

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71469 Susan K Daniels
Email: skdaniels812@gmail.com 📞 2627191131
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 39 Secs
City: OCONOMOWOC
State: Wisconsin
Country: UNITED STATES

Chat Transcript

Susan K Daniels	Hello, I am your Acebuddy
Acebuddy	Hello Susan K Daniels, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Susan K Daniels	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Susan K Daniels	I'd like to report an Issue
Acebuddy	Please select an option!
Susan K Daniels	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Susan K Daniels	Ticket ID: 625988 Waiting for a call for 15 minutes regarding this Ticket #. Please call at 262.719.1131 Thank you
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.

Susan K Daniels	Thank you
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Susan K Daniels	of course
Manish Singh	Working on the update.
Susan K Daniels	pk
	ok
Manish Singh	Kindly don not open Lacerte 2023.
Susan K Daniels	ok
Manish Singh	This message has been deleted
	May I take the remote access of your server?
Susan K Daniels	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Susan K Daniels	ready
	Do you want me to log back in to the server?
Manish Singh	Kindly try to access Server after 2 mins.
Susan K Daniels	ok
Manish Singh	Kindly sign in once.
Susan K Daniels	I have logged in
Manish Singh	This message has been deleted
	Lacerte has been updated from the backend successfully.
	Is there anything else I may help you with ?
Susan K Daniels	I would like to check the update messaging in Lacerte please. Can I do that now?
Manish Singh	Yes, please
	You have to login as Admin
Susan K Daniels	I am the admin.
	I do not like seeing this message, as I cannot be assured that the program is updating regularly.
Manish Singh	Alright, let me check.
Susan K Daniels	are you seeing the message I am refering to? I can show you the message I receive in the 2023 program, which is ok, I th
Manish Singh	Kindly log off and login once and then check.
	Made the required changes.
Susan K Daniels	I have logged off and back in . I am receiving the same message indicating I do not have access

Manish Singh	We have made another change. Please log back in again.
Susan K Daniels	ok that appears to be a better result
Manish Singh	We will share a disclaimer regarding the temp admin access kindly approve that so that you can keep the Admin access.
Susan K Daniels	ok - assuming you are emailing that?
Manish Singh	Yes
	Is there anything else I may help you with ?
Susan K Daniels	I would like to check 2023 while I am chatting with you as well
Manish Singh	Yes, please we would be happy to assist you.
Susan K Daniels	thank you - my mouse is no longer working in 2024 - I will log out and log back in again
Manish Singh	Sure
Susan K Daniels	is this because of the remote session?
Manish Singh	No
Susan K Daniels	hmmm... had this problem earlier today on another laptop
	for the other user
Manish Singh	We cannot give Admin access to all users, Susan.
Susan K Daniels	that's ok - that is not what I was mentioning. I was referring to the mouse not working. I am still having this problem right times. The remote session appears to still be in tact.
Manish Singh	Regarding the mouse issue it can be technical glitch, restart the session by logout and login once and regarding your issu
Susan K Daniels	yes - that's what I thought - trying again now
Manish Singh	And when you try logging off try the icon on your desktop which say log off.
Susan K Daniels	ok - will try that in the future - the mouse is working again now and I'm going into the 2023 program
Manish Singh	Sure, please proceed.
Susan K Daniels	can you see the message I receive for 2023?
Manish Singh	It's already updated.
Susan K Daniels	Yes - I know - it has been showing this message for a few days. I'm going back into 2024 now just to be sure please - than
Manish Singh	Seems to be working fine.
Susan K Daniels	ok - it appears that things should be ok now
Manish Singh	Is there anything else I may help you with ?
Susan K Daniels	I don't think so - thank you for your time
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

form.

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

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

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

Manish Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71737 Nick Anderson
Email: nanderson@rangoinc.com ☎ 14807378470
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 56 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

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

Nick Anderson	I'd like to report an Issue
Acebuddy	Please select an option!
Nick Anderson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nick Anderson	Receiving message when trying to access server that says "There are no available computers in the pool. Try connecting i administrator."
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
	<i>Tushar Pharswan is transferring the chat to Sharath Kumar.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Nick, could you help me with the server name that you are logging into
Nick Anderson	Rango.myrealddata.net
Sharath Kumar	please bear with me for a minute, let me sign into the server and see what is happening
Nick Anderson	Thank you!
Sharath Kumar	When was the last time that you were able to access this server?
Nick Anderson	Yesterday.
	I believe they were working on it last night as I had requested that QuickBooks be updated to version 24 and that it be pu
Sharath Kumar	understood
	am checking with my colleague who was working on it
	please allow me 2 more minutes
Nick Anderson	Sure thank you
Sharath Kumar	the server was accessible to us, I am going to restart the server and it's remote desktop services
Nick Anderson	Thank you
Sharath Kumar	hopefully that should resolve your concern
	it's done, try logging in now and let me know the result
Nick Anderson	Excellent, looks like I was able to get in. Thank you!
Sharath Kumar	glad to hear that
	anything else that I may assist you with?
Nick Anderson	That's going to be it. Thanks.
Sharath Kumar	My pleasure.

	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71322 info

Email: info@brkimcpa.com 📞 9729724930

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: 36 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
info	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
info	<i>9:38:24 PM</i> info is sharing a file with you 1_image.png - (Size:13.54 KB)
	Bongryong.myrealdata.net. User name : Donna_BK
	<i>9:39:04 PM</i> info is sharing a file with you image.png - (Size:6.81 KB)
Tushar Pharswan	Are you trying to update QuickBooks ?
info	no
	but I can't get in the company file
	do you think do we need to update?
	we updated QB on 15th
	<i>9:40:10 PM</i> info is sharing a file with you image.png - (Size:13.34 KB)
Tushar Pharswan	As per the error message we will have to update the QuickBooks as the error shows there are new updates now.
info	I do not know.
	cna you resolve this error message?
	okay. then please update it
	do all users have to get out of QB?
Tushar Pharswan	Yes, also log of from server as it requires to reboot the server for the update to complete.

info	okay hold on
	how long time does it gonna take?
	when can we get back to server?
	after 5 minutes? or 10 minutes?
Tushar Pharswan	Can I have access to your server just to check Payroll version before proceeding with the update.
	Prior providing the access, I would suggest you to close any important documents at your end.
info	we will get out server now.
	please reboot
	the other users have same issue
	we will get back in 10 minutes. is it okay?
Tushar Pharswan	reboot process will be initiated at the end of update process.
	No, we will require 20- 30 minutes.
	I wanted to have your remote session of server to check payroll version.
info	okay
	go ahead
	give me the link
Tushar Pharswan	We are connected now.
	Kindly log in.
info	now it works.
Tushar Pharswan	We can schedule update then for nighttime hours if you wish.
	As it is working as of now.
info	yes.
	but file forms are not shown up
	as you can see
	let me log in another company
Tushar Pharswan	Sure, please take your time
info	let me go back to the previous company
Tushar Pharswan	Okay.
info	please schedule QB update tonight and 31th midnight
Tushar Pharswan	Sure, we will schedule the update.
	Is there anything else I may help you with ?
info	I think this is working at this time.

	thanks
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Tushar Pharswan has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70885 KEITH
Email: ks.partsfast@gmail.com ☎ 7133203009
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 4 Secs
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

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

KEITH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
KEITH	I'd like to report an Issue
Acebuddy	Please select an option!
KEITH	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
KEITH	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
KEITH	2 versons of qb enterise 2024 loaded on server. need 1 deleted. its casuing issues
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
KEITH	parts.myrealdata.net
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello KS
KEITH	enterise 2024 & enterprise 2024 manufacturing & wholsale edition
	2 QB ENTERPRISE LOADED ONTO SERVER NEED 1 REMOVED
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
KEITH	PARTSFAST.MYREALDATA.NET
Anurag Sharma	Thanks for the confirmation !
KEITH	YOU GUYS INSTALLED A NEW ONE. QB RENEWED ON.E. I HAVE BEEN INSSUED A REFUND BY INTUIT. HOWEVER I BELIEVE 1 ISSUES
Anurag Sharma	KS after this chat I will send you and email. You can ask the primary contact to just revert back to that email with an appr application removal request.
KEITH	I TRIED TO DELETE ONE ANBD IT SAID USER CURRENTLY IN THE FILE
	THEY BOTH SAY USERS CURRENTLY IN THE FILE
	I SM THE PRIMSRY CONTACT
	I AM
Anurag Sharma	We will do that for you. Please provide us the approval from the primary contact.
KEITH	KEITH SHOLAR PRIMARY CONTACT\
Anurag Sharma	I deeply apologize for the inconvenience caused to you.

	KS we would need the approval from the primary contact as per our company policies. After this chat I will send you an er with an approval for application removal. If you are the primary contact.
	And we will be happy to assist you with this issue for sure.
	Is there anything else I may help you with ?
KEITH	what email did you send it to. i never get this feedback. ar.partsfast is where are billing goes. that is not PRIMARY. PARTSF, SUPPORT EMAIL
Anurag Sharma	ar.partsfast@gmail.com this is the primary contacts email.
	Do you have this one?
KEITH	I BEEN ON CHATSUPPORT 3 TIMES THIS WEEK AND NOBODY ASKED ME FOR AN EMAIL CHECK. YOU DO KNOW I AM THE ON DONT NEED THIS HEADACHE
	THATS JUST WHERE YOU SEND INVOICES TO.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
KEITH	I NEED TO BE PUT ON AS PRIARY EMAIL: KS.PARTSFAST@GMAIL.COM
Anurag Sharma	Okay I will do that too.
KEITH	AR.PARTFAST@GMAIL.COM IS STAFF THAT PAYS INVOICES
Anurag Sharma	Could you please confirm which application you want us to remove from the server?
	Okay
KEITH	THE ONE DATED 10/12/2024.
	QB ENTERPISE MANUFACTURE & WHOLESALE EDITION(2024)
Anurag Sharma	Thanks for the confirmation !
	I will do that for you.
KEITH	CAN WE DO THIS NOW. I WILL HAVE EVERYONE LOG OUT?????????
Anurag Sharma	Okay
KEITH	GIVE ME 2 MINUTES TO GET EVERYONE OFF SERVER. THEN WE NEED TO REBOOT.
Anurag Sharma	Sure, please take your time
KEITH	OK EVERYONE IS LOGGED OOFF SERVER
Anurag Sharma	Kindly allow me 2-3 minutes to check the same.
KEITH	YOU CAN REMOVER THE ONE DATED 10/12/20024
	AND REBOOT WHEN YOU DONE PLEASE SIR
	THANKLY KINDLY
	LET ME KNOW WHEN YOUR DONE WITH REBOOT????
Anurag Sharma	Keith, Can you Please share the error or the reason to remove the application?
	Keith you there ?

KEITH	ONE I DONT NEED BOTH FILES 2- IT IS TELLING THAT USERS WERE LOGGED INTO BOTH 3- I AM HAVING WEB CONNECTOR SECURITY CERTIFICATES ARE STORED. 4-I AM DISCOVERING MULTIPLE WEB CONNECTORS AND FILES APPEARING TO BE D NOT HAVE 2 VERSIONS OF QB 2024 LOADED ON THE SERVER. ITS CAUSING ISSUES
	DO YOU SEE THE PROGRAM LOADED 2 TIMES??????
	1 ON 10/10 AND 1 ON 10/12
Anurag Sharma	yup, but both are different industry versions
	No issues I will uninstall one if you don't need
KEITH	BUT FILES ARE THE SAME IN SOME CASES.
	PAYROLL WAS MAPPING TO THE WRONG FILES
	IT WAS FIXED
Anurag Sharma	I would request you to send us an email from your registered email address
KEITH	NOW I HAVE AN ISSUE WITH WEB CONNECTOR
Anurag Sharma	its all about your data security
KEITH	LISTEN AR.PARTSFAST IS WHERE YOU SEND THE INVOICE TO BE OAIID.
	ITS NOT THE PRIMARY.
	LAST TIME I AM REQUESTING YOU TO REMOVE IT. YOU SAID 3 TO 4 MINUTES AND YOUR STILL NOT DOING IT
	I NEED THE PROGRAM REMOVED AND I NEED THE SERVER REBOTTED.
	AR.PARTSFAST IS WHERE YOU SUBMITT INVOICES
	SIR YOU NEED TO GO CHECK WITH SOMEONE. INEED THIS DONE ASAP.
	I AM THE BUSINESS OWN AND MY EMAIL WILL BE THE PRIMARY.
	MY EMAIL IS NOT THE BILLING
Anurag Sharma	Ok, let me verify the email from the concern team, but this would take some time, Please wait.
KEITH	NO BODY ASKED ME THE LAST 10 TIMES I DID CHAT AND THEY HELPED ME
	OMG
	3 TO 4 MINUTES IS GONE
Anurag Sharma	Should i call you ?
KEITH	LETS MAKE IS SUPER FAST
	IF YOU LIKE YOU CAN
Anurag Sharma	Please share your ph number
KEITH	713-320-3009
	BRO I HAVE 5 MORE MINUTE IN WHICH TO COMPLETE THIS TASK
	YOU SAID 30 TO 4 MINUTES
	YOU MUST BE THE NEW GUY

Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I am connecting you over the call.
KEITH	WHAT CALL
	713-320-3009
	NO ONE IS CALLING . SIR I HAVE 3 MINUTES LEFT
	THIS IS DRAGGING OUT
	YOU SAID IT TAKE 3 TO 4 MINUTES
Anurag Sharma	Connecting to you over the call.
	As we are connected over the call. I am disconnecting this chat now.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71061 Robert Zeigen
Email: rzeigen@szcpa.tax ☎ 15613920620
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: 6 Secs
City: BOCA RATON
State: Florida
Country: UNITED STATES

Chat Transcript



Robert Zeigen	Hello, I am your Acebuddy
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Zeigen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Zeigen	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Zeigen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Robert Zeigen	Reference ticket #623128. It is still not operating properly
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Robert
	Kindly allow me two minutes to check the same.
	I will surely help you with this issue.
	We have checked from our team, Sumeet, our escalation engineer is currently working on your issue, will soon update you
Robert Zeigen	Okay.
Shashwat Verma	Is there anything else I may help you with ?
Robert Zeigen	That's all
Shashwat Verma	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 feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71448 Jocelyn
Email: jjsaccounting@gmail.com ☎ 12087095347
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: 1 Min 32 Secs
City: BLACKFOOT
State: Idaho
Country: UNITED STATES

Chat Transcript

Jocelyn	Hello, I am your Acebuddy
Acebuddy	Hello Jocelyn Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jocelyn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jocelyn	I'd like to report an Issue
Acebuddy	Please select an option!
Jocelyn	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jocelyn	Account is locked and can't change password
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jocelyn	myrealdata LyndsayP.npre
Tushar Pharswan	Thank you for waiting.
	Kindly try to login again.
	The user profile was in inactive state which I changed to active.
Jocelyn	I'm trying
Tushar Pharswan	Sure, please take your time
Jocelyn	I got in
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
Jocelyn	No
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<div>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form.</div> <div>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!</div> <div>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</div> <div>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</div>
	Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71143 Jon Ruby

Email: msdn001jr@hotmail.com 📞 14026701249

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: KANSAS CITY

State: Missouri

Country: UNITED STATES

Chat Transcript -----

Jon Ruby	Hello, I am your Acebuddy
Acebuddy	Hello Jon Ruby, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jon Ruby	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jon Ruby	I'd like to report an Issue
Acebuddy	Please select an option!
Jon Ruby	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jon Ruby	I would like to get an update on the status of ticket 623598. Particularly the install of QB Desktop Enterprise 2024.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Jon Ruby	Hello
Aarush Aneja	Hello Jon
	We checked and found the ticket is assigned to an engineer. We increased the priority for the case. The installation will ge surely
Jon Ruby	Sounds good.
	One more question.
	When I try to connect this morning, the RDP session just spins in the Initiating remote connection status and then eventu
	Any suggestions on how to fix this?

Aarush Aneja	May I know this issue is still occuring now also or only on first attempt (Edited)
Jon Ruby	I have tried multiple times
Aarush Aneja	We will surely assist you
	May I take the remote access of your local computer?
Jon Ruby	Yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1812371242
Jon Ruby	Good to go
Aarush Aneja	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 putti disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Jon Ruby	im here
Aarush Aneja	We are connected back
	We reboot the server and assisted in connecting back on to the server
	Jon, Is there anything else I may help you with ?
Jon Ruby	Not at this time, thank you
Aarush Aneja	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 form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Aarush Aneja has ended this chat session</i>

Visitor Details

#70595 Brandon Delfino

Email: bdelfino@cahillheating.com 📞 18472344494

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Brandon Delfino	Hello, I am your Acebuddy
Acebuddy	Hello Brandon Delfino, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brandon Delfino	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brandon Delfino	I'd like to raise a Request
Acebuddy	Please select your request type.
Brandon Delfino	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 :
Brandon Delfino	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Brandon Delfino	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brandon Delfino	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brandon Delfino	Payroll issue
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

	<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.
Brandon Delfino	Hi.
Manish Singh	Hii Brandon.
Brandon Delfino	Because we purchased our payroll through Ace we were unable to upgrade the payroll plan to the level we needed.
	We need to cancel the payroll through Ace as we purchased one directly though Quickbooks.
	I cannot enable the new payroll license until Ace removes the payroll license from our quickbooks
	The Ace payroll subscription number is 0009909303
Manish Singh	Regarding the QuickBooks Payroll update we can do that from our end.
	<i>12:46:09 AM</i> <i>Brandon Delfino is sharing a file with you</i> <u>Screenshot 2025-01-13 at 1.15.47 PM.png</u> - (Size:3.76 MB)
	If you need to install QuickBooks with your License, kindly email us from the authorized email on support@acecloudhostir
	And kindly email to uninstall the previous one.
Brandon Delfino	I did install the new quickbooks. The payroll license is still linked to Ace.
	Quickbooks said you need to cancel the license
	Otherwise I can't start the new license
	I'm specifically talking about the Payroll license, not Quickbooks license
Manish Singh	Alright, kindly email us we will cancel the license and notify you over the email.
	This message has been deleted
	Are we still connected here?
Brandon Delfino	I sent an email thank u
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>



Chat Transcript

My server is freezed. I have trouble to access

Visitor Details

#71044 Joanne
Email: msexpresslogistics@gmail.com ☎ 13347072385
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud&utm_adgroup=Primary&msclkid=fc0
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 45 Secs
City: DULUTH
State: Georgia
Country: UNITED STATES

Chat Transcript

Joanne	My server is freezed. I have trouble to access
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
Joanne	ok
	i can not access
Gantavya	Hi Jinhee,
	Let me transfer you to our support to help you with the issue
Joanne	to my server
Gantavya is transferring the chat to Support(QB & App Hosting).	
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Joanne	ok
	my server is freezed
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Joanne	i can not access
	only me now

Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Joanne	ok
Manish Singh	May i know your username?
Joanne	jinhee kong
Manish Singh	JennyKon@myrealdata.net is this your username on server?
	Are we still connected here?
	Are we still connected here?
Joanne	yes
Manish Singh	Is this your username?
Joanne	yes
Manish Singh	Kindly try to access now.
Joanne	ok
Manish Singh	Are you able to connect?
Joanne	please wait
Manish Singh	Sure
	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)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71248 Marlon

Email: parts@liftpartsfl.com ☎ 7862369209

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: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript -----

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71593 steven
Email: steven@lynncpas.com ☎ 17204703581
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 47 Secs
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

steven	Hello, I am your Acebuddy
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
steven	VDI/DaaS Support
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>
	<i>Sushant is transferring the chat to Support(QB & App Hosting).</i>
steven	I am having server issues
	I have an open ticket
	630897
	I have unable to login or access my server it has been all morning now
	hello?
	???????
	???????
Sushant	Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting you today. How may I help you
	<i>Yash Kalra accepted the chat transfer request.</i>
steven	see above
	<i>Yash Kalra is transferring the chat to Manish Singh.</i>

	I cannot login to my server. You guys did somthing and it was supposed to fix that
	it has not
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
steven	I logged in and logged out to try and get all screens and it wont log back in
	again
	same issue ive had the last 2 days
	630897
	is the ticket
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<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.
steven	refer to the ticket
	630897 open ticket
Manish Singh	May I take the remote access of your local computer?
steven	ok
Manish Singh	https://assist.acecloudhosting.com/join/8522314133
	Prior providing the access, I would suggest you to close any important documents at your end.
steven	ok were connected
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
steven	no
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, a survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71633 Campbell.electric
Email: campbell.electric@outlook.com ☎ 18062502873
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: 1 Min 44 Secs
City: FRIONA
State: Texas
Country: UNITED STATES

Chat Transcript

Campbell.electric	Hello, I am your Acebuddy
Acebuddy	Hello Debra Campbell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Campbell.electric	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Campbell.electric	I'd like to raise a Request
Acebuddy	Please select your request type.
Campbell.electric	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Campbell.electric	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with ar
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number

	<div>• Product Code</div>
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you want a specific time.
	Do you need any further assistance on the topic?
Campbell.electric	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Campbell.electric	Thanks! the upgraded version of QB has been uploaded to the server .When I try to open the company file, I receive an error message.
Yash Kalra	Kindly help me with your server name and user name?
Campbell.electric	SCampbell.myrealdata.net
	DCampbell
	Sorry. User name is myrealdata\DebraCampbell
	Are you still there or was there a disconnect?
Yash Kalra	Kindly allow me two minutes to check the same.
Campbell.electric	Thanks
Yash Kalra	please stay connected.
Campbell.electric	I am
Yash Kalra	We're currently making some changes from the backend. Please stay connected, as it's taking a bit longer than expected.
Campbell.electric	Will do
Yash Kalra	May I take the remote access of your server?
Campbell.electric	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3462230443
Campbell.electric	Done
	I'm back
Yash Kalra	As per our discussion, we've resolved the QuickBooks-related issue from the backend.
	Is there anything else I may help you with ?
Campbell.electric	that's all. thank you!
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the survey link.

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, a survey feedback form.

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

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

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

#71492 Fenil Shah
Email: tax@sktaxaddison.com ☎ 8473508121
Department: Support(QB & App Hosting)
Operator: Aarush Aneja
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 29 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Het Sanghavi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to report an Issue
Acebuddy	Please select an option!
Fenil Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Fenil Shah	I have created a new rdp yesterday but when i try to connect it my one other rdp gets discoonnected it feels like both with i t
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Fenil Shah	sure
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Fenil Shah	okay
Aarush Aneja	Hello Het
Fenil Shah	I have created a new rdp yesterday but when i try to connect it my one other rdp gets discoonnected it feels like both with it
Aarush Aneja	Kindly follow the steps mentioned in the article to unsave the saved credentials : https://helpdesk.yourofficeanywhere.co.uk/kb/a238/remove-cached-credentials-from-microsoft-remote-desktop-clier
	May I take the remote access of your system to assist (Edited)
Fenil Shah	will that help it to be a new rdp and a user?
Aarush Aneja	This is to inform you that you can now Add / Remove users from your end. I am providing you a comprehensive user through this process seamlessly. This document provides clear instructions on adding new users and removing exist attached. (Edited)
	myportal.acecloudhosting.com
	<i>4:24:33 PMAarush Aneja is sharing a file with you</i> How to Manage ACE Server Users.pdf - (Size:1.33 MB)
	May I take the remote access of your local computer to help you?
Fenil Shah	Its showing the connection was failed as user is not allowed remote login
Aarush Aneja	Let me connect to your system and check the same
Fenil Shah	okAY
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
Fenil Shah	sure

Aarush Aneja	https://assist.acecloudhosting.com/join/3692318113
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	We checked and found you disconnected the chat session. We are disconnecting it now.
	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, a survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70474 Albert Vance
Email: joeysetax@btes.tv ☎ 4239689236
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: LEBANON
State: Tennessee
Country: UNITED STATES

Chat Transcript

Albert Vance	Hello, I am your Acebuddy
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Acebuddy	Hello Albert Vance, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Albert Vance	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Albert Vance	Setback
Acebuddy	Hello Albert Vance, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiat
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71404 Arron Forbes
Email: irzad.zamcorp@gmail.com 📞 15926741503
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: 42 Secs
City: QUEENSTOWN
State: Demeraramahaica
Country: GUYANA

Chat Transcript

Arron Forbes	Hello, I am your Acebuddy
Acebuddy	Hello Irzad.zamcorp, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Arron Forbes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Arron Forbes	I'd like to report an Issue
Acebuddy	Please select an option!
Arron Forbes	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Arron Forbes	MS Excel installed
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Arron Forbes	Hi grateful for your assistance on Ticket ID: 627936
Shubham Kataria	Hello Irzad
	I will surely help you with this issue.Kindly allow me two minutes to check
	Upon checking, you requested excel access for user Ms Excel to user Hemraj Bhowan
	Correct?
Arron Forbes	Correct
Shubham Kataria	Thank you, please allow me two minutes
Arron Forbes	sure
	I disabled account for Finance Admin so basically Hemraj Bhowan is new user
Shubham Kataria	Okay, I would like to inform you that the charges for Excel will be \$5.99 per user, per month.
Arron Forbes	yes please go ahead
Shubham Kataria	Thank you for the approval, please allow me one minute more
	Thank you for your patience.
	We would like to inform you that we have successfully provided excel access to user Hemraj Bhowan
Arron Forbes	Thanks
	can he log on now to check?
Shubham Kataria	Yes please
Arron Forbes	Thanks checking
Shubham Kataria	Sure, please take your time

	Just for the confirmation, is it working fine?
	Are we still connected here?
	Are we still connected here?
Arron Forbes	Yea sorry. I'm checking with the user
Shubham Kataria	Okay, thank you
Arron Forbes	Hi user tried
	their unable to open a csv file
Shubham Kataria	May I take the remote access of his server?
Arron Forbes	Sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at his end.
Arron Forbes	sure
Shubham Kataria	I'm connected with the user on remote session, checking the issue
Arron Forbes	sure
Shubham Kataria	Could you please ask the user to re-login on to the server and check
Arron Forbes	ok sure
Shubham Kataria	Thank you
	The user haven't logged in back
	Are we still connected here?
	Are we still connected here?
Arron Forbes	Hi the user stepped away
Shubham Kataria	Okay
	When the user log in again, he will be able to access, as all the necessary permissions have been granted.
	Upon checking, he is using Excel now on the server
Arron Forbes	Ok great then he's fine thanks
	I'm trying to sort another user out
Shubham Kataria	you're welcome
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Arron Forbes	Hi the user is now having pdf export issues from qb
Shubham Kataria	May I take the remote access of the server?

		Prior providing the access, I would suggest to close any important documents at his end.
		This message has been deleted
		Kindly ask the user close all the important documents and accept the request on server
	Arron Forbes	sure
		go ahead
	Shubham Kataria	I'm sending the request but user is not responding on it
		<i>8:14:25 PMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:7.2 KB)</i> <i>He is refusing the remote session request</i>
	Arron Forbes	Ok
		I'll wait for 3 to 5 minutes to see if he responds
	Shubham Kataria	Again he refused the request, I'm sending again
		<i>8:16:34 PMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:7.2 KB)</i> <i>He is not accepting the request</i>
	Arron Forbes	ok he's probably busy
		He's asking to try in about an hour
		So I'll reach out then
		for now, everything is fine
	Shubham Kataria	Okay
		Is there anything else I may help you with ?
	Arron Forbes	not at this time thanks
	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, a survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I wi your feedback at quality@acecloudhosting.com . Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
		<i>Shubham Kataria has ended this chat session</i>

Chat Transcript

Hi,

Visitor Details

#71444 coxy1979
Email: coxy1979@me.com
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/hosting/quickbooks/?utm_source=google&utm_medium=cpc&utm_campaign=QB_Bottom_Funnel_Search_USA&utm_term=quickbooks%20hosting&utm_adgroup=Cty8BhA_EiwAkyoa3y2XG_Q-8AcXmsciU4sS0W9EXzHU9xD6FQop6E1oN7h0dgxSuJU0exoC0tUQAvD_BwE
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 56 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

coxy1979	Hi,
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.
coxy1979	I have issue connecting with a Mac, could you please guide me
	<i>Amit Raina is transferring the chat to Support(QB & App Hosting).</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
coxy1979	Server Name: QBNXTPRO1.myrealddata.net Username: AlexanderM
Tushar Pharswan	Kindly allow me two minutes to check the same.
coxy1979	ok
	Are you still there?
Tushar Pharswan	Yes

	I'm currently checking the server end to check if the issue is from our side or not.
coxy1979	ok
Tushar Pharswan	May I know your company name as well.
coxy1979	AM2 corporation
	I need to know which app I have to use to connect to my server with a MACbook pro air and how to set it up
Tushar Pharswan	May I take the remote access of your local computer?
coxy1979	Sure what do you need
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
coxy1979	ok give me a minute
Tushar Pharswan	https://assist.acecloudhosting.com/join/3282378859
	after that
	Kindly Click on the link and open the downloaded file.
coxy1979	ok done
	should i open he file?
Tushar Pharswan	Yes open it.
	Kindly give me the necessary permissions.
coxy1979	i did
Tushar Pharswan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I an not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
coxy1979	ok
Tushar Pharswan	As per our conversation over the remote session we setup the connection for you.
	Is there anything else I may help you with ?
coxy1979	no I'm good thank you
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, a survey feedback form.</p> <p>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 wi your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
coxy1979	Thanks for your help
	<i>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70063 tarah
Email: tarah@cortextax.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

tarah	Hello, I am your Acebuddy
Acebuddy	Hello Tarah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tarah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tarah	I'd like to raise a Request
Acebuddy	Please select your request type.
tarah	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an i once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?

tarah	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
	<i>Acebuddy has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71466 William Grizack
Email: lisae@rendeq.com 📞 17043454625
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: RALEIGH
State: North Carolina
Country: UNITED STATES

Chat Transcript

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

	What type of QuickBooks Issue are you facing?
William Grizack	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we mana application updates at the backend and apply the necessary patches as and when issued b might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and support@acecloudhosting.com. Our engineers will manually check and implement the patc be and share a confirmation via email.
	Do you need any further assistance on the topic?
William Grizack	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71183 Jeanette Pagliaro
Email: jpagliari@visitingangels.com 📞 18314300616
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: 1 Min 15 Secs
City: SCOTTS VALLEY
State: California
Country: UNITED STATES

Chat Transcript

Jeanette Pagliaro	Hello, I am your Acebuddy
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	Acebuddy	Hello Jeanette Pagliaro, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Jeanette Pagliaro	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Jeanette Pagliaro	I'd like to report an Issue
	Acebuddy	Please select an option!
	Jeanette Pagliaro	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
	Jeanette Pagliaro	Ticket ID: 624903 -We were sent an email with this ticket number asking up to update the li to access QB. I hesitate to do this because my other team members have had issues after c Your thoughts?
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting
		Kindly allow me two minutes to check the same.
	Jeanette Pagliaro	TY
	Tushar Pharswan	Thank you for waiting kindly try to access the server with the new setup that our team sent
		If you face any issue I will be here to assist you.
	Jeanette Pagliaro	I haven't installed it yet.
	Tushar Pharswan	If you want, you can give me the remote access of your local computer, and I can also obse time if you are able to access the server or not.
		You just have to download it it's an icon through which you will be able to log in to server w password. (Edited)
	Jeanette Pagliaro	When I did it I lost access to my second screen and could no longer see the chat. I had to d You can take remote access
	Tushar Pharswan	Okay.
		Kindly give me remote access of your local computer. (Edited)
		Prior providing the access, I would suggest you to close any important documents at your e
		https://assist.acecloudhosting.com/join/1512656511
		Kindly Click on the link and open the downloaded file.
		We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv give your confirmation on this chat.

		It is working fine.
		You may continue to login through this new icon from now.
	Jeanette Pagliaro	I'm disconnected again. It blacked out my second screen until you disconnected. I usually h open on one monitor and my local PC on the other, as it is now. How do I correct that?
	Tushar Pharswan	I see you want use server on just one screen instead of it using both the screen.
		Kindly check now.
		Is this what you wanted ?
	Jeanette Pagliaro	Yes, that's better. thank you.
	Tushar Pharswan	Okay.
		Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a l
		Is there anything else I may help you with ?
	Jeanette Pagliaro	That's good. thank you.
	Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regan conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledget

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71529 angie
Email: anewsom@ntgglobal.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: 2 Mins 19 Secs
City: OKLAHOMA CITY
State: Oklahoma
Country: UNITED STATES

Chat Transcript ----- C

angie	Hello, I am your Acebuddy
Acebuddy	Hello Angie Newsom, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
angie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
angie	I'd like to raise a Request
Acebuddy	Please select your request type.
angie	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address reason for server reboot and the support team will be happy to update you on the task's co
	Do you need any further assistance on the topic?
angie	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	Acebuddy (bot) forwarded the chat request
	1:33:46 AMangie is sharing a file with you image.png - (Size:23.63 KB)
	Manish Singh accepted the chat transfer request.
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yc
angie	Hello. I'm getting this error when trying to run reports via excel. Can you assist please?
	1:34:56 AMangie is sharing a file with you image.png - (Size:23.62 KB)
Manish Singh	I will surely help you with this issue.
angie	

		appreciate it
	Manish Singh	Kindly allow me two minutes to check the same.
		May I know your business name?
	angie	CVM Properties, LLC
		the server name is CAIM.myrealdata.net
		the wierd thing is that I ran 2 reports to excel right before I got this error. Maybe the server be rebooted
	Manish Singh	Alright, rebooting the server in 5 minutes.
	angie	ok
		should I remain on the char?
		chat?
	Manish Singh	Yes, Please
		Server rebooted successfully, kindly try after 2 minutes.
		Kindly try to login once.
	angie	trying
		I think we are good. Thank you
	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 regarn conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfcare (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgeget

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70582 Erick Johnson
Email: aaatreasury1@gmail.com 📞 19178562128
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 7 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Erick Johnson	Hello, I am your Acebuddy
Acebuddy	Hello Aatreasury1, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Erick Johnson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erick Johnson	I'd like to report an Issue
Acebuddy	Please select an option!
Erick Johnson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Erick Johnson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Erick Johnson	TicketShubham Gupta
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Erick Johnson	Ticket 619177
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting
	Kindly allow me two minutes to check the same.

Erick Johnson	ok
Tushar Pharswan	As per this ticket a call back is scheduled.
Erick Johnson	I've got a busy day. There was no time specified. How about now?
Tushar Pharswan	Our call team is different than the chat team you can reply back on the same ticket kindly r your contact number and time with time zone to schedule a call back with you regarding th
Erick Johnson	ok i will do that. thanks
Tushar Pharswan	Is there anything else I may help you with ?
Erick Johnson	no thanks
Tushar Pharswan	Okay.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a l
	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 regar conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledget

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71533 maribel
Email: maribel@hummingbirdverde.co
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows

Browser: Google Chrome
Device: Desktop
City: EL DORADO HILLS
State: California
Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71329 David Weinstein
Email: david@davidweinsteincpa.com ☎ 19149071180
Department: Support(QB & App Hosting)

Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 25 Secs
City: FT LAUDERDALE
State: Florida
Country: UNITED STATES

Chat Transcript -----

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
David Weinstein	IT says theres a trojan horse virus on the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting
David Weinstein	ok
	the servwer says tehres avviruts
Tushar Pharswan	Our servers are well protected is there any screenshot or other details that you can provide regarding the matter.
	Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?

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

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70082 BINITA ADHIKARI
Email: abctaxllc@outlook.com ☎ 12025319519
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

BINITA ADHIKARI	Hello, I am your Acebuddy
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Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you.
BINITA ADHIKARI	hi again
	Did you remove me as an admin
	I need to download Drake Accounting 2025 too
Tushar Pharswan	I didn't but I can check if the permission are there or not.
BINITA ADHIKARI	It didn't give me permission to install.
Tushar Pharswan	I will look into it.
	Kindly allow me two minutes to check the same.
BINITA ADHIKARI	sure
Tushar Pharswan	I just checked apparently, we have not yet given the permission. The ticket #613572 is ongoing. Please revert back on that email and accept the disclaimer for admin rights.
	Once you do that you receive email once the permission is given to you.
	Is there anything else I may help you with ?
	May I take the remote access of your local computer?
	To resolve the issue faster.
	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 by calling 1-888-415-5240 (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71338 Shelly Sundie
Email: shelly@sbsaccting.com ☎ 18603094470

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: 42 Secs
City: HARWINTON
State: Connecticut
Country: UNITED STATES

Chat Transcript ----- C

Shelly Sundie	Hello, I am your Acebuddy
Acebuddy	Hello Shelly Sundie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shelly Sundie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shelly Sundie	I'd like to report an Issue
Acebuddy	Please select an option!
Shelly Sundie	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Shelly Sundie	I'm not able to change the setting to use multiple displays. I don't want the same thing to s screens. Everything is locked.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting
	I will surely help you with this issue.
Shelly Sundie	Thank you
Tushar Pharswan	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your e
Shelly Sundie	yes
Tushar Pharswan	https://assist.acecloudhosting.com/join/7022984628
	Kindly Click on the link and open the downloaded file.

		Kindly give access on Local systems I will edit the settings of the icon through which you log
		We are connected now kindly guide me to the icon of which the dual screen setup needs to (Edited)
		Let me take over.
		this is the icon correct ?
	Shelly Sundie	yes
	Tushar Pharswan	Kindly enter the password.
		As you can see it is now using only one screen.
		Is there anything else I may help you with ?
	Shelly Sundie	perfect thank you
		Yes
		can we use that same edit to change the username? I have to keep re-typing it
	Tushar Pharswan	Yes.
	Shelly Sundie	Ok - I have one more request
	Tushar Pharswan	Is that what you wanted to do?
	Shelly Sundie	Yes it is - thank you
	Tushar Pharswan	Kindly tell me.
	Shelly Sundie	I'm not able to access my files with this username
		see it says i don't have permission?
	Tushar Pharswan	Kindly let me check on server end.
		As I can see there are specific users given access to certain folders of the content of client data folders.
	Shelly Sundie	This username needs to access all the folders
	Tushar Pharswan	Do you want the user profile John Dombrowski to have access of Client data folder?
		Okay.
	Shelly Sundie	Yes please
	Tushar Pharswan	For this request kindly email, us at support@acecloudhosting.com with request of user John Dombrowski need access of whole client data folder.
		I will then proceed with the access request.
	Shelly Sundie	Ok thank you
	Tushar Pharswan	Kindly email us with this email address shelly@sbsaccting.com
	Shelly Sundie	Ok it looks like they are working on it
		Thank you for your help on the other items.

	Tushar Pharswan	Did you email?
	Shelly Sundie	I was emailing with someone else before we started chatting
		Ticket ID: 627845 Glad to know that you were able to sign in. As I mentioned earlier, we are on providing appropriate permissions for John. We will keep you posted on that. Please feel reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-41 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting We w to hear from you, please share your feedback at quality@acecloudhosting.com .
		That's the email i received
	Tushar Pharswan	In it is mentioned that the user John.Do should have same permissions as Shelly correct?
	Shelly Sundie	It was when I emailed initially
		I just confirmed again to be sure thank you
	Tushar Pharswan	Kindly log off and re login have made the neccessry changes.
	Shelly Sundie	It doesn't appear to be working yet
	Tushar Pharswan	Kindly allow me a minute to make more changes to the sub folders.
	Shelly Sundie	Ok
	Tushar Pharswan	Kindly try now.
	Shelly Sundie	Looks like it's working now
	Tushar Pharswan	Great.
		Is there anything else I may help you with ?
	Shelly Sundie	No that was it.
	Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a l
	Shelly Sundie	Thanks so much!
	Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Shelly Sundie	I will
	Tushar Pharswan	<p>You may end this chat now. Once you end this chat, you will receive an email from us regan conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge</p>
		<i>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71302 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 15 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript

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

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you.
	Hello Krisika
krisika	Quickbook very slow in all pc
Shashwat Verma	I will surely help you with this issue.
krisika	Yes
	U can proceed the server reboot
Shashwat Verma	Sure, kindly allow me 2 mins.
krisika	Ok
Shashwat Verma	As per your request we have initiated the Reboot.
krisika	Ok
Shashwat Verma	Is there anything else I may help you with ?
krisika	No
	Thank you
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how we are doing. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)</p>

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70037 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Aarush Aneja
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 4 Secs
City: ANAND
State: Gujarat
Country: INDIA

Chat Transcript ----- C

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Aarush Aneja accepted the chat transfer request.
	Aarush Aneja is transferring the chat to Shubham Kataria.
krisika	Quickbook very slow in all pc
	U can proceed the server rebot
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting yc
	May I know all users are facing this issue?
krisika	Yes
	Shubham Kataria has not responded for the transfer request.

Aarush Aneja	We will surely assist you
krisika	Yes
Aarush Aneja	Kindly provide 2-3 minutes
krisika	Ok
Aarush Aneja	We checked and found all users disconnected from the server. We rebooted the server.
krisika	Ok
Aarush Aneja	Kindly login back on to the server now once.
krisika	Ok
	Quickbook working fine in all pc
	Thank you
Aarush Aneja	We checked and found the storage on C and drive are 5% and 14% free on the server respec
	Welcome. Kindly check with the account owner for adding more space on the server for mo performance.
	Krisika, Is there anything else I may help you with ?
krisika	No
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
krisika	Thank u
Aarush Aneja	You may end this chat now. Once you end this chat, you will receive an email from us regan conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledget
Aarush Aneja has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71063 jeanette
Email: jeanette@creative-awnings.com ☎ 15419881099
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: 11 Secs
City: SEATTLE
State: Washington
Country: UNITED STATES

Chat Transcript

jeanette	Hello, I am your Acebuddy
Acebuddy	Hello Jeanette Carbaugh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jeanette	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jeanette	I'd like to raise a Request
Acebuddy	Please select your request type.
jeanette	Change in Users
Acebuddy	Please select your desired option!
jeanette	User Removal
Acebuddy	Kindly email us the username that needs to be deleted to support@acecloudhosting.com fr registered email address and we'll update you once the request has been processed.
	Do you need any further assistance on the topic?
jeanette	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	Acebuddy (bot) forwarded the chat request
	Yash Ahi accepted the chat transfer request.
	Yash Ahi is transferring the chat to Shashwat Verma.

		<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.
		Hello jeanette
	jeanette	how do I access the portal where I can make a payment and look at my account? I can't find the homepage, unless it is self care portal, but when I log in there, I don't have billing and user management options.
	Shashwat Verma	I will surely help you with this issue.
		Do you have the access of jeanette@creative-awnings.com?
	jeanette	yes
	Shashwat Verma	Kindly visit myportal.acecloudhosting.com
		MyPortal - Ace Cloud Hosting - Login
	jeanette	oh shoot, I think I put the shortcut on the top of my browser and completely forgot it was there.
	Shashwat Verma	here is the link
		No problem
		Is there anything else I may help you with ?
	jeanette	I have to remove a user, but should I email that request?
	Shashwat Verma	No, you can first try at your own, which will complete the request hand to hand
	jeanette	nevermind! I see I can do that online now
	Shashwat Verma	Great!
	jeanette	will that update the Feb 1 invoice?
	Shashwat Verma	Yes
	jeanette	excellent. Thank you so much for your assistance. I don't know why I always forget to go to my portal. :-)
	Shashwat Verma	No issue, we are happy to see you here!
		It would be great if you could share your feedback after this chat ends. Thanks in advance!
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	jeanette	no problem.
	Shashwat Verma	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how we are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)</p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70634 Ashlee Maitland
Email: office@sadlonandassociates.com ☎ 18282000079
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 4 Secs
City: FRANKLIN
State: North Carolina
Country: UNITED STATES

Chat Transcript

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

		Password expiry notice
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yc
		Hii Ashlee
		<i>The visitor's phone number was changed to 18282000079.</i>
	Ashlee Maitland	Hello manish
		I keep getting a notification that my remote sever password is expiring but I can figure out change it. I got a new passcode for logging into the Remote Desktop but I’m still getting the notification
	Manish Singh	Kindly allow me two minutes to check the same.
		As i can check you are not accessing server right now.
	Ashlee Maitland	Correct
		it Only happens under the Meta.npro1 account
	Manish Singh	If you are facing issue you can login on your Self care the issue will resolve itself.
	Ashlee Maitland	How do I do that?
	Manish Singh	Selfcare@acecloudhosting.com
		Login with your username and reset the password.
	Ashlee Maitland	It says invalid username
	Manish Singh	Alright.
		Are you not able to access server or after accessing server you are getting this prompt?
	Ashlee Maitland	I think I figured it out. I will contact you if I get the notification again. Thank you for your tin
		<i>Ashlee Maitland has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70404 Courtney Lane
Email: coscourtneylane@gmail.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: WATERBURY
State: Connecticut
Country: UNITED STATES

Chat Transcript

Courtney Lane	Hello, I am your Acebuddy
Acebuddy	Hello Courtney Lane, 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 as Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71645 Kristen Bodine
Email: kbodine@awakenjustice.org ☎ 7758307381
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: 37 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript -----

Kristen Bodine	Hello, I am your Acebuddy
Acebuddy	Hello Kristen Bodine, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kristen Bodine	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kristen Bodine	I'd like to report an Issue
Acebuddy	Please select an option!
Kristen Bodine	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Kristen Bodine	Payroll issue
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
Kristen Bodine	Hi. You helped me a little over an hour ago. I am trying to add the payroll hours for this pay it is requiring me to do an update. You said it would take about an hour. I just went on to se completed, and I am still getting the notice to update.
	I tried to update, and I am getting an error code - (P5032)
Shashwat Verma	I will surely help you with this issue.
	Kristen, we have informed you that you are on shared server, and other user are log-in on s payroll update requires server reboot, hence once all other users get log off, will do the san shared server have its own limitations,
Kristen Bodine	We were all logged off of the shared server.
Shashwat Verma	"Other users from different companies are logged in, as the shared server is divided betwee companies. Hence, this is a limitation of the shared server. If you want the privilege to sche updates timely, we recommend shifting to a dedicated server.
	Hopefully we perform update on shared server in off hours, once users get logoff
Kristen Bodine	So am I to understand that what you told me was wrong?

	Shashwat Verma	We attempted the update, but it got failed
		Hope you understand.
	Kristen Bodine	I would have appreciated an email letting me know this.
	Shashwat Verma	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue.
	Kristen Bodine	Thank you. Please provide the email once you have completed the update.
	Shashwat Verma	Yes, will do that.
		Hope you understand our situation.
		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 by calling (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know how we are doing. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
		<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71495 Jokeefe

Email: jokeefe@plplogistics.com ☎ 14048227874
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: GAINESVILLE
State: Georgia
Country: UNITED STATES

Chat Transcript -----C

Jokeefe	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Okeefe, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jokeefe	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jokeefe	I'd like to raise a Request
Acebuddy	Please select your request type.
Jokeefe	Password Reset
Acebuddy	Please select an option below
Jokeefe	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server passworc
	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 as Kindly re-initiate the chat.
Ended due to chat idle timeout	

Need to reset our remote desktop tonight

Visitor Details

#71519 Alexis
Email: alexisa@sentryusa.com 📞 16057530880
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 51 Secs
City: WATERTOWN
State: South Dakota
Country: UNITED STATES

Chat Transcript

Alexis	Need to reset our remote desktop tonight
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Hi Alexisa,
	Let me transfer you to our support line to help you with your concern
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</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 yc
	Would you like to reset the password for remote desktop?
Alexis	No, we have a user who is requesting that our remote desktop be restarted
	But we don't have the ability to do that
Manish Singh	May I know the username who want the restart? (Edited)
	And is his/her session freezes what is the reason of the restart? (Edited)
	Are we still connected here?
	Are we still connected here?
Alexis	I'm back, so sorry
	Is there still someone there who can help me?
Manish Singh	I am on the server right now.
	Kindly let me know the username who want his session to restart.

Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 51 Secs
City: GUANGXING
State: Taipei City
Country: TAIWAN PROVINCE OF CHINA

Chat Transcript -----

C indy	Hello, I am your Acebuddy
Acebuddy	Hello C Indy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
C indy	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist y
C indy	access to install the desktop QB
Priyanshu	Surely will be assisting you with this but before that could you please help me with your bu
	and usernmae
	username
C indy	ok
	Just disconnected
	Name:cindy Business name: Sportspowerltd cindy@sportspowerltd.com.tw
Priyanshu	Sorry, but I could not find the businessname you mentioned.
	Cindy, could you please help me with your client ID or account owner full name
C indy	Please see the following mail
Priyanshu	okay
	Sorry, but could not find the account details. Do you have client ID i.e., starting with CID
C indy	hihi
	Please check if the following email can be found
	Hi Cindy, Please see attached instructions to download the QB desktop version on your con text you my user ID and login password via wechat when you are ready. If you need to, you chat or call Ace Cloud Hosting to support if you need any help. Best regards, Carol ----- f message ----- From: Dipanshu Dewan <support@acecloudhosting.com> Date: Fri, Jan 17

		<p>5:07 PM Subject: Re:[## 623448 ##] RDP Connector Required To: <carol.natusadm@gmail.com></p> <p>Dear Carol, Greetings from Ace Cloud! Ticket ID: 623448 Issue: RDP Connector Required</p> <p>Super our conversation over the call, we are sending a new RDP shortcut for server login. Please download the attachments, download the same, and you can use the existing password to connect with the server. As always, please don't hesitate to reach out to us for any further assistance. Please reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-888-8888 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting We would love to hear from you, please share your feedback at quality@acecloudhosting.com. Best regards,</p> <p>Dipanshu Dewan Get In Touch with Us Chat Phone: 1-888-415-5240 Email: support@acecloudhosting.com</p>
	Priyanshu	Thank you for the previous attached email
		It seems that your server is being managed by different team, please let me transfer your chat to the concerned team so that they can better assist you.
		<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
	Cindy	Carol means you should help me connect remotely first. I will share an account with Carol
		<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.
		Hello Cindy
	Cindy	tnks
	Shashwat Verma	So you want a RDP file for the user, correct?
	Cindy	my teamview id 1840506128 pin s8zwkkpy you can connect now
		link
		yes
	Shashwat Verma	Cindy, as per our operation guideline, we can't join any other remote session other than previous one. If you want remote session we can send the link, but first elaborate your issue.
		We really appreciate your efforts.
	Cindy	How can I call you? What's the country code?
	Shashwat Verma	(1-888-415-5240) here is the contact number.
	Cindy	I'll ask my colleague to contact you.
	Shashwat Verma	Sure
		Is there anything else I may help you with ?
	Cindy	Who should I contact by phone?
		Can you give me name?or extension
	Shashwat Verma	you can contact us, anyone on the shift will pick your call.
		Is that work for you?
		Or we can schedule a call-back for you, kindly share your best time and direct contact number

		Are we still connected here?
	C indy	ok
	Shashwat Verma	So you have any preferred time?
	C indy	My colleagues are all busy now, can you speak Chinese? sorry
	Shashwat Verma	okay,We can try with google translate.
	C indy	I can any time
	Shashwat Verma	Cindy，您希望我安排电话还是希望我现在就帮助您解决您的问题？
	C indy	I mean if I call I can't speak English
	Shashwat Verma	Okay, so we can better assist you here only, correct?
	C indy	yes
	Shashwat Verma	May I take the remote access of your local computer?
	C indy	ok
	Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your e
		https://assist.acecloudhosting.com/join/9762376131
		Kindly Click on the link and open the downloaded file.
	C indy	ok already
	Shashwat Verma	We'll try our best to assist you, have you opened that link?
	C indy	yes
	Shashwat Verma	We are still not connected on remote session
		Kindly Click on the link and open the downloaded file.
	C indy	Clicked link
	Shashwat Verma	Yes, then their will be a file downloaded on your local PC.
		Kindly Open it.
		If you unable to do so, paste the link in the any of the browser.
		Are we still connected here?
	C indy	I see you are already downloading
		Are we still connected here? yes
	Shashwat Verma	Okay, looks there is some network issue at your end, therefore you are unable to join the re session.
	C indy	I saw your answer
	Shashwat Verma	Also, as per this, we can't find any of the account associated with ACE
		Could you please share your CID, so that we can contact you on email.

	C indy	Carol hasn't opened an account for me yet, so I'll share it with him first.
		CID? what'S?
	Shashwat Verma	Can you ask Carol for CID number? (Edited)
	C indy	Because I share it with Carol first, I have to remotely instell qb first
		Hi Cindy, my QB user id is Carol_Q6 and password is QBbestco168\$
	Shashwat Verma	Or ask Carol to contact us, as we require a registered person with their registerrd email to c any request associated with ACE (Edited)
	C indy	Can You send an email to Carol?
		cc Cindy ok?
	Shashwat Verma	Carol is one of the user of the account under [Ms. Loria Wang] (https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=2310200000) we can email to loria@natusinc.com, for any further request.
		Also, the user and email script you have shared with us is associated to account name Natu to Sportspowerltd
	C indy	i already mail to carol tks
		Wait for her reply tks
	Shashwat Verma	Okay, will wait for Carol revert on email.
		Is there anything else I may help you with ?
	C indy	no tks a lot
	Shashwat Verma	Thanks for your efforts, and for understanding our concern about registered person reply
		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 regarn conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting . Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge)
		<i>Shashwat Verma has ended this chat session</i>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71241 takako
Email: takako@tsyamerica.com
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 37 Secs
City: MACON
State: Georgia
Country: UNITED STATES

Chat Transcript

takako	Hello, I am your Acebuddy
Acebuddy	Hello Takako, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
takako	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
takako	I'd like to report an Issue
Acebuddy	Please select an option!
takako	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
takako	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following st help you with resolving the issue
	Was that helpful?
takako	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you fu

		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you with this.
	takako	I cant open QB
	Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name
	takako	checking now Please wait
	Tushar Pharswan	Sure, please take your time
	takako	Sever Name TSY.myrealdata.net
		Name Cloud User Name TakakoMeche myrealdata\takakoMH
		myrealdata\takakoMH
	Tushar Pharswan	Kindly allow me two minutes to check the same.
	takako	ok
	Tushar Pharswan	You are not able to login to server or open QuickBooks application?
	takako	no
		cant login at all
	Tushar Pharswan	Thank you for waiting. (Edited)
		As I can see your account is disabled. So kindly connect with the authorised account owner your account from MyPortal after that you will be able to access your account. (Edited)
		If they are unable do so, then kindly ask the authorised account owner to email us at support@acecloudhosting.com to enable your account.
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
	takako	Hi I am authorized person for this account. Could you please describe why her account is disabled and have never disabled her account.
		My name is Ken Honda
	Tushar Pharswan	I will have to check it from back end again Kindly allow me 2 -3 minutes to check.
	takako	I was able to login by using her pass and ID to QB.
		I am not sure what is really causing the issue. Is it something going on with C drive usage?
	Tushar Pharswan	I previously asked the user If they are not able to login server or QuickBooks application? as you mentioned that you are able to login to QuickBooks using her id.
		Kindly reconfirm with us are you able to access the server user profile of TakakoMH ?
		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 (1-888-415-5240) if any further assistance is required.

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71151 help
Email: help@triadcybersolutions.com ☎ 3362999989
Department: Support(QB & App Hosting)
Operator: Aarush Aneja
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 16 Secs
City: ORANGEBURG
State: New York
Country: UNITED STATES

	help	Hello, I am your Acebuddy
	Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	help	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	help	I'd like to report an Issue
	Acebuddy	Please select an option!
	help	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
	help	need to install drake accounting updates on my session and its not allowing to do that
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Aarush Aneja accepted the chat transfer request.</i>
	Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting yc
	help	please fasttyt
	Aarush Aneja	I will be surely assisting you with this. Kindly help me with your server name and user name
	help	tcssecuredsvr.myrealddata.net
		Anne.g@
	Aarush Aneja	Thank you for the details
		May I take the remote access of your server?
	help	granted
		please do it
	Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your e
		We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv give your confirmation on this chat.
	help	its still showing the update option
	Aarush Aneja	Kindly check again once now
	help	still
		dont chat on server
	Aarush Aneja	No worries.

help	chat here
Aarush Aneja	We are updating the application again
	We apologize for the inconvenience caused
	It is showing no new update on our end now. Kindly login back on the application on your ei and check now
help	you can disconnect thanks
Aarush Aneja	We ended the remote session
	Is there anything else I may help you with ?
help	no
Aarush Aneja	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 regarn conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledget

help has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71642 Jojo Puthenpurayil
Email: jojo@epitexas.com ☎ 17135849319
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: 16 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript -----

Jojo Puthenpurayil	Hello, I am your Acebuddy
Acebuddy	Hello Jojo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jojo Puthenpurayil	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jojo Puthenpurayil	I'd like to report an Issue
Acebuddy	Please select an option!
Jojo Puthenpurayil	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jojo Puthenpurayil	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Jojo Puthenpurayil	I HAVE A TICKET
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
	Hello Jojo
Jojo Puthenpurayil	HI
Shashwat Verma	Kindly share the ticket Id
Jojo Puthenpurayil	SURE
	630904
Shashwat Verma	I will surely help you with this issue.
Jojo Puthenpurayil	CAN YOU CONNECT WITH MY PC
Shashwat Verma	We have checked this ticket and it's related to printing issue

	Yes
Jojo Puthenpurayil	YES
Shashwat Verma	May I take the remote access of your local computer?
Jojo Puthenpurayil	SURE
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your e
	https://assist.acecloudhosting.com/join/9422529608
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv give your confirmation on this chat.
	As we haven't got any response from your end, We are closing this chat. If you still need as Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71383 michael
Email: michael@silversfs.com ☎ 18187184643
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 23 Secs
City: TEL AVIV
State: Hamerkaz
Country: ISRAEL

Chat Transcript

	michael	Hello, I am your Acebuddy
	Acebuddy	Hello Michael, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	michael	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	michael	I'd like to report an Issue
	Acebuddy	Please select an option!
	michael	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
	michael	Ticket# 628532 Please have Manish contact me 747-301-7781 to discuss next steps to resc issue
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yc
	michael	Hi Manish, this is michael again
	Manish Singh	Yes, Michael
	michael	I tried to login and got an error not letting me get in to the server
	Manish Singh	May I take the remote access of your local computer?
	michael	yes please
	Manish Singh	https://assist.acecloudhosting.com/join/5502175913
		Prior providing the access, I would suggest you to close any important documents at your e
		We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resol give your confirmation on this chat.
		Is there anything else I may help you with ?
	michael	one sec
		I would like to try once more
	Manish Singh	Sure, Michael take your time.
	michael	looks great
		Thanks for your help
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by cli

	smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how we are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71359 jend
Email: jend@taxproak.com 📞 19077431040
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: 28 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

		Whom Would You Like to Connect With?
	jend	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	jend	I'd like to report an Issue
	Acebuddy	Please select an option!
	jend	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
	jend	this is ongoing, evvery time i log in for th first time of the day cannot connect to server to c
	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
		Hello Jend
	jend	hi anurag
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
		Could you please elaborate your issue?
	jend	every time first log in can't connect to server when logging into atx
	Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name
	jend	jennifer desroces
		Desroches
		tax professionals of alaska
	Anurag Sharma	Thanks for the confirmation !
		May I take the remote access of your local computer?
	jend	yes
	Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your e
	jend	done
	Anurag Sharma	https://assist.acecloudhosting.com/join/4042518259
		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 r
		the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv
		give your confirmation on this chat.

	I have rebooted the server in order to resolve this issue.
	Kindly try to access the server now
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat with us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71084 RENEE RINI
Email: renee.rini@irontoncapital.com ☎ 2166596889
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 21 Secs
City: BROOMFIELD
State: Colorado
Country: UNITED STATES

Chat Transcript

RENEE RINI	Hello, I am your Acebuddy
Acebuddy	Hello Renee Rini, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

	RENEE RINI	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	RENEE RINI	I'd like to report an Issue
	Acebuddy	Please select an option!
	RENEE RINI	Password Reset
	Acebuddy	Please select an option below
	RENEE RINI	Already Enrolled to Selfcare Portal
	Acebuddy	Please follow the process mentioned in the link below inorder to reset your server passworc
		Do you need any further assistance on the topic?
	RENEE RINI	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yc
	RENEE RINI	Hi, I am receiving an error message when login in
	Manish Singh	May i know what kind of message are you recievinng.
	RENEE RINI	Sure. Let me get that
		Now I received a message "installing remote connection". didn't get that message before
		but still not connecting
	Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users to
	RENEE RINI	first time for me. not sure on other users
		I haven't logged in recently. Is it updating?
	Manish Singh	Checking please wait.
	RENEE RINI	still initiating remote connection
	Manish Singh	Kindly try now.
	RENEE RINI	cancel and try to sign on?
		<i>9:10:24 PMRENEE RINI is sharing a file with you</i> <i>1_image.png - (Size:16.96 KB)</i>
	Manish Singh	May I take the remote access of your local computer?
	RENEE RINI	yes
	Manish Singh	https://assist.acecloudhosting.com/join/2932718091

		Prior providing the access, I would suggest you to close any important documents at your e
	RENEE RINI	are you connected?
		still there?
	Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv give your confirmation on this chat.
		We need to reset the password.
		Please send us an email from the registered email address at support@acecloudhosting.cor we could proceed further with the request. Also, the registered email for your account with us is : renee.rini@irontoncapital.com
	RENEE RINI	done
	Manish Singh	Let me check once.
	RENEE RINI	done
		did you get the email?
	Manish Singh	Emailed you the password.
	RENEE RINI	WAITING FOR EMAIL
	Manish Singh	I have reverted on the same email kindly check.
		Is there anything else I may help you with ?
	RENEE RINI	Thank you!
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by cli smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarn conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks! Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgel
		<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70978 Glenn Hammill
Email: glenn@hammillconsulting.com ☎ 925.944.4791
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 7 Secs
City: SANTA CLARA
State: California
Country: UNITED STATES

Chat Transcript

Glenn Hammill	Hello, I am your Acebuddy
Acebuddy	Hello Glenn Hammill, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Glenn Hammill	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Glenn Hammill	I'd like to raise a Request
Acebuddy	Please select your request type.
Glenn Hammill	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an i once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Glenn Hammill	Yes
Acebuddy	

		Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Rohan Prajapati accepted the chat transfer request.</i>
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting
		Hello Glenn, How are you doing today ?
	Glenn Hammill	Great
		and you?
	Rohan Prajapati	I will surely help you with this.
		I'm good too, thanks for asking.
		May I know the application that you would like us to update?
	Glenn Hammill	I'm typing from my iPad and I used to have remote access to my ACE desktop server but I've lost it. It needs to be reset up. Can you help me with this?
		reset up on my iPad
	Rohan Prajapati	Okay, Glenn. Would it be okay if I shared the instructions with you? This document has all the instructions to set it up.
	Glenn Hammill	sure
		<i>6:53:33 AMRohan Prajapati is sharing a file with you</i> <i>New ACE Cloud Hosting Setup Guide (Mac).pdf - (Size:1.27 MB)</i> <i>Here is the Document.</i>
	Rohan Prajapati	Server Name: Hammill.myrealddata.net RDG Gateway: RDG.myrealddata.net Username: Myrealddata\GlennHam
		These details are required to setup the same.
		This document is for Mac Pc but the instructions are almost the same to set up RDP on an il
	Glenn Hammill	Okay I'll give it a try
	Rohan Prajapati	Great, Glenn! In case you still face any issues, I would recommend contacting us at this number 415-5240, as it would be easier for us to assist you over a live call.
		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 by calling (1-888-415-5240) if any further assistance is required.
		<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71731 Fenil Shah
Email: tax@sktaxaddison.com ☎ 8473508121
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: 34 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

	Fenil Shah	Restart
	Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Fenil Shah	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Fenil Shah	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Fenil Shah	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your requ technicians will connect with you for further assistance.
		If you are facing any issue/problem with your server, Please select the appropriate option b
	Fenil Shah	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	Fenil Shah	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
	Fenil Shah	Need to update Payroll 2024 in server Skta3
	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 assistin today.
	Fenil Shah	Okk. Hello Shubham
	Shubham Kataria	Hello
		Good Day
		I will be surely assisting you with this. Kindly help me with your business name and user na
	Fenil Shah	Sk tax Addison, LLc
		User name is Admin
	Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.
	Fenil Shah	Sure
	Shubham Kataria	Kindly confirm if you would like to update payroll 2024 on server SKTaxAddison3 (Edited)
	Fenil Shah	yes

		confirm
	Shubham Kataria	Thank you, please allow 2-3 minutes to check the same.
		Thank you for your patience.
		May I take the remote access of your server?
	Fenil Shah	Yes Please
	Shubham Kataria	Upon checking, currently user MonikaChmiel is logged on to the server. Kindly confirm if yo in with this username
	Fenil Shah	Can use same user in different server on same time ?
	Shubham Kataria	Atx applications can be used by one user on a particular server
		I need to take remote of server SKTaxaddison3 and currently user monika is logged in on th
		Can I take the remote session?
	Fenil Shah	yes please
		take remote
	Shubham Kataria	thank you
		Prior providing the access, I would suggest you to close any important documents at your e
	Fenil Shah	OKk
	Shubham Kataria	Kindly accept the request on server
	Fenil Shah	Not Found
		Skta3
	Shubham Kataria	We are connected on the remote session
	Fenil Shah	okk
	Shubham Kataria	I have took the remote and it seems monika was not aware about the remote session
		Is it your username?
		SKTA3@myrealdata.net
	Fenil Shah	No
		Server name is Skta3
	Shubham Kataria	Kindly confirm you username and confirm on which server you want us to update payroll a monika was not aware about the remote session and she disconnected the session
		Currently monika is logged in to this server
		SKTaxAddison3.myrealdata.net,
	Fenil Shah	207.60.98.174
	Shubham Kataria	Monika has disconnected the remote session from this server (Edited)
	Fenil Shah	Okay

	I need the update in this rdp
Shubham Kataria	Are you logged into the server?
Fenil Shah	yes
Shubham Kataria	May I take the remote access of your local computer?
Fenil Shah	yes sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your e
Fenil Shah	done\
Shubham Kataria	https://assist.acecloudhosting.com/join/5742549521
	Kindly join this link
	We are connected on the remote session and will proceed with the troubleshooting on the r the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolv give your confirmation on this chat.
	Thank you for your patience.
	As per our recent conversation over remote, payroll 2024 has been successfully updated nc
	Is there anything else I may help you with ?
	Are we still connected here?
	As you're disconnected from the chat, we are ending the chat session. You may re-initiate t call us at (1-888-415-5240) if any further assistance is required.
	<i>Shubham Kataria has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70091 chas

Email: chas@acerobella.com 📞 8325386300

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

chas	Hello, I am your Acebuddy
Acebuddy	Hello Chas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
chas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
chas	I'd like to report an Issue
Acebuddy	Please select an option!
chas	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
chas	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need as Kindly re-initiate the chat.

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70806 assembly
Email: assembly@rortax.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: 5 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript ----- C

assembly	Hello, I am your Acebuddy
Acebuddy	Hello Assembly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
assembly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
assembly	I'd like to raise a Request
Acebuddy	Please select your request type.
assembly	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your requ technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option b
assembly	Restart
Acebuddy	Hello Assembly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
assembly	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Pradeep how may I help you for to
assembly	Hello! I would like to add two-factor authentication to the login for user Assembly on the RC server.
	I would like to set it up to email a code to assembly@rortax.com to allow users to log in

	Pradeep Kumar	Thank you for the information. Allow me a moment.
		Thank you for your patience. Let me transfer the chat to the concerned department.
		<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>
	assembly	Thank you!
		<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
	assembly	Hi there
	Anurag Sharma	Hello
		I will be surely assisting you with this. Kindly help me with your server name and user name
	assembly	The username is: Assembly.R The server name is RORTax
		If there is a way for me to do this on my own, that would be fine too, I just do not know how
	Anurag Sharma	Assembly I would like to inform you that this service can be only done by us.
	assembly	Ok, sounds good
	Anurag Sharma	Could you please confirm for how many users you want to enable this?
	assembly	Just one, Assembly.R
	Anurag Sharma	Okay.
		Assembly I hope you are well aware that Two Factor Authentication is chargeable at \$10 per month.
	assembly	Oh, I did not know that!
	Anurag Sharma	Do you wish to proceed now?
	assembly	I do not. I will have to discuss this with my employers
	Anurag Sharma	Okay
	assembly	Thank you for letting me know!
	Anurag Sharma	I will be sending you an email after this chat you can just revert back to that if you wish to get service.
	assembly	Thanks!
		Have a great day
	Anurag Sharma	Is there anything else I may help you with ?
	assembly	No, that will be all
	Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding the same.

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

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70248 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 1 Sec
City: ANAND
State: Gujarat
Country: INDIA

Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	krisika	I'd like to report an Issue
	Acebuddy	Please select an option!
	krisika	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
	krisika	Hi
	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
		Hello Krisika
	krisika	Quickbook not open but Quickbook working now
		Sorry
	Shashwat Verma	Are you facing problem now?
	krisika	No
		Thank you
	Shashwat Verma	Is there anything else I may help you with ?
	krisika	No
		Thank you
	Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
		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 regar conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledget
		<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70924 johnathon
Email: johnathon@islandentertainment.com
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 10 Secs
City: RIDGELAND
State: Mississippi
Country: UNITED STATES

Chat Transcript

johnathon	Hello, I am your Acebuddy
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you.
	As this chat session is disconnected, we are closing this chat session.
	This message has been deleted
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling 1-888-415-5240 (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how we are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70694 antony.wu
Email: antony.wu@snrtea.com
Department: Support(QB & App Hosting)
Operator: Aarush Aneja
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 3 Secs
City: OXNARD
State: California
Country: UNITED STATES

Chat Transcript

antony.wu	Hello, I am your Acebuddy
Acebuddy	Hello Antony Wu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
antony.wu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
antony.wu	I'd like to raise a Request
Acebuddy	Please select your request type.
antony.wu	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address reason for server reboot and the support team will be happy to update you on the task's co

		Do you need any further assistance on the topic?
	antony.wu	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	antony.wu	our server seems to be constantly crashing still after the first reboot earlier, if you can kind the server again that would be great server name: SunrightCorp.myrealdata.net
		<i>Shubham Yadav accepted the chat transfer request.</i>
		<i>Shubham Yadav is transferring the chat to Aarush Aneja.</i>
		<i>Aarush Aneja accepted the chat transfer request.</i>
	Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting yc
	antony.wu	Hi Aarush, thank you
		if u can kindly reboot our server that would be great
	Aarush Aneja	We will surely assist you
		We have successfully rebooted the server. Kindly login back on to the server and check nov
	antony.wu	awesome looks like its working again
		thank you!
	Aarush Aneja	Welcome
		Is there anything else I may help you with ?
	antony.wu	no, that was all thanks!
	Aarush Aneja	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 regan conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledget
		<i>Aarush Aneja has ended this chat session</i>
	<div></div>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71239 Cindy Haden
Email: chaden@ascendmedie.com ☎ 913-344-1397
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: 1 Min 5 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Cindy Haden	Hello, I am your Acebuddy
Acebuddy	Hello Cindy Haden, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cindy Haden	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Haden	I'd like to report an Issue
Acebuddy	Please select an option!
Cindy Haden	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Cindy Haden	Outlook was re-installed on our server, which was needed; however, I am not able to log int Office. Apparently, there is a licensing issue. The software installed does not allow my licen
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Tushar Pharswan accepted the chat transfer request.
	10:02:18 PMCindy Haden is sharing a file with you

		1_image.png - (Size:11.07 KB)
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you.
	Cindy Haden	Outlook was re-installed on our server, which was needed; however, I am not able to log into Office. Apparently, there is a licensing issue. The software installed does not allow my license to be used.
		10:02:51 PMCindy Haden is sharing a file with you 1_image.png - (Size:11.07 KB)
	Tushar Pharswan	Kindly allow me two minutes to check the same.
		Prior reinstallation was it working?
	Cindy Haden	Yes, it was working before but was having issues timing out and connecting to the server, but now it's working.
		Excel, Word, Teams and PowerPoint worked fine. Outlook was slow.
	Tushar Pharswan	Okay as I can see the ongoing ticket #625981 is in our escalation department so you will hear from them. The escalation department handles the case of reoccurring issue.
		Kindly wait for their reply.
	Cindy Haden	I'm not sure they are aware of this issue as I have not raised the issue with them.
	Tushar Pharswan	We from our side escalated the issue to provide you a proper solution regarding the issue. I will provide us your contact number and preferred time for a call back with time zone.
	Cindy Haden	Okay, my number is 816-392-8260. I am available 8am-5pm Central Standard Time.
	Tushar Pharswan	Thank you for the details. Kindly wait for our team to respond.
		I deeply apologize for the inconvenience caused to you.
	Cindy Haden	Thank you. Please let them know that I am unable to work until this is resolved. Take care.
	Tushar Pharswan	Sure.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know how you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfcare (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
		Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70448 TERESA THORNTON
Email: teresa.thornton@saintandrewmemphis.org ☎ 901-948-3441
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: 1 Sec
City: MEMPHIS
State: Tennessee
Country: UNITED STATES

Chat Transcript

TERESA THORNTON	Hello, I am your Acebuddy
Acebuddy	Hello Teresa Thornton, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
TERESA THORNTON	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
TERESA THORNTON	I'd like to raise a Request
Acebuddy	Please select your request type.
TERESA THORNTON	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your requ technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option b
TERESA THORNTON	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
TERESA THORNTON	QuickBooks Issue

	Acebuddy	What type of QuickBooks Issue are you facing?
	TERESA THORNTON	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
	TERESA THORNTON	Ticket ID: 607825 Issue: Client data
	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
	TERESA THORNTON	Can you call me at 901.596.0382? I tried calling the support number and cannot get connec Representative.
	Anurag Sharma	Okay
		Could you please confirm your availability time along with the timezone. So that I can arrar callback for you?
	TERESA THORNTON	It's 2:05 central time for me. I'm available now.
	Anurag Sharma	Okay. You can expect the callback within 10 minutes.
		Is there anything else I may help you with ?
	TERESA THORNTON	No. I need to speak with someone. Thanks
	Anurag Sharma	Okay
		I would greatly appreciate if you could spare a minute to give your valuable feedback at the chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regar conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge)
		<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

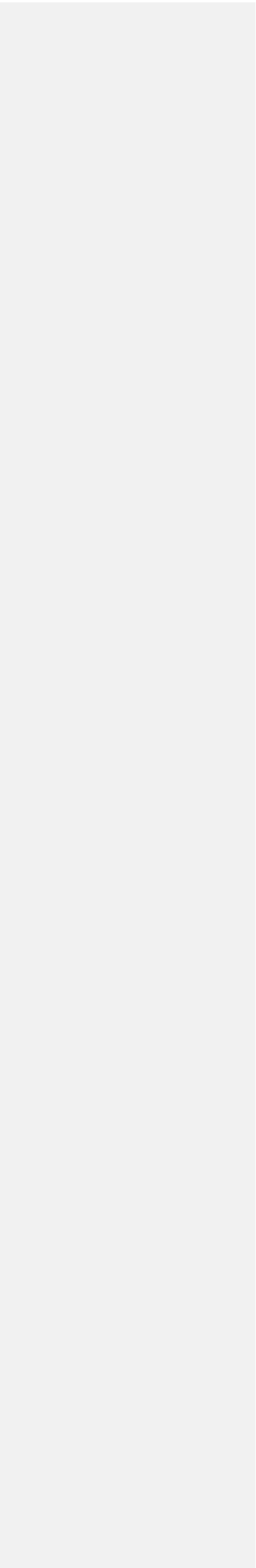
Visitor Details

#71364 Bonnie Crabtree
Email: bonnie@crabtreebookkeeping.com ☎ 12095526490
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 41 Secs
City: YUBA CITY
State: California
Country: UNITED STATES

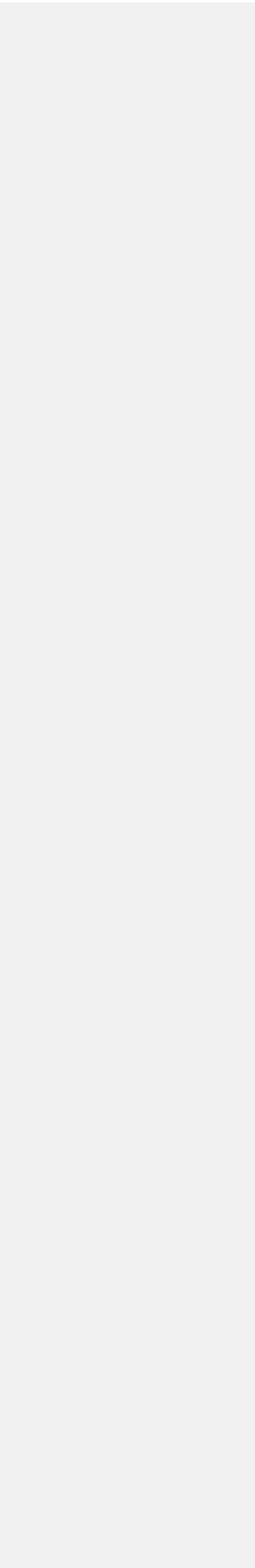
Chat Transcript

Cha

Bonnie Crabtree	Hello, I am your Acebuddy
Acebuddy	Hello Bonnie Crabtree, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bonnie Crabtree	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bonnie Crabtree	I'd like to report an Issue
Acebuddy	Please select an option!
Bonnie Crabtree	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Bonnie Crabtree	I just had support fix the issues that OneDrive does not login. And now it's not logging again. What is going on?
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Rohan Prajapati accepted the chat transfer request.	



Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assist you today.
	Hello Bonnie, How are you doing today ?
Bonnie Crabtree	Hi. We just worked together to get my OneDrive to login. And now it's not logging in again
Rohan Prajapati	I will surely help you with this issue.
	May I take the remote access of your server?
Bonnie Crabtree	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	May i sign out you from the server one more time ?
Bonnie Crabtree	Ye
Rohan Prajapati	Please login back to the server
Bonnie Crabtree	ok
Rohan Prajapati	We may need to reinstall the OneDrive application, as this issue keeps recurring. We can take a snapshot of the server before proceeding with the reinstallation, so we can revert it if the reinstallation doesn't resolve the issue
Bonnie Crabtree	What does that do to the data?
Rohan Prajapati	We can proceed with this during the night hours if you we allow us.
	Please note that the reinstallation should not affect the data. We will reinstall the OneDrive application and take a snapshot of the server. If anything goes wrong, we can revert to the snapshot, and your server will be restored to its previous state.
Bonnie Crabtree	Ok. but for right now can we get it syncing please.
	I need you to wait until after midnight pacific time as I have work to do yet tonight.
	Also, I have another question. Once you have left the server. I shouldn't see the user in the task manager. Am I correct?
Rohan Prajapati	May I confirm if you are talking about support user ?
Bonnie Crabtree	yesd
Rohan Prajapati	I will need to proceed with some troubleshooting steps, such as unlinking the PC, re-signing into OneDrive, or ending the OneDrive session and relaunching it, but you have not allowed me to do so. Therefore, it would be better if we proceed with the reinstallation.
Bonnie Crabtree	I have work to get done. I HAVE TO HAVE SYNCING NOW
	You got it fixed earlier
	so what happens if you unlink



	I have ended and relaunched and it didn't help
Rohan Prajapati	Yes, you will no longer see us logged in once we sign out of the server.
	Bonnie, I understand the urgency of this matter, and that's why I'm doing my best to re-link it.
Bonnie Crabtree	What happens if you unlink
	If you need to unlink and relink. Let's do it
	it
Rohan Prajapati	The files already synced to the server will remain on the server, but any new changes made on the server won't sync to OneDrive until it's re-linked.
Bonnie Crabtree	Do I have to resync EACH Sharepoint site?
Rohan Prajapati	files already synced to the server will remain on the server, but any new changes made on the server won't sync to OneDrive until it's re-linked.
	Let's take a snapshot of the server now and proceed with the re-installation without wasting any more time.
Bonnie Crabtree	ok
Rohan Prajapati	Thanks for the confirmation !
	Will that be okay if I update you via email once it's done ?
	All you need to do is re-sign into OneDrive once the reinstallation is complete.
Bonnie Crabtree	How long will it take?
Rohan Prajapati	20-30 minutes or maybe it can be done earlier.
Bonnie Crabtree	Let's get it done. I can't go to bed until I get a certain amount of work done and it's 10pm
	yes
	I'm logging out
Rohan Prajapati	Will that be okay if I update you via email once it's done ?
Bonnie Crabtree	yes
Rohan Prajapati	Yes
	Thanks for the confirmation !
	Is there anything else I may help you with ?
Bonnie Crabtree	nope. Let's get right on that.
Rohan Prajapati	Sure we will update you via email once it's done
	May I disconnect the chat now ?
Bonnie Crabtree	yes
Rohan Prajapati	Thanks for the confirmation !

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

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

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

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

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

Rohan Prajapati has ended this chat session

