Is there any
Jocelyn	No, that wa:
Shubham Kataria	it's likely yo
	But now we
Jocelyn	thank you
Shubham Kataria	You're welcc
	I would grea clicking on s
	Thank you f
	You may en regarding th
	I request yo how I am we quality@acc



Note: You m
Portal (<https://www.ck12.org/>)
For self-help
(<https://www.ck12.org/>)

Shubham K: