

Chat Transcription

Hello, I am your Acebuddy.

Visitor Details

#79671 fabell

Email: fabell@abellturf.com  16782960822

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

fabell	Hello, I am your Acebuddy
Acebuddy	Hello Franklin Abell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fabell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fabell	I'd like to report an Issue
Acebuddy	Please select an option!
fabell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
fabell	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fabell	Error Code H505 when I try to open my company file
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

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.
	Hello Franklin, I will be surely assisting you with this. Kindly help me with your server name and user name?
fabell	server name: QBlive03.myrealdata.net
	User Name: FrankA.q3
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
fabell	I am only one right now, nobody else is in the office
Ashutosh Mishra	I see, Is this the first time you are facing this issue?
fabell	no, first time today
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Thank you for your patience. We are making some backend changes to resolve this.
	May I take the remote access of your server?
fabell	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
fabell	Looks like we are good, I iwll disconnect
Ashutosh Mishra	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.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#78843 Amanda Snyder

Email: asnyder@pathfinderfunds.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Amanda Snyder	Hello, I am your Acebuddy
Acebuddy	Hello Amanda Snyder, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amanda Snyder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanda Snyder	I'd like to raise a Request
Acebuddy	Please select your request type.
Amanda Snyder	Password Reset
Acebuddy	Please select an option below
Amanda Snyder	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?
Amanda Snyder	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
Amanda Snyder	Hello, I need my password reset please
Sujeet Kumar Suman	Sure, let me check.

We see that you're already enrolled on Selfcare Portal.

To reset the password using Selfcare Portal, please follow the simple steps outlined below:

1. Visit Selfcare Portal (<https://selfcare.acecloudhosting.com>). Click "Forgot your password".
2. Enter your Server Username.
3. Enter the CAPTCHA verification and Click Continue.
4. In the window that opens, Choose an authentication method from the list.
5. Enter your new password and click Reset to finish.

Amanda Snyder	That didn't work for me when I tried it
Sujeet Kumar Suman	May I take the remote access of your local computer?
Amanda Snyder	I'm not sure what my password is, I've just got a new computer. Was using cached windows credential I just need to change the password
Sujeet Kumar Suman	Please click on the link and open the downloaded file, and follow the instruction to connect with us.
Amanda Snyder	Do you need Authorization from Jeff Wurtz?
Sujeet Kumar Suman	https://assist.acecloudhosting.com/join/1052860717
Amanda Snyder	I don't need remote support, thank you I need a password change Please change the paswsord for AmandaSnyder
Sujeet Kumar Suman	As you confirmed you have a new laptop, so I think you need RDP file to.
Amanda Snyder	I have that already, thank you
Sujeet Kumar Suman	Let me share the RDP file with you.
Amanda Snyder	it's all setup, I have that. I just need the password for my AD account.
Sujeet Kumar Suman	And for password reset, yes we need authentication from [Jeffrey Wurtz](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contact&id=1052860717)
Amanda Snyder	ok, an email from him?
Sujeet Kumar Suman	After this chat I am dropping an email to [Jeffrey Wurtz](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contact&id=1052860717) Are we still connected here?
	We have already sent an email to Jeffrey Wurtz and are currently waiting for authentication.

Sujeet Kumar Suman has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#78927 joe.quinn

Email: joe.quinn@internationalfilterproducts.com  818 802-0943

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: 51 Secs

City: SUN VALLEY

State: California

Country: UNITED STATES

Chat Transcript

joe.quinn	Hello, I am your Acebuddy
Acebuddy	Hello Joe.quinn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
joe.quinn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
joe.quinn	I'd like to report an Issue
Acebuddy	Please select an option!
joe.quinn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
joe.quinn	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
joe.quinn	We have sucessfully added Avalara to our QB for sales tax purposes. That is running fine, but now, when I try to e-mail an
Acebuddy	Please wait while we connect you to a 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.

joe.quinn

Is this for account: [International Filter Products Inc.]([https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Acco](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Account&id=60000682839)

yes

Abhay Kumar
Saraswat

Okay.

Could you please explain more about the issue which you are facing while emailing an invoice?

Are you the only one who is facing this?

Or the other users are also facing the same?

joe.quinn

I am the only one currently e-mailing invoices

Abhay Kumar
Saraswat

Okay.

Thanks for the confirmation !

I can see a ticket in our queue : #**721567**

joe.quinn

this is a new issue...I do not think there are any open tickets that I have with you

Abhay Kumar
Saraswat

Okay.

Thank you for the information and allow 2 minutes to look into it.

joe.quinn

ok

Abhay Kumar
Saraswat

Thank you for your patience.

May I take the remote access of your server?

And then can you show me the error or issue which you are facing?

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)

Abhay Kumar Saraswat has ended this chat session

Chat Trans

Visitor Details

#78895 David L Ennis

Email: david@fsc-consulting.com  0

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: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

David L Ennis	Hello, I am your Acebuddy
Acebuddy	Hello David L Ennis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David L Ennis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David L Ennis	I'd like to report an Issue
Acebuddy	Please select an option!
David L Ennis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David L Ennis	ticket ID 723087, still having problems loggin into ace cloud computer...
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Hello David, I will surely help you with this issue.
David L Ennis	thanks
Ashutosh Mishra	May I take the remote access of your local computer?

David L Ennis ok so i tried like 15 times to log in and it would error out, on the 16th try it logged in , wonder what makes it do that , but im in ace computer do you want me to log out of cloud server back to my compouter

Ashutosh Mishra Do not log off right now.

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/4752072761>

Ashutosh Mishra has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79206 Brigitte Sickler

Email: bsickler@goppf.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 11 Secs

City: BURNSVILLE

State: Minnesota

Country: UNITED STATES

Chat Transcript

Brigitte Sickler Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Brigitte Sickler Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
Brigite Sickler	I'd like to report an Issue
Acebuddy	Please select an option!
Brigite Sickler	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brigite Sickler	My emailing isnt working, it is sending half of the format that i am trying to send
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>8:51:35 PM Brigite Sickler is sharing a file with you image.png - (Size:8.47 KB)</i>
	<i>This is the message i recieve</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.
	<i>8:52:35 PM Brigite Sickler is sharing a file with you image.png - (Size:53.42 KB)</i>
	<i>This is how my invoice looks through email. I need it to be the full invoice</i>
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Brigite Sickler	Yes this is the first time, nobody else is having this issue My quickbooks was not working yesterday so they had to restart the server, and that is when i started having this problem
Manish Singh	Alright! May I take the remote access of your local computer?
Brigite Sickler	Yes
Manish Singh	https://assist.acecloudhosting.com/join/6382936788
	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.
Brigite Sickler	Are you in?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the chat.
	Is there anything else I may help you with ?
Brigite Sickler	Thank you for your help, that is all i needed
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#79208 mkhan

Email: mkhan@tippfloor.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: RIDGEFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

mkhan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mkhan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
mkhan	I'd like to raise a Request
Acebuddy	Please select your request type.
mkhan	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mkhan	Restart
Acebuddy	Hello Mkhan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mkhan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mkhan	I'd like to report an Issue
Acebuddy	Please select an option!
mkhan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mkhan	desktop layout is off i do not see a taskbar and half of the files are not showing on the desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
mkhan	i already logged out and back in and it does not work
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	<i>Sujeet Kumar Suman is transferring the chat to Shubham Kataria.</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.
mkhan	sorry it just fixed itself
Shubham Kataria	Hello mkhan
	that's great
	Is there anything else I may help you with ?
mkhan	Thank you
Shubham Kataria	You're welcome
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

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

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

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

Shubham Kataria has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#78989 stevec

Email: stevec@lynchsupply.com  8323706733

Department: Support(QB & App Hosting)

Operator: Varun Bisht

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: MADISONVILLE

State: Texas

Country: UNITED STATES

Chat Transcript

stevec Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

stevec Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

stevec I'd like to report an Issue

Acebuddy	Please select an option!
stevec	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
stevec	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
stevec	The company Lynch Supply will not open for any user.
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Varun Bisht accepted the chat transfer request.</i></p>	
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you today.
	How can I assist you today
stevec	Lynch Supply Company will not open for any user. We get this error. Can I attach file?
Varun Bisht	Sure, kindly help with the error screenshot once
	<i>7:59:55 PMstevec is sharing a file with you</i> <u>Error Message.png</u> - (Size:74.92 KB)
	Kindly allow me two minutes to check the same.
stevec	k
Varun Bisht	May I send you the request for remote session
stevec	sure
Varun Bisht	Should I use - stevec@lynchsupply.com email to send invite?
stevec	yes
Varun Bisht	Thanks for the confirmation, sending you the request now for remote session
	Additionally, I request you to kindly save and close all of your data and files which is open just to avoid any kind of breach
	With your permission, can I close all the running instances of QuickBooks from our end once
	<i>8:33:23 PMVarun Bisht is sharing a file with you</i> <u>image.png</u> - (Size:60.01 KB)
	we will re-install QuickBooks which will take in 30-40 mins
	Is there anything else I may help you with
	Is there anything else I may help you with ?
	Is there anything else I may help you with?
	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.

Varun Bisht has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79843 Lezlie Claire Potts

Email: lezlie@nationwidetestingsys.com  18327487110

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

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

Chat Trans

Hello, I am your A

Visitor Details

#79435 Sherry Webb

Email: ksroufe@oakhavenrc.com  15672046882

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 11 Secs

City: OTTAWA

State: Ohio

Country: UNITED STATES

Chat Transcript

Sherry Webb	Hello, I am your Acebuddy
Acebuddy	Hello Sherry Webb, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sherry Webb	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sushant accepted the chat transfer request.</i>
Sherry Webb	I need help changing my password
	<i>Sushant is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>

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

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

Chat Transcript

Hello, I am your Ace Buddy.

Visitor Details

#79664 Blakley Hernandez

Email: blakleyh@trailerstotrash.com  16823859500

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: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

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

Blakley Hernandez	I'd like to report an Issue
Acebuddy	Please select an option!
Blakley Hernandez	Password Reset
Acebuddy	Please select an option below
Blakley Hernandez	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?
Blakley Hernandez	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79138 Katie Sirstins

Email: ksirstins@phoenixsteel.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: GAINESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Katie Sirstins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Katie Sirstins	I'd like to report an Issue
Acebuddy	Please select an option!
Katie Sirstins	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Katie Sirstins	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Katie Sirstins	We
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Katie Sirstins	We are unable to log in to the remote server and access QB. It keeps disconnecting.
	<i>Yash Kalra accepted the chat transfer request.</i>
	The desktop is frozen and it won't allow us to click on any icons
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?
Katie Sirstins	Hello
Yash Kalra	Hello Katie, kindly help me with your server's name and username? (Edited)
Katie Sirstins	Server Name: PhoenixSteel.myrealdatal.net
	KatieSirstins
Yash Kalra	Kindly allow me two minutes to check the same.
	Please stay connected while we are making some necessary adjustment from the backend
	Katie, please try to login now.
Katie Sirstins	I think it's working. Let me make sure I can get into Quickbooks remotely before we disconnect
Yash Kalra	Sure, please take your time
Katie Sirstins	Everything is working correctly. Thank you for your help
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
	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/>)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79133 samantha

Email: samantha@ultimatepower.com  18142743233

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: COUDERSPORT

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

samantha Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

samantha Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

samantha I'd like to report an Issue

Acebuddy Please select an option!

samantha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
samantha	Cannot connect - system status says a fix has been implemented, but we are still unable to access our QB Hosting server.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
samantha	Hello, Sujeet! My name is Samantha
Sujeet Kumar Suman	Hello Samantha
samantha	We've been unable to connect to our Ace Connect server since roughly 10AM. Our daily operations are suffering until we c
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	Let me check from our end.
	Kindly allow me two minutes to check the same.
samantha	Thank you, Sujeet!
Sujeet Kumar Suman	Most welcome.
	There is currently a technical outage. We will respond to you within 50 minutes.
	We apologize for the inconvenience this may have caused you and appreciate your patience and understanding througho
	You may try in the meantime; however, we will update you as soon as the server is back up and running.
samantha	I think it was confusing, because the server status says the fix was implemented & being monitored at 12:19 EST...
	<i>10:48:40 PMsamantha is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:66.47 KB)</i>
	I do see the "Major Outage" listed on the QB Hosting line below, but it's a bit misleading, the top part.
Sujeet Kumar Suman	We understand that the "Major Outage" label on the QuickBooks Hosting line may seem a bit misleading. We're working to addressing the issue and will keep you informed of any progress.
	Are we still connected here?
samantha	Sorry ,yes I'm here
Sujeet Kumar Suman	it's ok.
	Is there anything else I may help you with ?
samantha	Except the status page now says all systems operational and I still cannot login to my Ace Connect server. Please let us kn
	Thank you again, Sujeet!
Sujeet Kumar Suman	Our apologies for the inconvenience.
	<i>samantha has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#79343 VISHNU IVARAJ

Email: vivaraj@accountingresourcesinc.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: COIMBATORE

State: Tamil Nadu

Country: INDIA

Chat Transcript

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

VISHNU IVARAJ	Restart
Acebuddy	Hello Vivaraj, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
VISHNU IVARAJ	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
VISHNU IVARAJ	I'd like to raise a Request
Acebuddy	Please select your request type.
VISHNU IVARAJ	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 :
VISHNU IVARAJ	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
VISHNU IVARAJ	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
VISHNU IVARAJ	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
VISHNU IVARAJ	Its asking You need to download the latest File doctor
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
VISHNU IVARAJ	Hi Ashutosh
Ashutosh Mishra	Hello vivaraj, I will surely help you with this issue.
	Kindly help me with your server name and user name?
VISHNU IVARAJ	Computer : ARINC.myrealdatal.net Username : vishnu.i@myrealdatal.net
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
	Are you getting the prompt to download file doctor after facing some issue with the company file?
VISHNU IVARAJ	when I try to open Company file after entering credentials
	I'm facing this error
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
VISHNU IVARAJ	Others are also experiencing but they click cancel and start working with the file

	but for me it won't allows and the cycle repeats
Ashutosh Mishra	Thanks for the confirmation !
	I understand you are disconnected from the server, could you login again so I can take the remote access of your server &
VISHNU IVARAJ	The server is working fine, I had issue with QBD And client file
Ashutosh Mishra	May I take the remote access of your server?
VISHNU IVARAJ	Sure
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
VISHNU IVARAJ	ok login was not successful with the Username: Staff but it shows already logged in
Ashutosh Mishra	Kindly allow me two minutes to check the same.
VISHNU IVARAJ	Sure
Ashutosh Mishra	Do you always login using the "Staff" username or is it possible that someone else has logged in with it?
VISHNU IVARAJ	No its not possible I always go with Staff Username
Ashutosh Mishra	May I disconnect your session so we can refresh the QuickBooks on your server end? You can login after a minute and we
VISHNU IVARAJ	Sure Shall I log off the server
Ashutosh Mishra	Yes
VISHNU IVARAJ	I'll login after 2 mins
Ashutosh Mishra	You can login now.
VISHNU IVARAJ	ok <i>3:36:20 PM VISHNU IVARAJ is sharing a file with you image.png - (Size:12.63 KB)</i>
Ashutosh Mishra	The server is still up and running and other users are logged in, please try once again.
VISHNU IVARAJ	I logged in
Ashutosh Mishra	Yes we are connected now.
VISHNU IVARAJ	Can we try after 30 mins it may chance to get auto logoff after some idle time right?
Ashutosh Mishra	Sure, we can try after 30 minutes. Can we also reboot the server since other users are still working on QuickBooks?
VISHNU IVARAJ	Sure Ahsutosh, I'll try after 30 mins

Ashutosh Mishra	Since other users have QuickBooks open this may prevent a complete refresh for the application.
VISHNU IVARAJ	I Don't others are working or not
	I Don't know others are working or not
Ashutosh Mishra	Currently user "yashitmh" is also on the server, if you would like i can initiate reboot now and you can check after 30 min
VISHNU IVARAJ	Yes please
	I'll update him
Ashutosh Mishra	Ok i will reboot the server now.
	Is there anything else I may help you with ?
VISHNU IVARAJ	No Ashutosh
	Thank you!
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Trans

I need to reset my |

Visitor Details

#79776 Becca Thompson

Email: becca@ethompson.com  15127915252

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

Website: <https://www.acecloudhosting.com/thank-you/>

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 19 Secs

City: AMARILLO

State: Texas

Country: UNITED STATES

Chat Transcript

Becca Thompson	I need to reset my password.
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	Hello Becca
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Becca Thompson	Westminster is the server. User name is BeccaThompson
Sanyam Madan	Kindly allow me two minutes to check the same. (Edited)
	Please send us an email from the registered email address at support@acecloudhosting.com
Becca Thompson	Thanks
Sanyam Madan	Yes please send the mail , I will reset it on the chat immediately
Becca Thompson	I sent an email.
Sanyam Madan	Kindly allow me two minutes .
	Thank you for your patience.
	Becca , I just sent the password over email
	Are we still connected here?
Becca Thompson	Thank you, I got in. How do I then change it?
	I see the button now,
Sanyam Madan	I will send you a MyPortal guide over email after this chat . You can check that guide and reset your password on your own
Becca Thompson	Thank you that would be helpful
Sanyam Madan	Is there anything else I may help you with ?
Becca Thompson	That is it. Thanks
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

Sanyam Madan has ended this chat session

Chat Transcription

Hello, I am your Acebuddy.

Visitor Details

#78999 Adriane.tucker

Email: adriane.tucker@yahoo.com  2098970307

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Adriane.tucker	Hello, I am your Acebuddy
Acebuddy	Hello Adriane.tucker, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Adriane.tucker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adriane.tucker	I'd like to report an Issue
Acebuddy	Please select an option!
Adriane.tucker	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Adriane.tucker	Trouble connecting to server
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Adriane
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Adriane.tucker	Station49
	Or maybe CatyaP
Shubham Kataria	Kindly confirm your username as well for server login
Adriane.tucker	Adriane
Shubham Kataria	Please allow me a minute to check the same.
	Kindly confirm if you're the only user who is facing this issue.
Adriane.tucker	I am not sure. I messaged Catya but she hasn't responded yet
Shubham Kataria	No problem
	May I take the remote access of your local computer?
Adriane.tucker	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3612376581
Adriane.tucker	Its fine
Shubham Kataria	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.
	Thank you for your patience.
	As per our remote conversation your issue has been resolved
	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)

Shubham Kataria has ended this chat session

Chat Transcription

Hello, I am your Ace Buddy.

Visitor Details

#78997 Nilay Patel

Email: nilay@priorware.com  12294570732

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: PATERSON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Nilay Patel	Hello, I am your Acebuddy
Acebuddy	Hello Nilayi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nilay Patel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nilay Patel	I'd like to report an Issue
Acebuddy	Please select an option!
Nilay Patel	Password Reset
Acebuddy	Please select an option below
Nilay Patel	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.
	Do you need any further assistance on the topic?
Nilay Patel	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Shivam Singh accepted the chat transfer request.

Nilay Patel	india 20 user not working
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Nilay Patel	same password issue
Shivam Singh	Do you have the list of users who are facing the same issue ?
Nilay Patel	india20
Shivam Singh	or is it just India20 ?
	I am on it.
Nilay Patel	India 120 India 111 India 106
	India 120 India 111 India 106
	3 users giving same
Shivam Singh	Could you please share a response on the same email that I send after our chat.
	I would require that for POC approval.
Nilay Patel	I am not able to reset from my portal
	can you fix this
	I have lots of users to fix
	and you guys are taking longer to do this
	just resting password for users I have to go thru lot of steps
	why ??????????
Shivam Singh	I really apologize for the inconvenience this is causing you but for the security and privacy reason we have to get the app
Nilay Patel	can you fix my portal
	so I can change password for all
	what happen and how come it stop working
	without any notice
	please send me POC if you do it
Shivam Singh	It has not stop, it is under service Maintenance and will be up soon.
Nilay Patel	why you guys not telling me
	before you do it
	?
Shivam Singh	Let me make the changes for the provided account.
Nilay Patel	can you connect me to malkeet please

	if you cant support
	I need support to help - not to create more issues
Shivam Singh	Allow me 5 minutes to share the updated password.
	<i>8:02:49 PMShivam Singh is sharing a file with you image.png - (Size:4.23 KB)</i>
	<i>8:03:18 PMShivam Singh is sharing a file with you image.png - (Size:4.29 KB)</i>
	As I can check with Numerals we have these matches, could you please confirm for which user you need password for ?
Nilay Patel	ok leave it , I will go thru email to see if I can get help
Shivam Singh	Nilay, Malkeet is not available right now.
	I completely understand how frustrating this situation must be, and if I were in your place, I would feel the same way. Please
	Could you kindly confirm the exact username you're having trouble with? Once I have that, I'll be able to assist you more
	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)

Shivam Singh has ended this chat session

Chat Trans

Hi- is Ace having a major o

Visitor Details

#79113 nicholas

Email: nicholas@imperialpainting.com  17816985894

Department: Support(QB & App Hosting)

Operator: Manish Singh

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-tjgMVBu3jBx2uegg6EAAYASAAEgJcN_D_BwE

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 17 Secs

City: MANHATTAN

State: New York

Country: UNITED STATES

Chat Transcript

nicholas Hi- is Ace having a major outage right now?

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

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

Manish Singh accepted the chat transfer request.

nicholas We can't get through in the phones and our access to QB is down for the entire company

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

There is currently a technical outage. Please try to access server after 30-60 minutes.

You may try in the meantime; however, we will update you as soon as the server is back up and running. (Edited)

You can also check the live status of the services here:

<https://status.aceclouddhosting.com>

nicholas ok thank you

Manish Singh Is there anything else I may help you with ?

Are we still connected here?

nicholas Thank you

All set

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

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

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

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

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

Manish Singh has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79161 justin

Email: justin@lipinskilogging.com **Phone:** 18147151689

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 27 Secs

City: SLIPPERY ROCK

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

justin	Hello, I am your Acebuddy
Acebuddy	Hello Justin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
justin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
justin	I'd like to raise a Request
Acebuddy	Please select your request type.
justin	Password Reset
Acebuddy	Please select an option below
justin	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?
justin	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

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 assisti
	Hello Justin
justin	We have user "WalterLipinski" that forgot password. I was in main myportal to correct it, it say On the mail portal I turned off MFA, but want to change it to Email MFA. It turns green and the Trying to get him access again.
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you. Sure, I can help with that. Let me look into it for you.
	<i>12:32:04 AM justin is sharing a file with you</i> <u>1_image.png</u> - (Size:77.62 KB)
justin	The Middle One is Walter Account.
Sujeet Kumar Suman	As checked user is inactive. 1st active the user Then Please proceed to make the necessary changes in the user profile."
justin	How do I activate? I see it now.
Sujeet Kumar Suman	Scroll the gray slide left to right. or may I take the remote access of your local computer?
justin	Yes I have him activated, MFA is still off.
Sujeet Kumar Suman	Now try to reset the password of Walter's account then after Enable the MFA. (Edited)
justin	I set password for him, MFA still has issues. You want to see what its doing?
Sujeet Kumar Suman	No worry. (Edited) Please send an email to support@acecloudhosting.com using your registered email address to Once we receive confirmation, we will proceed accordingly. (Edited)
	Are we still connected here?
justin	Yes. Sent the email to that email address.
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
justin	Thats everything. Thank You!
Sujeet Kumar Suman	Most welcome.
	You may end this chat now. Once you end this chat, you will receive an email from us regardir

I request you to kindly spare a moment to fill that out for me so that my managers can know I quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering on our Selfcare

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

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#79829 Lezlie Claire Potts

Email: lezlie@nationwidetestingsys.com **Phone:** 18327487110

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Lezlie Claire Potts	Hello, I am your Acebuddy
Acebuddy	Hello Lezlie Potts, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Lezlie Claire Potts	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
Please chose an option :	

Lezlie Claire Potts	I'd like to report an Issue
Acebuddy	Please select an option!
Lezlie Claire Potts	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represent
Lezlie Claire Potts	I have downloaded ace connect on my computer but it will not open
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting y
Lezlie Claire Potts	Hello
Shashwat Verma	Hello Lezlie
	I will surely help you with this issue.
	May I take the remote access of your local computer?
Lezlie Claire Potts	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end
	https://assist.acecloudhosting.com/join/5382200117
	Kindly Click on the link and open the downloaded file.
Lezlie Claire Potts	Done
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the ren issue is resolved, kindly give your confirmation on this chat.
	Issue resolved on remote session by setting up the RDP file to access the server and will share
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79875 Raymond Crump

Email: ray@raycrumpcpa.com  8045982500

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 47 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Raymond Crump	Hello, I am your Acebuddy
Acebuddy	Hello Raymond Crump, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Raymond Crump	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raymond Crump	I'd like to report an Issue
Acebuddy	Please select an option!
Raymond Crump	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represent
Raymond Crump	quickbooks program is saying the "action requires a windows administrator permissions"
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisti
Raymond Crump	thank you
Sujeet Kumar Suman	Hello Raymond
Raymond Crump	user name KIM is having this issue
Sujeet Kumar Suman	Thank you for the information.
Raymond Crump	user CHRISTY is having same issue
Sujeet Kumar Suman	Is QuickBooks asking for administrative permission?

	Could you please confirm the number of users affected and unable to access the QuickBooks
Raymond Crump	yes, on users
	RAYMOND can get in
	i think all others are not able to.
Sujeet Kumar Suman	Kindly allow 2 minutes to check the same. (Edited)
Raymond Crump	CHRISTY, SUSAN, STAFF1
Sujeet Kumar Suman	Thank you for your patience.
	I've made the necessary changes from the backend. Could you please log out from the server
Raymond Crump	okay,
Sujeet Kumar Suman	Please take your time
Raymond Crump	thank you , issue solved.
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
	Could you please confirm if all users are now able to access the QuickBooks application?
	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

Sujeet Kumar Suman has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79712 Anjali.r

Email: anjali.r@myrealdatal.net

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: 55 Secs

City: URULI DEVACHI

State: Maharashtra

Country: INDIA

Chat Transcript

Anjali.r	Hello, I am your Acebuddy
Acebuddy	Hello Anjali Reddy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anjali.r	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anjali.r	I'd like to report an Issue
Acebuddy	Please select an option!
Anjali.r	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Anjali.r	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following step
	Was that helpful?
Anjali.r	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>Gurwinder Singh accepted the chat transfer request.</i>
	<i>Gurwinder Singh is transferring the chat to Vikas Singh Chauhan.</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.
Anjali.r	Hello
Vikas Singh Chauhan	Hello Anjali
Anjali.r	can you help me logging in QB?
Vikas Singh Chauhan	How are you doing today?

	Sure.
Anjali.r	Great and you
Vikas Singh Chauhan	I will be surely assisting you with this.
	I'm good too.
	Thank you for asking.
Anjali.r	Username: Anjali.r@myrealdatal.net please connect so that you can see the issue
Vikas Singh Chauhan	Sure.
	Is this for account: Hedley and Bennett Inc ?
Anjali.r	Yes
Vikas Singh Chauhan	Thanks for the confirmation !
	May I take the remote access of your local computer?
Anjali.r	Yes
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end https://assist.acecloudhosting.com/join/6712805211
Anjali.r	Done
Vikas Singh Chauhan	Kindly paste this link in the browser of local computer and join the session.
Anjali.r	can you please login directly as we are restricted to download any other apps
Vikas Singh Chauhan	No worries.
	Are you logged in on server?
Anjali.r	Yes
Vikas Singh Chauhan	If yes, then i'll take the remote of your server.
	Great.
Anjali.r	Sure, please go ahead
Vikas Singh Chauhan	Allow me a minute.
Anjali.r	Have you logged in ?
	as I got logged out from server
Vikas Singh Chauhan	Please accept the remote request.
	Please login to the server.
	So, I can connect with you.
Anjali.r	I am logged in, you can share the request now
	Thank you
Vikas Singh Chauhan	My pleasure to assist you.

Is there anything else I may help you with ?

Anjali.r

Not for now, thank you

Vikas Singh Chauhan

I would greatly appreciate if you could spare a minute to give your valuable feedback at the e

Anjali.r

sure

Vikas Singh Chauhan

You may end this chat now. Once you end this chat, you will receive an email from us regardir

I request you to kindly spare a moment to fill that out for me so that my managers can know I quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering on our Selfcare

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.

Anjali Reddy has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79597 Trent.mccutchen

Email: trent.mccutchen@onfloor.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: TULSA

State: Oklahoma

Country: UNITED STATES

Chat Transcript

Trent.mccutchen	Hello, I am your Acebuddy
Acebuddy	Hello Trent.mccutchen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Trent.mccutchen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Trent.mccutchen	I'd like to report an Issue
Acebuddy	Please select an option!
Trent.mccutchen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Trent.mccutchen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represent
Trent.mccutchen	I printed a build yesterday and a message was printed on the build paper stating that there is
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 yo
	Hello Trent
Trent.mccutchen	Hello Anurag
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?
Trent.mccutchen	For QB login?
Anurag Sharma	The username you use while accessing the server.
Trent.mccutchen	Trent
	Not sure of the server name
Anurag Sharma	No problem
	Let me check the issue. Please allow me 2 minutes for the same.
Trent.mccutchen	Not a problem.
Anurag Sharma	Please check now
	It should be now resolved.
	Are you there?
Trent.mccutchen	Yes printing now

Anurag Sharma

Is there anything else I may help you with ?

Trent.mccutchen

It is fixed, thank you.

Anurag Sharma

Thanks for the confirmation !

I would greatly appreciate if you could spare a minute to give your valuable feedback at the e

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 regardir

I request you to kindly spare a moment to fill that out for me so that my managers can know I
quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering on our Selfcare

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

Anurag Sharma has ended this chat session

Chat Transcription

Hello, I am your AI Assistant.

Visitor Details

#78836 michael Gardner

Email: michael@rayswine.com ☎ +14142589821

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 8 Secs

City: MILWAUKEE

State: Wisconsin

Country: UNITED STATES

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	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
michael Gardner	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represent
michael Gardner	Trying to open "Rays Mequon" company file for first time since you moved servers. Failed, The
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.
	Hello Michael
	I will be surely assisting you with this. Kindly help me with your server name and user name?
michael Gardner	hello
	company Rays Wauwatosa
	michael.g1@myreldata.net
	RaysWauwatosa.myreldata.net
Shubham Kataria	Thank you for the information. please allow me a minute to check the same.
	May I take the remote access of your server?
michael Gardner	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
michael Gardner	done
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the ren issue is resolved, kindly give your confirmation on this chat.
michael Gardner	ok
Shubham Kataria	Thank you for your patience.

michael Gardner	Thank you for correcting issue.
Shubham Kataria	You're welcome
	As per the remote session your issue has been resolved.
	Is there anything else I may help you with ?
michael Gardner	Not at this time, will will chat if i have additional issues.
Shubham Kataria	Sure, we will be happy to assist you
	I would greatly appreciate if you could spare a minute to give your valuable feedback by click
	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 regardir
	I request you to kindly spare a moment to fill that out for me so that my managers can know quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Shubham Kataria has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79903 Amy Torres

Email: atorres@absihc.com  13162953282

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: ROSE HILL

State: Kansas

Country: UNITED STATES

Chat Transcript

Amy Torres	Hello, I am your Acebuddy
Acebuddy	Hello Amy S Torres, 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 assis

Ended due to chat idle timeout

Chat Trans

Hello, I am your A

Visitor Details

#79540 Sydney McMillan

Email: sydneywheeler14@gmail.com ☎ 18047167122

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: CHAPEL HILL

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Sydney McMillan	I'd like to report an Issue
Acebuddy	Please select an option!
Sydney McMillan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represent
Sydney McMillan	Sage will not connect to the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisti
	Hello Sydney
Sydney McMillan	Hello!
Sujeet Kumar Suman	Could you please let us know your concern or the issue you're facing?
Sydney McMillan	Yes
	<i>7:35:12 PM Sydney McMillan is sharing a file with you 1_image.png - (Size:10.52 KB)</i>
	I receive this error when trying to log into sage on our ace server
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>7:36:48 PM Sydney McMillan is sharing a file with you 1_image.png - (Size:9.53 KB)</i>
Sydney McMillan	Of course!
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
Sydney McMillan	Thank you!
Sujeet Kumar Suman	Thank you for your patience.
	We need to reboot the server from backend. Could you please log out from the server.
Sydney McMillan	I'm logged off! You should be all set
Sujeet Kumar Suman	Thanks for the confirmation !
	We have rebooted the server from the back end and will notify you once it is back online.
Sydney McMillan	great thank you!
Sujeet Kumar Suman	Thank you for your patience.
	As per our check, we found that the Sage application is installed on the server, but the require support, as the SQL application is not communicating with Sage on the server.

Sydney McMillan	Is there a reason this would have happened? It was working fine last night
Sujeet Kumar Suman	This could be a licensing issue related to the SQL application.
Sydney McMillan	Okay thank you. Confirming that this is not an Ace cloud issue but rather a sage issue or an is
Sujeet Kumar Suman	Yes, Sydney.
	Is there anything else I may help you with ?
Sydney McMillan	That is all thank you!
Sujeet Kumar Suman	Most welcome.
	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email from us regardir
	I request you to kindly spare a moment to fill that out for me so that my managers can know I quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Sujeet Kumar Suman has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79144 Warren Norris

Email: warren@titanconsulting.net  972-679-5183

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 15 Secs

City: FRISCO

State: Texas

Country: UNITED STATES

Chat Transcript

Warren Norris	Hello, I am your Acebuddy
Acebuddy	Hello Warren, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Warren Norris	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Warren Norris	I'd like to report an Issue
Acebuddy	Please select an option!
Warren Norris	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represent
Warren Norris	Our server seems to be going up and down. It may need to be reset. About every 90 seconds
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>Shubham Kataria accepted the chat transfer request.</i>
Warren Norris	server name Titanconsulting.myrealdatal.net
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you.
	I will be surely assisting you with this. Please allow me two minutes to check the same.
	Please stay connected, as we are also currently unable to access the server. Our system admin
	Thank you for your patience.
	Please try to access the server now
Warren Norris	ok. let me see
	that seems to have it fixed. Thanks for your help
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
Warren Norris	no. thank you
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking
	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 regardir

I request you to kindly spare a moment to fill that out for me so that my managers can know I quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering on our Selfcare

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

#79198 office

Email: office@pricecontracting.com **Phone:** 14062743064

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: 23 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

office	Hello, I am your Acebuddy
Acebuddy	Hello Office, 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	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represent
office	QB aborted when I first logged in. Then when I restarted, it stated I was already logged in so I
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	I will surely help you with this issue.
	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you
	May I know your username?
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it l
office	Admin
Manish Singh	Is it Mae or Carol?
office	I'm not sure about other users, I think it's just me, first time this has happened
	Carol
Manish Singh	You can user QB reset icon too to resolve the freezing issue.
	Kindly try to access now.
	Is it working now?
office	I'm able to log in, was waiting to see if I had issues with the update it's trying to install. Thank
Manish Singh	You will not able to update QB as you do not have admin rights, If you want we can schedule t
office	Thank you, we've been receiving a lot of payroll and QB update notices, I understand we can't weekends? It seams to take a few days before they install the updates vs checking nightly
Manish Singh	Alright, we will make sure that the QB update and payroll to updated in night hours and notify
office	thank you, have a nice day!
Manish Singh	Is there anything else I may help you with ?
office	that's it, thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by click
	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 regardir
	I request you to kindly spare a moment to fill that out for me so that my managers can know l

quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering on our Selfcare

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

#78868 Chelsia Bryant

Email: cbryant@sleepcenterinfo.com ☎ 6158934896

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: 2 Mins 48 Secs

City: CLARKSVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chelsia Bryant Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Chelsia Bryant Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Chelsia Bryant I'd like to report an Issue

Acebuddy

Please select an option!

Chelsia Bryant

Other Issue

Acebuddy

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

Chelsia Bryant

I need someone to give me a verification code, because my phone isn't receiving the code because of payment method.

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

Anjainay Singh

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

Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it.

Chelsia Bryant

Okay

Anjainay Singh

Are you trying to access the portal on server or at your local machine.

Chelsia Bryant

The login portal on my computer, not the server.

Anjainay Singh

May I take the remote access of your local computer?

Thankyou for your confirmation.

Chelsia Bryant

Yes

Anjainay Singh

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

<https://assist.acecloudhosting.com/join/3202114825>

Please copy this URL at your local machine browser.

Click on downloaded file and select accept and continue.

Chelsia Bryant

Okay

Anjainay Singh

Please stay connected.

Are we still connected here?

I have arranged an urgent call for you and one of our senior engineer will reach you shortly over the phone.

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

Anjainay Singh has ended this chat session

Chat Trans

Visitor Details

#79554 Abdul Ismonov

Email: abdul.ismonov@thegreenmetrics.com

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: 30 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Abdul Ismonov Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Abdul Ismonov Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Abdul Ismonov I'd like to raise a Request

Acebuddy Please select your request type.

Abdul Ismonov Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your reques

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

Abdul Ismonov Yes, I'm facing issues with my server

Acebuddy Please select an option!

Abdul Ismonov Other Issue

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

Abdul Ismonov Connection

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Gaurav Kumar declined the transfer request.

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman is transferring the chat to Abhay Kumar Saraswat.

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 assi

Hello Abdul

How may I assist you?

Abdul Ismonov

Hi Abhay

We had a service performed yesterday with Shashwat to setup server access through my lapt

Abhay Kumar Saraswat

Okay.

Is this for account: **KS LUX GROUP INC ?**

Abdul Ismonov

Because we couldn't get the password from account owner, we could not complete all the ste

I'm reaching out to continue the process

Yes KS Lux Group

Abhay Kumar Saraswat

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

Thank you for your patience.

So I just checked the ticket with is under our engineer, **Shashwat** and we found that he has s
for his approval.

Abdul Ismonov

OK

Let me reach out to him to approve the request

Abhay Kumar Saraswat

Could you please confirm me the username to whom you are looking the password reset?

Sure.

Abdul Ismonov

Saidakbarkhon Akhrarov

Abhay Kumar Saraswat

He is the primary owner, right?

Abdul Ismonov

yes

Abhay Kumar Saraswat

But he has a right to reset his password at his end.

Abdul Ismonov

Can we add addiional user?

Abhay Kumar Saraswat

He only need to login into the **MyPortal** and from there he can reset his password.

Abdul Ismonov

OK

Abhay Kumar Saraswat

Yes, but it will be charged and we need approval from him to add a new user in this account.

Abdul Ismonov	OK
	I told him he needs to change his password. He is looking into it now
Abhay Kumar Saraswat	Okay.
	Let me know if he need any help.
	Here is the MyPortal link: https://myportal.acecloudhosting.com
Abdul Ismonov	I logged in with my office computer. There is a change password icon on the desktop does it work?
Abhay Kumar Saraswat	Could you please share the screenshot?
	Are we connected?
	Are we still connected here?
Abdul Ismonov	yes
	let me take a screen shot
Abhay Kumar Saraswat	Okay.
	<i>10:56:49 PM Abdul Ismonov is sharing a file with you unnamed.png - (Size:200.61 KB)</i>
	No, not this one.
	When you click on my given link, you will see the below option.
	<i>10:58:54 PM Abhay Kumar Saraswat is sharing a file with you image.png - (Size:85.98 KB)</i>
	<i>10:58:56 PM Abdul Ismonov is sharing a file with you photo_2025-07-17_10-28-37.jpg - (Size:129.83 KB)</i>
Abdul Ismonov	I just received this email from Saidakbar about login info
	If this works we don;t have to reset the password
Abhay Kumar Saraswat	Sure, you can check.
Abdul Ismonov	no it didn't work
Abhay Kumar Saraswat	May I take the remote access of your local computer?
	Are we still connected here?
Abdul Ismonov	Yes
	sure
	you can connect
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end
Abdul Ismonov	Sure

Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/6752932212
	Kindly paste this link in the browser of local computer and join the session.
	Are you good with network connectivity?
Abdul Ismonov	It is saying Zoho is running but not connecting to your screen
Abhay Kumar Saraswat	Okay no worries.
	Please do one thing, ask Mr. Saidakbarkhon Akhrarov to send us the approval and we'll reset it
Abdul Ismonov	OK
Abhay Kumar Saraswat	Is there anything else I may help you with ?
Abdul Ismonov	Can you send him an email to approve
	I will ask him to reply to your email right away
Abhay Kumar Saraswat	Let me send him the follow-up email on the same ticket.
Abdul Ismonov	you connected now
Abhay Kumar Saraswat	Ask him to check his inbox or email to put the code here.
Abdul Ismonov	yes
	just asked him
Abhay Kumar Saraswat	Okay.
	Ask him to check his email.
Abdul Ismonov	There is another email>?
Abhay Kumar Saraswat	Yes, with the password or the password reset link.
	Has he checked his email?
Abdul Ismonov	yes, he is working on it
Abhay Kumar Saraswat	Great, let me know if he need any help.
Abdul Ismonov	OK Looks like he changed the password
Abhay Kumar Saraswat	Great.
Abdul Ismonov	OK let me try to login while you are here
Abhay Kumar Saraswat	Ask him to login into server.
Abdul Ismonov	do you see the message
	Am i doing something wrong?
	He was able to login

Abhay Kumar Saraswat	Can you please try again?
	Could you please share the new password with me?
	Let me try to login at my end.
Abdul Ismonov	Apple2025!
Abhay Kumar Saraswat	Okay.
	Kindly allow me two minutes to check the same.
	I tried at my end and getting the same error.
	Looking like the password is not correct or not compatible.
Abdul Ismonov	he send an email to confirm the password change you can change and let us know
Abhay Kumar Saraswat	Sure.
	I'm waiting for the approval.
Abdul Ismonov	from him?
Abhay Kumar Saraswat	Yes, from his email.
	Received his approval.
	Allow me a minute.
	Let me reset the password for him.
	And send him on the same email.
	Thank you for your patience.
	I've sent him the new password with new RDP setup file.
Abdul Ismonov	ok
Abhay Kumar Saraswat	I checked the password at my end and he was successfully logged in into the server.
Abdul Ismonov	can we try on my laptop
Abhay Kumar Saraswat	Sure.
	You can see, the password is working.
Abdul Ismonov	Can you share or save the password on the login
Abhay Kumar Saraswat	Could you please ask the password to him? (Edited)
Abdul Ismonov	OK.
Abhay Kumar Saraswat	We are not allowed to save the password from our end.

Abdul Ismonov	I will ask him
Abhay Kumar Saraswat	Sure.
	I hope your issue has been resolved now.
Abdul Ismonov	Yes, all good
	thank you
Abhay Kumar Saraswat	No worries.
	I'm ending the remote session 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?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or

Abhay Kumar Saraswat has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79751 Lance Blakely

Email: finance@elcopainting.com  5093016086

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: KENNEWICK

State: Washington

Country: UNITED STATES

Chat Transcript

Lance Blakely	Hello, I am your Acebuddy
Acebuddy	Hello Lance Blakely, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lance Blakely	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lance Blakely	I'd like to raise a Request
Acebuddy	Please select your request type.
Lance Blakely	Password Reset
Acebuddy	Please select an option below
Lance Blakely	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which you need assistance.
	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, Please drop an email on support@acecloudhosting.com

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78982 Stephen Derrickson

Email: ibex401k@gmail.com **Phone:** 15616339880

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: VIENNA

State: Wien

Country: AUSTRIA

Chat Transcript

Stephen Derrickson	Hello, I am your Acebuddy
Acebuddy	Hello Ibex401k, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephen Derrickson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephen Derrickson	I'd like to raise a Request
Acebuddy	Please select your request type.
Stephen Derrickson	Change in Users
Acebuddy	Please select your desired option!
Stephen Derrickson	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the a users via MyPortal!
	Do you need any further assistance on the topic?
Stephen Derrickson	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79498 Brittany Snyder

Email: bsnyder@uft.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: BLANCHESTER

State: Ohio

Country: UNITED STATES

Chat Transcript

Brittany Snyder	Hello, I am your Acebuddy
Acebuddy	Hello Brittany Snyder, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brittany Snyder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brittany Snyder	I'd like to report an Issue
Acebuddy	Please select an option!
Brittany Snyder	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represent
Brittany Snyder	Can't login to remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you
Brittany Snyder	thank you
	I am not able to login to our remote desktop
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Brittany Snyder	how do i find our server name?
Shivam Singh	Could you please confirm if the server name is "United" ?
Brittany Snyder	Yes, I just asked someone else and they said United
Shivam Singh	Great, I am on it. Allow me 2 minutes to check the server end.
Brittany Snyder	ok thanks

Shivam Singh	Thanks for your patience, I will be back with you with an update.
Brittany Snyder	ok thank you
Shivam Singh	Britanny, much appreciate your patience. It is taking a little longer than expected. Please stay I will be back with an update.
Brittany Snyder	ok
Shivam Singh	Your understanding is greatly appreciated, Brittany — thank you. Could you please check now
	Brittany, are we connected here ?
Brittany Snyder	yes
	let me check
Shivam Singh	Sure, please take your time
Brittany Snyder	its trying to connect
	was there an issue that you could see?
Shivam Singh	As I can check the server seems to be running fine.
	May I take the remote access of your local computer? To investigate further for the root cause
Brittany Snyder	its asking me to provide my user name and password which I dont usually have or do
Shivam Singh	Would you like me to take remote access so I can walk you through the configuration?
Brittany Snyder	is my username my email?
	sure
	i closed out, trying to reconnect again
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end
	You may try, I will wait.
Brittany Snyder	ok i'm at the login screen now
Shivam Singh	Your username would be "BrittanyS@myrealdata.net"
Brittany Snyder	oh ok i'm in now!
Shivam Singh	That's great.
	While I await your confirmation, please go ahead and try accessing the resources.
Brittany Snyder	I did login to Sage and had success
Shivam Singh	I'm glad that we were able to resolve the issue.
	Brittany, Is there anything else I may help you with?
Brittany Snyder	no that's all thanks!
Shivam Singh	Perfect! I would greatly appreciate if you could spare a minute to give your valuable feedback
	You may end this chat now. Once you end this chat, you will receive an email from us regarding

I request you to kindly spare a moment to fill that out for me so that my managers can know I quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering on our Selfcare

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

Shivam Singh has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79553 Keith Wehr

Email: kwehr@ttp-it.com ☎ 4434513371

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: WHITE MARSH

State: Maryland

Country: UNITED STATES

Chat Transcript

Keith Wehr Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Keith Wehr Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Keith Wehr I'd like to raise a Request

Acebuddy

Please select your request type.

Keith Wehr

Other Request

Acebuddy

Please drop an email to support@acecloudhosting.com with a brief description of your reques

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

As we haven't got any response from your end, We are closing this chat. If you still need assis

Ended due to chat idle timeout

Chat Trans:

Hello, I am your A

Visitor Details

#79189 brandi

Email: brandi@qimsolutions.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 56 Secs

City: CLAXTON

State: Georgia

Country: UNITED STATES

Chat Transcript

brandi

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

brandi

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

brandi	I'd like to report an Issue
Acebuddy	Please select an option!
brandi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
brandi	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following step
	Was that helpful?
brandi	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>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Brandi
	I will surely help you with this issue.
	Are you able to access the server?
brandi	I can access the server but when trying to log in to QB it just continues to spin and spin and nothing happens.
	I've restarted my computer 4 times and that didn't help.
Shashwat Verma	Okay, Got it.
	Kindly allow me two minutes to check the same.
brandi	I even reset the modem
	thank you
Shashwat Verma	Kindly try to re-login the server and access the QB in 2 mins.
	We have made some changes from backend
	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 contact us via email.

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79669 ann lopez

Email: annlopez@cox.net ☎ 480-239-3173

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: OCEANSIDE

State: California

Country: UNITED STATES

Chat Transcript

ann lopez	Hello, I am your Acebuddy
Acebuddy	Hello Annlopez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ann lopez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ann lopez	I'd like to report an Issue
Acebuddy	Please select an option!
ann lopez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ann lopez	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represent
ann lopez	QB 2024 will not open on the server.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
ann lopez	Please provide feedback

Chat Trans

Hello, I am your A

Visitor Details

#78926 tony bandelato

Email: tony@audiointercomservices.com

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 31 Secs

City: SEWICKLEY

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

tony bandelato Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

tony bandelato Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tony bandelato I'd like to report an Issue

Acebuddy Please select an option!

tony bandelato Other Issue

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

tony bandelato login says my account was disabled

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Yash Ahi accepted the chat transfer request.

Yash Ahi

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

tony bandelato

hi

Yash Ahi

Hi Tony. How are you doing today?

tony bandelato

doing well, and you?

Yash Ahi

I am also doing good. Thank you for asking.

I will surely help you with this issue.

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

tony bandelato

Audio Intercom Services, Inc.

myrealdatalAISTony

Yash Ahi

Thankyou for the information.

Kindly allow me two minutes to check the same.

tony bandelato

sure

Yash Ahi

It seems like your account got locked out due to inactivity.

tony bandelato

most likely

Yash Ahi

Kindly allow me 3-4 minutes, I am activating it again.

tony bandelato

ok, thanks

Yash Ahi

My pleasure

Thank you for your patience Tony.

We have activated the user, kindly try to login now and let us know if you face any issues.

tony bandelato

ok, thanks for your help. have a good week

Yash Ahi

My pleasure Tony.

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 regardir

I request you to kindly spare a moment to fill that out for me so that my managers can know I quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering on our Selfcare

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

Yash Ahi has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79862 jayjung

Email: jayjung@kimengineering.com ☎ 12405424238

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: FREDERICK

State: Maryland

Country: UNITED STATES

Chat Transcript

jayjung Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jayjung Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

As we haven't got any response from your end, We are closing this chat. If you still need assis

Ended due to chat idle timeout

Chat Trans

permissions quickbo

Visitor Details

#79988 Raymond Crump

Email: ray@raycrumpcpa.com  8045982500

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: RICHMOND

State: Virginia

Country: UNITED STATES

Chat Transcript

Raymond Crump	permissions quickbooks issue
Anuj Parihar	Thank you for contacting ACE. My name is Anuj Parihar. I will be assisting you further.
Raymond Crump	I was working with Sujeet
Anuj Parihar	Ok. How may I help you?
Raymond Crump	having quickbooks permission issue. Sujeet was working on issue but it is still not fixed
Anuj Parihar	Apology for the hold up. Let me coordinate with him internally and in the meantime I'll trans
	Currently it is Sales you are connected to.
<i>Anuj Parihar is transferring the chat to Support(QB & App Hosting).</i>	
<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisti
	Hello Ray
	How are you doing today?
Raymond Crump	need issue with quickbooks permisssions fixed
Sujeet Kumar Suman	Sure, I can help with that.
	I will be surely assisting you with this. Kindly help me with your server name and user name?

Raymond Crump	RWCCP1 STAFF1 CHRISTY and SUSAN are having issue with quickbooks. it says needs ADMIN
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
Raymond Crump	had same issue every day this week
	it has been temporarily fixed each day. it just resets daily
Sujeet Kumar Suman	We were recently connected with you.
	Could you please try to access the QuickBooks application and let us know if you are still experiencing the same issue?
Raymond Crump	logged off, logged on, reopened qb and same error message
Sujeet Kumar Suman	Apologies for the inconvenience. Let us check again from the backend and get back to you shortly.
	Thank you for your patience.
	As checked, the issue appears to be recurring. With your permission, we recommend proceeding with a system restart.
	This process will approximately take 45 minutes to 1 hour. We can either begin immediately or wait until after hours tonight.
Raymond Crump	please do it after hours tonight, but do the same temporary fix now please
Sujeet Kumar Suman	We are trying to resolve it , allow us some moment.
Raymond Crump	the "quickbooks premiere" installation file is in RAYMOND download folder. do i need to send it to you?
Sujeet Kumar Suman	No need.
	May I take the remote access of your server?
Raymond Crump	yes
Sujeet Kumar Suman	kindly accept.
Raymond Crump	user STAFF1
Sujeet Kumar Suman	okay.
Raymond Crump	STAFF1 has not gotten prompt
Sujeet Kumar Suman	Kindly paste this link in the browser of computer and join the session. https://assist.acecloudhosting.com/join/3462344877
Raymond Crump	you are in my local machine
Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting on the remaining issue is resolved, kindly give your confirmation on this chat.
	As per discussion over the remote session, The issue is resolved.
	Since this is the third time the issue has persisted, we will proceed with the clean reinstallation of the application.
	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 contact support.

Sujeet Kumar Suman has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79146 Dirk Syburra

Email: dsyburra@gmail.com ☎ (951) 581-0329

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: MENIFEE

State: California

Country: UNITED STATES

Chat Transcript

Dirk Syburra Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Dirk Syburra Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Dirk Syburra I'd like to report an Issue

Acebuddy Please select an option!

Dirk Syburra Other Issue

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

Dirk Syburra the server keeps crashing within less than a minute after we connect successfully

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

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 assisti

Hello Dirk

Dirk Syburra

hello9

Sujeet Kumar Suman

Could you please let us know what concern or issue you're facing so we can assist you accord

Dirk Syburra

the server keeps disconnecting right after we connect

Sujeet Kumar Suman

I deeply apologize for the inconvenience caused to you.

Kindly allow me two minutes to check the same.

Dirk Syburra

ok

Sujeet Kumar Suman

We're sorry to inform you that, upon checking, we found that your account has been canceled

Dirk Syburra

that makes no sense what account are you refering to

Sujeet Kumar Suman

HempMeds

We apologize for any misunderstanding

Dirk Syburra

this is not the hempmeda account I worked for them years ago and i dont even think they exist

Sujeet Kumar Suman

Thank you for providing the details. Let me check that for you.

Kindly allow me two minutes to check the same.

We're sorry to inform you that we were unable to locate any account associated with The Life

Could you please help us by providing your User ID and CID number so we can assist you furtl

Are we still connected here?

Dirk Syburra

yes the its CID74920

Sujeet Kumar Suman

Thanks for the confirmation !

Thank you for your patience.

Could you please try accessing the server again and let us know if you are still experiencing a

Dirk Syburra

crashed while appliing user settings

Sujeet Kumar Suman

We apologize for the inconvenience caused.

Would it be okay for us to reboot the server from our end?

Dirk Syburra

yes

Sujeet Kumar Suman

Thanks for the confirmation !

Could you please check if it is working fine now at your end?

Dirk Syburra

checking

Sujeet Kumar Suman	Sure, please take your time
Dirk Syburra	ok looks like it wrokin now
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
Dirk Syburra	no thanks
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regardir
	I request you to kindly spare a moment to fill that out for me so that my managers can know I quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Sujeet Kumar Suman has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79719 Jamie iloilo

Email: der-kang@umail.hinet.net  16787674531

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: BOSTON

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Jamie iloilo

Hello, I am your Acebuddy

Acebuddy	Hello Jamie Iloilo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jamie Iloilo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jamie Iloilo	I'd like to raise a Request
Acebuddy	Please select your request type.
Jamie Iloilo	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your reques
	If you are facing any issue/problem with your server, Please select the appropriate option belc
Jamie Iloilo	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Jamie Iloilo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represent
Jamie Iloilo	My server is not working prefect on phone
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you
	Hello Jamie, I will be surely assisting you with this. Kindly help me with your server name and
Jamie Iloilo	okay
	Kingshenwen Inc Co Ltd
	Are u here
	?
Shivam Singh	Thank you for providing the details. Let me check that for you.
	Currently user KINC_Jamie_Staff1 is logged in.
Jamie Iloilo	yes
	i need to configure my sever to my Iphone
	to be able to use both PC and phone
Shivam Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Jamie Iloilo	

all here waiting for you

Shivam Singh

Thank you for your patience. I will share the step-by-step guide as to how to access your serv

Jamie iloilo

okay

Shivam Singh

Is there anything else I may help you with ?

Jamie iloilo

yes

just now i confirm is only 1month charges on my card

i wrote 3months to be charge on my card

Shivam Singh

I understand you have recently onboarded on Ace Server, I will transfer you to the relevant te

Jamie iloilo

am yet to receive the mail

Shivam Singh is transferring the chat to Onboarding.

??

Shivam Singh

Rest assured I am transferring the chat, and they will send you all the details over the email.

Shivam Singh is transferring the chat to Onboarding.

As I checked with the resources, the team is not available right now. I will share the setup inst available after two hours and they will promptly reach out to you for further assistance.

Jamie iloilo

okay

Shivam Singh

Thank you for your understanding.

Is there anything else I may help you with ?

Shivam Singh has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79736 Bright Tax Solutions LLC

Email: cathleenmanning@gmail.com ☎ 12142436574

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: 47 Secs

City: PROSPER

State: Texas

Country: UNITED STATES

Chat Transcript

Bright Tax Solutions LLC	Hello, I am your Acebuddy
Acebuddy	Hello Bright Tax Solutions Llc, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bright Tax Solutions LLC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bright Tax Solutions LLC	I'd like to raise a Request
Acebuddy	Please select your request type.
Bright Tax Solutions LLC	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Bright Tax Solutions LLC	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you with your request.
Bright Tax Solutions LLC	Hi
	I need to process an efile and 2024 lacerte is asking for an update
	It has been for a couple of days so I guess the overnight update is not working
	Can you please push it thru now?
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?
Bright Tax Solutions LLC	https://myportal.acecloudhosting.com/login Username - CID74806 Self-Care (Login) Page - Ac

	are you asking for one of the above credentials?
Shubham Maurya	No that's fine for me
	Please allow me two minute to initiate the update.
	Kindly ask all the users to log off from the server so that we can start the update from our end.
Bright Tax Solutions LLC	Thanks.
Shubham Maurya	You're welcome.
	Thank you for your patience.
	I have initiated the update and will inform you here once the update completed.
	In the meantime, could you please ask user Karenpage to log off from the server so that we can start the update from our end.
Bright Tax Solutions LLC	yes
Shubham Maurya	Thank you
	The update has been completed, Could you please try to access the tool now and confirm if everything is working fine.
Bright Tax Solutions LLC	thx
	i appreciate the assistance
Shubham Maurya	Glad to assist you
	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 contact us via email.

Shubham Maurya has ended this chat session

Chat Transcript

Need to get our account updated.

Visitor Details

#78856 Riyaz Pirani

Email: accountant@sarnholdings.com ☎ 4078647530

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Rfb38bM4iruZ_BLL8Wg&gclid=EAIaIobChMI3lqOkeebjgMVJEd_AB2--x-eEAYASAAEgl3t_D_BwE

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 6 Secs

City: LITTLE ROCK

State: Arkansas

Country: UNITED STATES

Chat Transcript

Riyaz Pirani Need to get our account restored

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

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

Riyaz Pirani Hi Rishabh. Our account got disabled due to past due balance. I made the payment about an
Company name is Aisa Holdings.

Shivam Singh accepted the chat transfer request.

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

I apologize for the inconvenience caused to you.

Kindly allow me two minutes to check the same.

Riyaz Pirani Sure.

Shivam Singh Pirani, our billing team will be active in 2 hours, and we will address your concern right away.

Riyaz Pirani I would appreciate that as currently we do not have access to and all our work has stopped

Is there anyway you Can you activate our account now?

Shivam Singh Surely, I will be checking with the resource available. Allow me 5 minutes to have it checked.

Pirani, I am on it.

Rest assured before the chat I will try to make your server up and running.

Thanks for your patience, Pirani

Could you please check now as to whether are you able to access the server now?

Riyaz Pirani Give me a sec

Shivam Singh Sure, please take your time

Did you check or need any help with it?

I am here for you to assist you with it.

	Are we still connected here?
Riyaz Pirani	No it's still not working
Shivam Singh	May I take the remote access of your local computer?
Riyaz Pirani	Sure.
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end
Riyaz Pirani	Ok
Shivam Singh	https://assist.acecloudhosting.com/join/4772905796
	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 ren issue is resolved, kindly give your confirmation on this chat.
	As the issue is resolved. Is there anything else I may help you with ?
Riyaz Pirani	Thanks for all your help.
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by click
	You may end this chat now. Once you end this chat, you will receive an email from us regardir
	I request you to kindly spare a moment to fill that out for me so that my managers can know I quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	<i>Shivam Singh has ended this chat session</i>

Chat Trans

Hello, I am your A

Visitor Details

#79821 ahalya

Email: ahalya@haranwatson.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 21 Secs
City: DORATIYAWA
State: Basnahira Palata
Country: SRI LANKA

Chat Transcript

ahalya	Hello, I am your Acebuddy
Acebuddy	Hello Ahalya, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
ahalya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ahalya	I'd like to report an Issue
Acebuddy	Please select an option!
ahalya	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to the support team.
ahalya	hello
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
	Hello Ahalya
ahalya	hello
	i could not log in
Shashwat Verma	Ahalya, as informed the resources are managed by VDI Infra. The VDI Infra is currently unavailable.
	I deeply apologize for the inconvenience caused to you.
	We offer two services that is server hosting and hosting. The reason is the previous owner has transferred the services to VDI infra. (Edited)
	As already informed to Tammy Sriharan. that the VDI Infra is currently unavailable.

Hope you understand.

ahalya ok Thank You

Shashwat Verma Thanks for your understanding.

Nevertheless, our team will connect as you as soon as
situation

ahalya ok Thanks

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

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#79005 stacia

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

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: 53 Secs

City: LEANDER

State: Texas

Country: UNITED STATES

Chat Transcript

stacia Hello, I am your Acebuddy

Acebuddy Hello Stacia, I'm your Ace Buddy. I'll be happy to assis

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 conne
stacia	Hello I have a user that received a request that said tl they needed to reset it then they tried to reset it and recognize. Is this a hacking attempt?
Acebuddy	Please wait while we connect you to a Support Repres
	<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
stacia	Hello Tushar!
Tushar	Hello Stacia, I have read your above issue rest assure
	We will look into this but before proceeding further.
stacia	Thank you!
Tushar	Kindly help me with your server name and user name
stacia	It is StaciaF and ProsperityBook
Tushar	Thank you for the details.
stacia	No problem
Tushar	Could you confirm the user who got the password res Tiffany.W (Edited)
stacia	It was for Tiffany.W
Tushar	Do they have any screenshot for the wrong recovery e
	<i>8:08:43 AM stacia is sharing a file with you</i>
	<u>513052276_986357283496472_39965704037996716</u>
stacia	Yes right here
Tushar	Is the user able to login to the user profile for now wit
stacia	They are able to login now. Someone helped us reset have been a hacker
	Since the email doesn't belong to us. Is it linked to y'a
Tushar	Ok I just check the previous ticket in which the passw will investigate the cause as the selfcare portal is regi help from us while registering.

We will identify the time when the user first registered and will reset the selfcare portal for user profile Tiffany. Will you provide me with the email address. (Edited)

stacia Okay that would be great. Is it normal for the system to expire the password after a certain period of time?

Can you also see a log of logins under Tiffany's Server?

Tushar Our system is set to expire the password of users after a certain period of time. I can see logs for tiffany and will share with you as well. (Edited)

stacia Thank you!

Tushar Once this chat ends, we will update you over the email regarding the findings. (Edited)

Is there anything else I may help you with ?

stacia Thank you! There is one more issue. On Tiffany's Server when I click on the login button it goes into the desktop ticon it kicks me out. I am unsure if it is a browser issue.

Tushar Kindly allow me two minutes to check the same over my end.

stacia Thank you! I can provide you with login credentials for the server.

Tushar Thank you for waiting, as of now I have provided the remote access details. If that and if the issue still persist let us know.

stacia One moment let me check

Tushar Sure, please take your time

stacia It still seems to be doing the same thing.... Can I show you the screenshot?

Tushar May I take the remote access of your server?

Prior providing the access, I would suggest you to close the browser and open a new one.

stacia Yes! I did

Tushar Do you have any subscription purchased?

stacia I do and I created a user and password for her. I can log in with those details.

Tushar Kindly sign in again with the registered email address and password.

This user profile does not have an active adobe subscription. You will be able to view a pdf files.

stacia Awesome how can we set that up?

Tushar You can choose any plan that suits you or take help from the Adobe website to get more knowledge about their product.

After you get the subscription, it will automatically sync with the server.

Do note currently you are able to view the pdf files without a subscription.

Is there anything else I may help you with ?

stacia

	She said that she isn't able to view them even with them tomorrow and if she can't can she contact support???
Tushar	Yes she can contact us or even call us at 24/7 helpline
stacia	Perfect thank you!!!
Tushar	We will also reinstall the app for your server too.
	Kindly share your feedback by clicking the smiley icon
	Thank you for choosing ACE cloud Hosting, you have a great day!
	You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey link.
	I request you to kindly spare a moment to fill that out before you end this chat. It will help us improve our working. I will appreciate that. or you may send your feedback via email. Thanks!
	Note: You may change/reset your server password on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
stacia	Perfect! Thank you! You to!
Tushar	Thank you for choosing ACE cloud Hosting, you have a great day!

Tushar has ended this chat session

Chat Transcript

Hello, I am your Agent.

Visitor Details

#79607 Veronica Brown

Email: veronica@oliverbookkeeping.net  2068542211

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: SEATTLE

State: Oregon

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

server:

Visitor Details

#79645 nguyen

Email: chinh_cn@yahoo.com **Phone:** 4082096515

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

nguyen	server:
Amit	Thank you for contacting ACE. My name is Amit. I will
nguyen	saigonservices.myrealdata.net
	good morning
Amit	Good morning.
	How may I assist you today?
nguyen	yes, please help update quickbook
Amit	Let me transfer the chat to my technical team.
nguyen	thx
<i>Amit is transferring the chat to Support(QB & App Host)</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name
nguyen	hello
Ashutosh Mishra	Hello nguyen, I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
nguyen	thx
Ashutosh Mishra	I have started the updates.
nguyen	thx
Ashutosh Mishra	New updates are installed.
	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 call (1-888-415-5240) if any further assistance is required

Ashutosh Mishra has ended this chat session

Chat Transcription

Hello, I am your Acebuddy

Visitor Details

#79137 Anita Scheiderer

Email: ams@acornbusinessassistance.com  260 342 1845

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: 28 Secs

City: FT WAYNE

State: Indiana

Country: UNITED STATES

Chat Transcript

Anita Scheiderer	Hello, I am your Acebuddy
	I did not see that I wasn't suppose to close this window.
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria today.
	Hello Anita
Anita Scheiderer	Hi Shubham.
Shubham Kataria	How may I assist you today?
Anita Scheiderer	I didn't realize I wasn't suppose to close the window earlier. Then saw I was suppose to try logging on again. I did not have to be okay.
Shubham Kataria	Actually, there was an outage in our infrastructure, but since you mentioned you're able to log in, is there anything else I can help you with?

	Are we still connected here?
	Are we still connected here?
Anita Scheiderer	Yes, sorry. Was working also.
Shubham Kataria	No problem
Anita Scheiderer	No there is nothing else as it appears to be working now. I am currently in the process of this cleanup that keeps getting complex with each question you ask.
Shubham Kataria	No problem, I understand that you're busy with your work.
Anita Scheiderer	Thank you. Have a great afternoon!
Shubham Kataria	You're welcome
	Thank you for choosing ACE cloud Hosting, you have a great day!
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey link.
	I request you to kindly spare a moment to fill that out. If you are not able to do so at this time, you can always do it later. I will appreciate that. or you may send your feedback via email to support@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#79218 PURAVERDE LLC

Email: peter@buffaloroze.com **Phone:** 6175139730

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: BRAINTREE

State: Massachusetts

Country: UNITED STATES

Chat Transcript

PURAVERDE LLC	Hello, I am your Acebuddy
Acebuddy	Hello Puraverde Llc, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
PURAVERDE LLC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
PURAVERDE LLC	I'd like to report an Issue
Acebuddy	Please select an option!
PURAVERDE LLC	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
PURAVERDE LLC	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to application updates at the backend and apply the nec might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a support@acecloudhosting.com. Our engineers will make and share a confirmation via email.
	Do you need any further assistance on the topic?
PURAVERDE LLC	Yes
Acebuddy	Please wait while we connect you to our Support Repr
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I am here to help you today.
PURAVERDE LLC	I request a call back on an active ticket 729550. There is a phone number 617-513-9730.
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
PURAVERDE LLC	I have been without access for over a week and I just

Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to yo
	could you please confirm your name?
	Are we still connected here?
PURAVERDE LLC	Peter Bishop
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to
	Kindly ask your colleague to log out from the server. \ update.
PURAVERDE LLC	I will try.
Sujeet Kumar Suman	please.
	<i>11:38:19 PMSujeet Kumar Suman is sharing a file with image.png - (Size:5.08 MB)</i>
	<i>For the subscription-related error, kindly re</i>
PURAVERDE LLC	Ok
Sujeet Kumar Suman	Canna is still logged into the server. Kindly ask her to
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the c (1-888-415-5240) if any further assistance is required

Sujeet Kumar Suman has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#78958 Odette Jones

Email: payables@sheafm.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: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Odette Jones

Hello, I am your Acebuddy

Acebuddy

Hello Odette Jones, I'm your Ace Buddy. I'll be happy t

Whom Would You Like to Connect With?

As we haven't got any response from your end, We ar
Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Trans

Hello, I am your A

Visitor Details

#79363 zane

Email: zane@duravel.com ☎ 7048377991

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

zane	Hello, I am your Acebuddy
Acebuddy	Hello Zane, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
zane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
zane	I'd like to report an Issue
Acebuddy	Please select an option!
zane	Other Issue
Acebuddy	Please specify the issue you are facing before I co representative!
zane	Message window popped up on our QuickBooks s account and we will be disconnected within the h
Acebuddy	Please wait while we connect you to a Support Re
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My r assisting you today.
zane	Hello, Sujeet. I hope you are well!
Sujeet Kumar Suman	Hello Zane
	Thank you! I hope you're doing well too.
zane	Do you see our note regarding the message that
Sujeet Kumar Suman	Let me look into it for you.
	No, we can't see any message on the QuickBooks
	May I take the remote access of your server?
zane	The message is not there now. It came from the t verified that payment was processed successfully
Sujeet Kumar Suman	No issue. I will try to resolve your concern, but fir
zane	Sure. How can I help?
Sujeet Kumar Suman	Kindly approve.
	We are connected on the remote session and will remote. Till the time, I am putting the chat on hol issue is resolved, kindly give your confirmation or
zane	Thanks, again, Sujeet. If we do get disconnected Have a great day!

Sujeet Kumar Suman

Hello zan.

Thank you for your patience.

We will keep the ticket open for 2-3 days for follow up. Please provide us with a screenshot so that we can handle it accordingly.

zane

Will do. You're always the best!

Sujeet Kumar Suman

Thank for understanding.

Is there anything else I may help you with ?

zane

We're good for now. Thank you again. Bye!

zane has ended this chat session

