

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72306 akiva ungar
Email: akiva@healthdirectny.com 📞 7183889300
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: BROOKLYN
State: New York
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

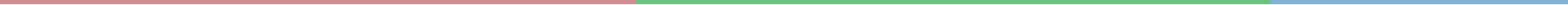
#73084 ctrombley
Email: ctrombley@expertbizdev.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 27 Secs
City: NORTH WALES
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

ctrombley	Hello, I am your Acebuddy
Acebuddy	Hello Cyndi Trombley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ctrombley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ctrombley	I'd like to report an Issue
Acebuddy	Please select an option!
ctrombley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ctrombley	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol
	Was that helpful?

ctrombley	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>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.
	<i>2:29:25 AMctrombley is sharing a file with you</i> <i>image.png - (Size:27.88 KB)</i> <i>Getting that message under my ctrombley id</i>
	<i>2:29:38 AMctrombley is sharing a file with you</i> <i>image.png - (Size:66.86 KB)</i> <i>And this under Admin</i>
ctrombley	My IT says we probably need a reset?
Sharath Kumar	Could you let me know since when is this happening?
ctrombley	For the last ten minutes or so
Sharath Kumar	yes! I can do that for you. If there are other users signed into the server, could you please check with them if they have a
ctrombley	Everyone is off the server-
Sharath Kumar	Thank you, restarting the server now.
ctrombley	How long do we need to wait to try again?
Sharath Kumar	the server is back online now, you may sign in and let me know the result
ctrombley	thanks and will do-
	okay we're back in, thanks!
Sharath Kumar	glad to hear that, anything else that I may assist you with?
ctrombley	what is the QB Reset App that is on my desktop on the ACE remote?
Sharath Kumar	That is a useful app that comes handy when just your QuickBooks application is frozen
	In such instances, simple click on the icon and it will reset the QuickBooks application just for your user profile
ctrombley	Ah okay, thanks again-

Cyndi Trombley has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73103 David Weinstein
Email: david@davidweinsteincpa.com ☎ 19149071180
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 12 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David, 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 representative!
David Weinstein	My vps davidwein is really slow.....my email is david@davidweinsteincpa.com
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
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.

	I will surely help you with this issue.
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
David Weinstein	I can't even get into the chat
	No, other users haven't complained
Manish Singh	Alright, can you check your Internet speed on your local computer?
	As I can check Server RAM and CPU performance is working fine.
David Weinstein	Latency 5 ms Download 15.13 Mb/s Upload 42.02 Mb/s
Manish Singh	Can I try closing CCH Access?
David Weinstein	wait a minute
Manish Singh	May I take the remote access of your server?
David Weinstein	its taking a long time to print a tax return
	it shouldn't be
	then I can give access
Manish Singh	Alright, please take your time.
David Weinstein	its's taking 5 seconds a page on adobe
	isn't that sow
	slow
	?
Manish Singh	No, thats fine.
David Weinstein	I think if ti was on my local computer it would have been done in no time
Manish Singh	As I can check there are multiple tabs open of Microsoft edge on your end you can try closing it i have cleared the temp fi
	I understand your concern we are trying to analyze the resolution regarding the issue, David.
David Weinstein	ok take control
Manish Singh	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 the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	Try to access after two minutes.
	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

#71876 Darius Hofer
Email: admin@holdencolony.com 📞 17803858300
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: 57 Secs
City: BARRHEAD
State: Alberta
Country: CANADA

Chat Transcript

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

Darius Hofer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Darius Hofer	screen display on server
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Anurag Sharma accepted the chat transfer request.	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Darius Hofer	ok
Anurag Sharma	Hello Darius
Darius Hofer	hello
	please call me at 780-385-8300 it will be faster
Anurag Sharma	We can surely arrange a callback for you but if you need immediate assistance. Then you can directly call us on Phone: 1-
Darius Hofer	please call me, when i dial this Number, it just goes dead, and it goes nowhere
Anurag Sharma	Okay, I will surely arrange a callback for you. Please share me your phone number and your availability time and timezon
Darius Hofer	780-385-8300 in alberta canada, time here is 3:00 Pm i'm ok to call anytime
	darius
Anurag Sharma	Okay
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Anurag Sharma has ended this chat session	

Visitor Details

#72070 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 1 Min 21 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 representative!
krisika	Hi
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.
	Hii Krisika
krisika	Server in internet very slow
Manish Singh	I will surely help you with this issue.
krisika	In local pc internet working OK
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?

krisika	But in server internet not working properly
	Yes..first time
	All user facing same problem
Manish Singh	Let me check once.
krisika	Ok
Manish Singh	CPU and RAM health seems to be fine, and speed seems to be fine too.
	<i>4:17:44 PM</i> Manish Singh is sharing a file with you <i>image.png</i> - (<i>Size:18.34 KB</i>)
	Since there aren't many users logged into the server at the moment, we can try rebooting it.
krisika	Yes
	U can proceed the server reboot
Manish Singh	This message has been deleted
	Kindly try to access now.
krisika	Ok
Manish Singh	Are we still connected here?
krisika	Yes
	Thank you
Manish Singh	Is there anything else I may help you with ?
krisika	No
	Thank you
Manish Singh	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 survey link to provide feedback.</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. You can reach me 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>

Manish Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72853 Ted Elvir
Email: telvir@intercentrohn.net ☎ 150499420028
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 46 Secs
City: TEGUCIGALPA
State: Francisco Morazan
Country: HONDURAS

Chat Transcript

Ted Elvir	Hello, I am your Acebuddy
Acebuddy	Hello Ted Elvir, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ted Elvir	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ted Elvir	I'd like to raise a Request
Acebuddy	Please select your request type.
Ted Elvir	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re completion.
	Do you need any further assistance on the topic?
Ted Elvir	Yes
Acebuddy	Please wait while we connect you to our 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.
	May I know the reason for the reboot?
	Also, kindly help me with your server name and user name?
Ted Elvir	Intercentro
	my user name is Ted Elvir
	My user name es telver
	i need to work in single mode
	and we have some users that continue log ib
	i need to reset too
	internew server
	two servers
Tushar Pharswan	Thank you for the detailed information kindly save your work as I will begin the server reboot in 5 minutes to be sure that well.
	Ther server will be rebooted in 5 minutes after which you will be able to use single user mode.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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

#71944 Anais Dilger
Email: ezrad@rortax.com
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: 33 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

Anais Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Ezra, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anais Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anais Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Anais Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anais Dilger	Need help with facilitating an update for Lacerte 2024
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Shubham Yadav accepted the chat transfer request.	
Shubham Yadav is transferring the chat to Shubham Kataria.	

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Anais Dilger	Hello! Lacerte 2024 needs an update and we need help facilitating that
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Anais Dilger	Server name is RORTax and my username is RT_Anais
Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.
Anais Dilger	Ok!
Shubham Kataria	Thank you for your patience.
	I've noticed that multiple users are currently using the Lacerte program that's why we are unable to initiate the update
Anais Dilger	Ok! Which users are still on?
Shubham Kataria	Could you please ask the user to log off from the server for 15-20 minutes. it will help us to update Lacerte
	Wendy and RT_Mike N are currently logged in (Edited)
Anais Dilger	Thank you! I will let them know
Shubham Kataria	Yes, please once they will log off. I'll initiate the update (Edited)
Anais Dilger	Ok, Mike N is out, but I'm having trouble getting ahold of Wendy
	Actually, it looks like she's out now
Shubham Kataria	Thank you, let me initiate the update
Anais Dilger	Thank you
Shubham Kataria	You're welcome, I've initiated the update however it will take few minutes to completed
	Would you like to stay connected over the chat or should I inform you over email once update will complete
Anais Dilger	I will stay connected, thanks
Shubham Kataria	Okay, I will inform you here once done
Anais Dilger	thanks
Shubham Kataria	you're welcome
	Thank you for your patience.
	Lacerte 2024 has been updated now
Anais Dilger	Will you need ro reset the server?
	*to
Shubham Kataria	It is already rebooted
	you may check now
Anais Dilger	Thanks! I think that is all we need for now
Shubham Kataria	you're welcome

	Is there anything else I may help you with ?
Anais Dilger	No thanks!
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	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. You can email me at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72403 mandrei
Email: mandrei@baeumler.ca ☎ 4164559449
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: 40 Secs
City: BURLINGTON
State: Ontario
Country: CANADA

Chat Transcript

mandrei	Hello, I am your Acebuddy

Acebuddy	Hello Maria Andrei, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mandrei	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mandrei	I'd like to report an Issue
Acebuddy	Please select an option!
mandrei	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mandrei	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mandrei	My Remote desktop is not working properly
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Maria
mandrei	HI
	I have received an email about changed to RDP and a new connection to remote desktop
	now the old one has issues when I connect and the new one does not let me move the screen to my secondary monitor ,
	the layout is completely off
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
mandrei	baeumlerqc
	maria.a@myrealddata.net
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
mandrei	yes please
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4522628116
	Kindly paste this link in the browser of local computer and join the session.

mandrei	can you provide a phone number so we can also connect on phone while checking
Anurag Sharma	Yes, we do have a helpline number which you can use to connect us on call. Phone: 1-888-415-5240
mandrei	calling now
Anurag Sharma	I just wanted to let you know that we can also communicate via chat. I'll keep you updated regularly here. (Edited)
mandrei	the phone number is not working
	it is very hard for me to explain is we do not connect by phone as well
Anurag Sharma	I deeply apologize for the inconvenience caused.
mandrei	my phone number is 416 455 9449
	Hello ?
Anurag Sharma	Okay, I would like to inform you that I can surely help you out with your issue as I regularly help the client's with these sin would like to inform you that callback can take upto an hour.
	Please allow me few minutes. I believe I can resolve your issue.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	Please stay connected.
	I am still working on the issue.
	Please stay connected. There is some technical issue in our end.
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
mandrei	I hope it will work
	thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71765 david bastidos

Email: dbastidos@mammothlive.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: LAWRENCE

State: Kansas

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73225 Dino Lombardi
Email: dino@centerland.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: WESTMINSTER
State: Colorado
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72209 Christopher Gore
Email: chris@c3energypartneres.com ☎ 14063660622
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: 24 Secs
City: GREENLEAF
State: Washington
Country: UNITED STATES

Chat Transcript

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

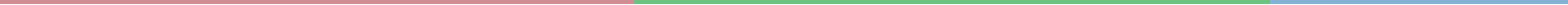
Christopher Gore	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Christopher Gore	637405
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	Kindly allow me two minutes to check the same.
Christopher Gore	i sent you an email reply. QB told me we needed to download the latest version from CAMPS but i cannot do that because enter the license and product key that was provided for the diamond subscription and then open my existing company file
Shashwat Verma	I will surely help you with this issue.
	Yes we got your email 4 minutes ago, will replace the application
	We'll update within 10 minutes
Christopher Gore	ok i will be around to go through this
Shashwat Verma	Will update about the same on email in 10mins
	Is there anything else I may help you with ?
Christopher Gore	we need to make sure this works
Shashwat Verma	Yes sure
	we working on it right now
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Christopher Gore	yes
Shashwat Verma	We are done with the installation
	Is there anything else I may help you with ?
Christopher Gore	im checking now. hold on
Shashwat Verma	okay
Christopher Gore	looks like everything is good
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 survey link to provide your feedback. 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 response.

quality@acecloudhosting.com. Thanks!

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

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

Shashwat Verma has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

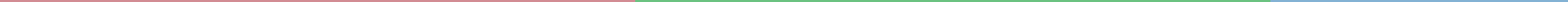
Visitor Details

#72787 Rahim Momin
Email: rahim@supremetaxsvc.com 📞 18323759062
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 26 Secs
City: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript

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

	Please select an option!
Rahim Momin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rahim Momin	Ticket ID: 642900 for accessing excel & word for 2 new users. they are still not able to use excel & word yet.
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Shubham Yadav accepted the chat transfer request.	
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	Kindly allow me two minutes to check the same.
Rahim Momin	Please look into this matter as this has been a while now
	for more than 10 days
Shubham Yadav	Rahim I understand your concern and checking from the back end.
	May I take the remote access of your server?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Shubham Yadav has ended this chat session	



Chat Transcript

Hi i would like to install anydesk and want to mov
other laptop to mine

Visitor Details

#72968 Rahim Momin
Email: rahim@supremetaxsvc.com 📞 18323759062
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Brande&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript -----

Rahim Momin	Hi i would like to install anydesk and want to move folder from other laptop to mine
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.
	Hi Rahim, how are you doing today?
Rahim Momin	Hi Mohit
	i am good thanks
	how about you?
Mohit	I am transferring the chat to our support team for further assistance
Rahim Momin	thnaks
Mohit is transferring the chat to Support(QB & App Hosting).	
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 today.
	Hello Rahim
Rahim Momin	HI Shashwat
Shashwat Verma	Do you want to install anydesk application on your local pc or on server? (Edited)
Rahim Momin	this is i want to find out. can i install it on the server and move the folder from another folder to my laptop server?
Shashwat Verma	Rahim, we cannot install anydesk application on server as it result to have issue with security related issues
	Moreover if you want to transfer from one point to another, you can use acecloudhosting.wetransfer.com for the same
	You can move and transfer file, from local to server, or from local to local also (Edited)
Rahim Momin	one minute
Shashwat Verma	Sure
Rahim Momin	thanks
Shashwat Verma	Is it working?
Rahim Momin	i have not tried yet but will do it later in the evening
Shashwat Verma	Sure

	Is there anything else I may help you with ?
Rahim Momin	but thanks for your help
	not at the moment
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 regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73319 Javier Rodriguez

Email: lightteam@comcast.net 📞 7547363037

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: 15 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Javier Rodriguez	Hello, I am your Acebuddy
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Acebuddy	Hello Javier Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Javier Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Javier Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Javier Rodriguez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Javier Rodriguez	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol
	Was that helpful?
Javier Rodriguez	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Javier
Javier Rodriguez	Hi!
	Something is going on agian with my QB
	I'm traying to log in
Shashwat Verma	I will surely help you with this issue.
Javier Rodriguez	is seems it tries to connect
	but then he login window never appears on the computer
Shashwat Verma	Okay
	May I take the remote access of your local computer?
Javier Rodriguez	sure
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/2702242566
	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 remote. Till the time, I am putt resolved, kindly give your confirmation on this chat.

	issue resolved itself on remote session
	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 regarding this conversation, along with a survey to provide your feedback. 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. You can email me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72243 christi.hard
Email: christi.hard@squyres.cpa
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 17 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

christi.hard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
christi.hard	I'd like to report an Issue
Acebuddy	Please select an option!
christi.hard	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
christi.hard	Lacerte 2023 display is not working so that when I open the program, there is nothing that comes up on the display. I trie designate the year of Lacerte to reset.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Christi, I understand that signing back into the account did not resolve your concern
christi.hard	yes.
Sharath Kumar	let me take remote again and check for some settings
	Prior providing the access, I would suggest you close any important documents at your end.
christi.hard	okay.
Sharath Kumar	request for remote access sent
	are you receiving the prompt to provide remote access
	This message has been deleted
christi.hard	no
Sharath Kumar	we are now connected
christi.hard	yeah! Thank you.
Sharath Kumar	would you like to make sure that it is working by closing the application and reopening it
christi.hard	yea
Sharath Kumar	please go ahead
	alright! the settings I have made are permanent now
	This issue will not appear again
	disconnecting from the remote session now
christi.hard	Thank you. I looks like it is working. Thank you for being patient as I am teaching a class at the same time trying to troub
Sharath Kumar	My Pleasure, Christi

	Anything else that I may assist you with?
christi.hard	No. Please close chat
Sharath Kumar	sure. I wish you have a good 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 survey to provide feedback on your experience.</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. You can email me 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

#71760 Kevin Endres

Email: kevin.endres@solarimpact.com ☎ 352-681-2633

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: GAINESVILLE

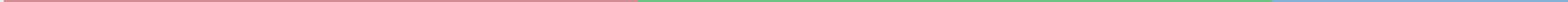
State: Florida

Country: UNITED STATES

Chat Transcript	
Kevin Endres	Hello, I am your Acebuddy
Acebuddy	Hello Kevin Endres, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Kevin Endres	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kevin Endres	I'd like to raise a Request
Acebuddy	Please select your request type.
Kevin Endres	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Kevin Endres	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
	Do you need any further assistance on the topic?
Kevin Endres	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

#73330 Sumin Kim
Email: skimtax.ea@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: GWYNN OAK
State: Maryland
Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Customer Service

Visitor Details

#72620 Trishanna Gifford

Email: realtortrish@live.com 📞 5616448724

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Trishanna Gifford	Customer Service
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	Hello Trishanna
Trishanna Gifford	Hello, I am having an issue with quickbooks
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?
Trishanna Gifford	Blue Diamond realty group
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	May I take the remote access of your local computer?
Trishanna Gifford	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8022172571
	Kindly Click on the link and open the downloaded file.
Trishanna Gifford	Its saying something went wrong
Shubham Yadav	Trishanna let me send you a new link.
Trishanna Gifford	ok
Shubham Yadav	https://assist.acecloudhosting.com/join/4792072597
	Kindly Click on the link and open the downloaded file.
Trishanna Gifford	same issue. It is not working
	I am going to wait a few hours and then call ace again
	Thank you for your help
Shubham Yadav	Trishanna can you please let me know are you able to connect to the server?
	Or you are having issue in opening QuickBooks ?
Trishanna Gifford	Yes I am on the server now speaking with you
	quickbooks is the issue I am having an issue with
Shubham Yadav	Let me check from the back end. Kindly allow me 2-4 minutes.

Trishanna Gifford	ok
Shubham Yadav	Trishanna can you please let me know since when are you facing this issue ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Shubham Yadav has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72785 john
Email: john@claritymba.com 📞 415.491.1099
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 22 Secs
City: SAN RAFAEL
State: California
Country: UNITED STATES

Chat Transcript

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

		Please chose an option :
	john	Setback
	Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	john	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	john	I'd like to report an Issue
	Acebuddy	Please select an option!
	john	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available
	john	re 643166, session is frozen for user Admin_CMBA, please reset, thanks
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Yadav accepted the chat transfer request.</i>
	Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I
	john	hello Shubham!
		I assure you that I do not wish to spend our entire day together, but I need
		I've never had these problems until this month
	Shubham Yadav	No problem john. I am here to help you always.
		Let me check it
		John can you please let me know if the QuickBooks is frozen or whole serve
	john	just the user session
		the other user is online and active with no issues
		the server should be fine
	Shubham Yadav	Alright
	john	and I'm not using Quickbooks at the moment, or at all this month during th
	Shubham Yadav	Please check now
	john	user Admin_CMBA session open and still frozen, it appears that user John_C
		disconnected
		user Admin_CMBA has been signed out
	Shubham Yadav	Yes john please try to login again and let me know.

john	ok, onemoment
Shubham Yadav	sure
john	ok, looks good now, thanks for your helpa
	and again, anything that can be done to prevent the recurrence, I am muc
Shubham Yadav	John it should not happen now as I have made the changes.
	No problem
	Is there anything else I may help you with ?
john	that's it for now, thank you!
Shubham Yadav	Can you please give me a feedback once chat ends
	I would greatly appreciate if you could spare a minute to give your valuabl
	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 em
	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 m
	working. I will appreciate that. or you may send your feedback at quality@
	Thanks!
	Note: You may change/reset your server password on your own by register
	(https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting .

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73086 nidia
Email: nidia@cronintax.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: OSSINING
State: New York
Country: UNITED STATES

Chat Transcript

nidia	Hello, I am your Acebuddy
Acebuddy	Hello Nidia Pena, 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 Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72802 David Weinstein
Email: david@davidweinsteincpa.com ☎ 19149071180
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 20 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David, 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
David Weinstein	Can you facilitate Ticket 644165. Add Himani to the VPS with full admin ax
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I wil
David Weinstein	I tried to use the portal. It keeps giving e an error when I add a user: The u add and give full administrative rights. We need full administrative rights to CS workpapers. David
Vignesh Arul	Thank you for providing the details. Let me check that for you.
	Let me transfer the chat to Manish who will be creating the user for you.
	<i>Vignesh Arul is transferring the chat to Manish Singh.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I w
	Hii David
David Weinstein	Ok your portal is not allowing me to add users
Manish Singh	As we have your ticket regarding user addition of user Himani Singla
	We will surely help you with this issue.
	Kindly provide us with the contact details of the user so that we can proces Addition.
David Weinstein	Himani Singla. Email: Himani@davidweinsteincpa.com PW: Riverland1984*
	She has an Indian phone number can I give you that?

	Manish Singh	That will work.
	David Weinstein	91 89207 71775
	Manish Singh	Alright, Himani also needed the Admin Access?
	David Weinstein	yes
		for CCH Pro FX Engagement and CS Workpapers
	Manish Singh	We will share the Disclaimer regarding the Admin Access via email kindly a proceed with the request. (Edited)
	David Weinstein	I put in int he email
		Kindly send it
	Manish Singh	Alright
		Is there anything else I may help you with ?
	David Weinstein	no
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable 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 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 team is 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 register (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#71895 Dan Segawa
Email: dsegawa@armdynamics.com 📞 3102935861
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
City: TORRANCE
State: California
Country: UNITED STATES

Chat Transcript -----

Dan Segawa	Hello, I am your Acebuddy
Acebuddy	Hello Dan S Segawa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dan Segawa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dan Segawa	I'd like to report an Issue
Acebuddy	Please select an option!
Dan Segawa	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Dan Segawa	need software upgrade installed
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 has ended this chat session	

Hello, I am your Acebuddy

Visitor Details

#72171 Jefferson Esguerra
Email: jeff@aplusfabricsusa.com 📞 12137461100
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: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Jefferson Esguerra	Hello, I am your Acebuddy
Acebuddy	Hello Jeff Esguerra, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jefferson Esguerra	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jefferson Esguerra	I'd like to raise a Request
Acebuddy	Please select your request type.
Jefferson Esguerra	Printer/Scanner Addition
Acebuddy	Please select your desired option :
Jefferson Esguerra	Printer Addition
Acebuddy	Kindly install the client version of ‘Uniprint’ on your local Desktop by follow mentioned in the knowledge-base article attached below.
	Once the local client has been installed, Please try printing from the server from the printers list and select your desired printer when prompted.
	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 Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Account name : Wittassociates.myrealdat

Visitor Details

#72180 Ximena
Email: ximena.atcost@gmail.com 📞 432-924-1503
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/downloads/
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 1 Min 4 Secs
City: ODESSA
State: Texas
Country: UNITED STATES

Chat Transcript

Ximena	Account name : Wittassociates.myrealdata.net
Akash Majumdar	Thank you for contacting ACE. My name is Akash Majumdar. I will be assist
	<i>Akash Majumdar is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I n
Ximena	I have been trying to log in with my username but it keeps bringing up an c need assistance logging in with my username
Sharath Kumar	Hello Ximena, could you please confirm the username that you are signing
Ximena	Wittassociates.myrealdata.net
	Ximena.atcost@gmail.com
Sharath Kumar	looking into it, one moment please
Ximena	sorry the second one is Ximena.myrealdata.net
Sharath Kumar	XIMENA.A

		Is this the user account?
	Ximena	yes
	Sharath Kumar	and when you sign in, what is the user name that appears?
	Ximena	Palomac.myrealdata.net
	Sharath Kumar	allow me one moment, let me remote in see what is happening
	Ximena	thank you
	Sharath Kumar	I am sending you a link for this purpose shortly
	Ximena	okay
	Sharath Kumar	This is the link that you need to open on your local computer
		https://assist.acecloudhosting.com/join/4372066050
		Prior providing the access, I would suggest you to close any important documents
		It is loading
		ok , I am connected now
	Ximena	okay
	Sharath Kumar	please show me how you sign in
		so you want to sign in as Palomac?
	Ximena	no
		I want to remove her and just me Ximena
	Sharath Kumar	understood
		I can view your screen but unable to take control
	Ximena	How do I give you control?
	Sharath Kumar	lets disconnect from the remote session and try connecting again using the link
		it will prompt you to allow access for remote
		click on yes
	Ximena	yes?
	Sharath Kumar	I have closed the session
	Ximena	do click on the link again?
	Sharath Kumar	it appears that the link has expired
		let me send you a new one
		https://assist.acecloudhosting.com/join/4292696474
		Hi Ximena, we were able to setup your account on remote desktop for you
		in order to reset the password, an email request for Diana will be required

	is there anything else that I may assist you with?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-(1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sharath Kumar has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72031 FRED WEINHART
Email: fredsmwyc@aol.com ☎ 818-601-0891
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: 18 Secs
City: VALENCIA
State: California
Country: UNITED STATES

Chat Transcript

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

	FRED WEINHART	I'd like to report an Issue
	Acebuddy	Please select an option!
	FRED WEINHART	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available
	FRED WEINHART	Office 365 error: Not licensed on shared networks
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
		Hello Fred
		I will surely help you with this issue.
		May I take the remote access of your local computer?
	FRED WEINHART	Not at location, why?
	Shashwat Verma	We need to cross check the error message
	FRED WEINHART	You can access QBNP
	Shashwat Verma	Fred, we need to check from user end
	FRED WEINHART	It's only loaded on cloud
	Shashwat Verma	Yes, we have some changes from backend as per your earlier request, hen end
		We have already emailed the credentials
		Kindly try now again
	FRED WEINHART	I'm not at the user's site. She was able to see the update on QBNP and got try?
	Shashwat Verma	No problem, kindly ask her to login the Office 365 now.
	FRED WEINHART	Hold on.
	Shashwat Verma	Okay
	FRED WEINHART	Worked, thanks.
	Shashwat Verma	Great.
		Is there anything else I may help you with ?
	FRED WEINHART	Not for now. Bye.
	Shashwat Verma	It would be great if you could share your feedback after this chat ends. The
		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 em

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72390 Rubens S Jacob
Email: seflglass@gmail.com 📞 13058233097
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: 28 Secs
City: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Rubens S Jacob	I'd like to report an Issue
	Acebuddy	Please select an option!
	Rubens S Jacob	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available
	Rubens S Jacob	I'm having issues with the cloud. Every time I try to log in via Remote Desk to keep trying multiple times before I can finally access it
	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 w
	Rubens S Jacob	Hi Manish
	Manish Singh	I will surely help you with this issue.
	Rubens S Jacob	Thank you
	Manish Singh	May I take the remote access of your local computer?
	Rubens S Jacob	Yes please
	Manish Singh	https://assist.acecloudhosting.com/join/3592592400
		Prior providing the access, I would suggest you to close any important docu
		Okay, Is this the first time you are facing this issue and is the issue faced b
	Rubens S Jacob	Yes, only this user have the issue
	Manish Singh	Alright.
		Kindly join this session.
	Rubens S Jacob	Are you able to access??
		it says that you are there
		Hello??
	Manish Singh	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
		As we haven't got any response from your end, We are closing this chat. If Kindly re-initiate the chat.
		<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72876 Sandy Hawkins
Email: sandy@aeroconcrete.net ☎ 5633496017
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: 28 Secs
City: ST PAUL
State: Minnesota
Country: UNITED STATES

Chat Transcript

Sandy Hawkins	Hello, I am your Acebuddy
Acebuddy	Hello Sandy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sandy Hawkins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sandy Hawkins	I'd like to report an Issue
Acebuddy	Please select an option!
Sandy Hawkins	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sandy Hawkins	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Sandy Hawkins	I have the Unfreeze quickbook and it is now stuck on my screen and i cant

	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I have been assigned to assist you with your request.
		Sandy, could you confirm that QuickBooks is working but the unfreeze app is not working at the moment
	Sandy Hawkins	yes that is correct the unfreeze app is stuck on the screen and I cant get it to load into quickbooks
		because of the unfreeze app
	Sharath Kumar	understood, am signing into your server to look into this
	Sandy Hawkins	ok thank you
	Sharath Kumar	allow me just two more minutes, Sandy
		Thank you for your patience.
		I have just closed the QB Reset application for you
	Sandy Hawkins	Thank you
	Sharath Kumar	Could you try now and let me know if everything is working correctly
	Sandy Hawkins	yes im logging in now
		Everything looks good
	Sharath Kumar	glad to hear that
		anything else that I may assist you with?
	Sandy Hawkins	no thanks for your help
	Sharath Kumar	My pleasure
		You may end this chat now. Once you end this chat, you will receive an email with the details of our 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 team can improve our service. If you are not 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 at https://selfcare.acecloudhosting.com .
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73322 Stephanie
Email: stephanie@tworiverstax.com ☎ 17326181441
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: 48 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Stephanie	Hello, I am your Acebuddy
Acebuddy	Hello Stephanie Perrin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephanie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie	I'd like to report an Issue
Acebuddy	Please select an option!
Stephanie	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Stephanie	ATX 2023 case# 649642
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
		Hello Stephanie
		Kindly allow me two minutes to check the same.
	Stephanie	ok
	Shashwat Verma	I will surely help you with this issue.
	Stephanie	thank you
	Shashwat Verma	I apologize for any delay. Thank you for your patience.
		Kindly allow me two minutes to check the same.
	Stephanie	How we doing?
	Shashwat Verma	Stephanie, what particular issue currently you are facing with ATX 2023 as
	Stephanie	I am unable to login into ATX 2023. SO I have to go into task manager to cl all the activation codes, then once I am in there are no 2023 returns.
	Shashwat Verma	Okay, we have the case in escalation, our engineer will soon contact you o
	Stephanie	I will try again.
	Shashwat Verma	Is that work for you?
	Stephanie	I am in 2023 ATX Program but there are no returns?
		Therefore when I am working in 2024 I can not rollover prior year returns
	Shashwat Verma	Got it, we have discussed the case with escalation and they'll contact you i
		Shall we do that ?
	Stephanie	yes please. We need this fixed as soon as possible
	Shashwat Verma	Sure, will do that, don't worry we'll resolve the case today only.
		Let me disconnect this chat, to proceed with esclation procedure
		Thanks for understanding.
	Stephanie	ok thank you.
	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 em 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 m working. I will appreciate that. or you may send your feedback at quality@ Thanks!
		Note: You may change/reset your server password on your own by register (https://selfcare.acecloudhosting.com).

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73006 ANDREW LEWIS KLEIN
Email: burro7777@aol.com ☎ 15034903553
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: LAS VEGAS
State: Nevada
Country: UNITED STATES

Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
ANDREW LEWIS KLEIN	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. All application updates at the backend and apply the necessary patches as an might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error and email it to support@acecloudhosting.com. Our engineers will manually check and improve it. We will be and share a confirmation via email.
	Do you need any further assistance on the topic?
ANDREW LEWIS KLEIN	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

#72132 Joseph Collett
Email: joe.collett@lpctax.com 📞 16504497145
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: 35 Secs
City: MOUNTAIN VIEW
State: California
Country: UNITED STATES

Chat Transcript

Joseph Collett	Hello, I am your Acebuddy
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	Acebuddy	Hello Joseph Collet, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Joseph Collett	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Joseph Collett	I'd like to report an Issue
	Acebuddy	Please select an option!
	Joseph Collett	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available
	Joseph Collett	I had an updated version of Lacerte SDK installed but it does not seem to b
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
		Hello Joseph
	Joseph Collett	hi
	Shashwat Verma	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
		Could you please confirm the Lacerte version you are facing issue with? (E
	Joseph Collett	The version should be 1.9.476.0
		*1.0.476.0
	Shashwat Verma	For the 2024 version, correct?
	Joseph Collett	correct
	Shashwat Verma	Let me try to update it once.
	Joseph Collett	I did get an email that it was installed yesterday but it does not seem to be
	Shashwat Verma	Okay, let me check, kindly ask other user to logoff for 15 mins
	Joseph Collett	just a minute...
	Shashwat Verma	Okay
	Joseph Collett	it's closed
	Shashwat Verma	Thanks
		We are updating the applications
		Kindly allow 5 mins

		Kindly check now
	Joseph Collett	checking...
	Shashwat Verma	Sure, please take your time
		Have you checked that?
	Joseph Collett	almost...
	Shashwat Verma	Okay
	Joseph Collett	it still seems to not be working
	Shashwat Verma	May I take the remote access of your server?
	Joseph Collett	Yes
	Shashwat Verma	Prior providing the access, I would suggest you to close any important docu
	Joseph Collett	done.
	Shashwat Verma	Kindly accept the invite
	Joseph Collett	The Gruntworx software I use to populate data into lacerte
		is not working
		that software uses the SDK
	Shashwat Verma	Could you please mock me that issue
	Joseph Collett	yes
	Shashwat Verma	Really appreciate your efforts
	Joseph Collett	Same!
	Shashwat Verma	So that prompt is from gruntworx
		Not from lacerte
	Joseph Collett	yeah, they do use the Lacerte SDK though and posted a message that the
		be installed starting a few days ago
		the only thing i could thing is that it's an issue with the gruntworx agent sc
	Shashwat Verma	Okay
	Joseph Collett	i didn't think that had been updated
	Shashwat Verma	let me check
		Looks like we need to re-install the gruntworx agent software as it work as
	Joseph Collett	okay
	Shashwat Verma	Kindly share me the setup file of the same
	Joseph Collett	that's it
		"GWAGentSetup.exe

		"
	Shashwat Verma	Okay it's in the downloads
		Got it
		Kindly try now
		Kindy download it again
		let me check
	Joseph Collett	could resetting help?
	Shashwat Verma	we are still working on the same.
	Joseph Collett	k
	Shashwat Verma	Joseph, we tried to reconfigure the same, but it did not work, we need to e
	Joseph Collett	ok
	Shashwat Verma	Our escalation engineer will soon contact with you.
	Joseph Collett	alright, thanks for your help!
	Shashwat Verma	Is there anything else I may help you with ?
	Joseph Collett	nope that is it
	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 em 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 m working. I will appreciate that. or you may send your feedback at quality@ Thanks!
		Note: You may change/reset your server password on your own by register (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting .

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72920 Stuart Lindemann
Email: customerservice@clearblueice.org 📞 16365848765
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 27 Secs
City: ST CLAIR
State: Missouri
Country: UNITED STATES

Chat Transcript

Stuart Lindemann	Hello, I am your Acebuddy
Acebuddy	Hello Stuart Lindemann, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stuart Lindemann	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stuart Lindemann	I'd like to raise a Request
Acebuddy	Please select your request type.
Stuart Lindemann	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief descrip technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the app
Stuart Lindemann	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Stuart Lindemann	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stuart Lindemann	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Stuart Lindemann	635417 ticket number
Acebuddy	Please wait while we connect you to a Support Representative

		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Yash Kalra accepted the chat transfer request.</i>
		<i>Yash Kalra is transferring the chat to Shashwat Verma.</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
		Hello Stuart
	Stuart Lindemann	Any chance we can speak via phone? I tried to call and the number did not
	Shashwat Verma	We can schedule a callback or also can assist you here only.
	Stuart Lindemann	6365848765
	Shashwat Verma	How would you like to proceed?
	Stuart Lindemann	Can you call me?
	Shashwat Verma	Call might take some time, Is that okay, we can also assist you here also
	Stuart Lindemann	Sure
		I have a thumb drive in my computer that I need to upload onto my quickb server
		It is a backup with accountant changes
	Shashwat Verma	Okay so you want to map the drives of your local pc to server, is that so?
	Stuart Lindemann	I would like to screen share with youo
	Shashwat Verma	sure
		Prior providing the access, I would suggest you to close any important docu
		https://assist.acecloudhosting.com/join/7082234084
		Kindly Click on the link and open the downloaded file.
	Stuart Lindemann	you are in?
	Shashwat Verma	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
	Stuart Lindemann	ok
	Shashwat Verma	as per the remote session, you have suggested to connect on call.
		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 em 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 m working. I will appreciate that. or you may send your feedback at quality@ Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72127 Vivian Valentino
Email: vivian@enscompany.com 📞 7188351978
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: ORANGE
State: New Jersey
Country: UNITED STATES

Chat Transcript

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

Vivian Valentino	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will prov once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Vivian Valentino	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

#73026 EDAY
Email: eday@edaycpa.com ☎ 2015182300
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 30 Secs
City: WALDWICK
State: New Jersey
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	EDAY	I'd like to report an Issue
	Acebuddy	Please select an option!
	EDAY	Password Reset
	Acebuddy	Please select an option below
	EDAY	Not Enrolled to Selfcare Portal
	Acebuddy	Please drop an email on support@acecloudhosting.com and mention the u: password needs to be reset and we'll share an update once the request is p
		Do you need any further assistance on the topic?
	EDAY	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Yash Ahi accepted the chat transfer request.</i>
	Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be
		Hi Eday. How are you doing today?
		I will surely help you with this issue.
		Could you please help me with your server name or business name?
		Are we still connected here?
		<i>Yash Ahi is transferring the chat to Support(QB & App Hosting).</i>
		Are we still connected here?
		Are we still connected here?
	EDAY	yes
	Yash Ahi	Could you please help me with your server name or business name?
	EDAY	myrealddata\eday
	Yash Ahi	Thank you for the information.
		Kindly allow me two minutes to check the same.
	EDAY	ok thanks
	Yash Ahi	Thank you for your patience Eday.
		As you are not enrolled on selfcare, we are resetting your password. (Edite
	EDAY	passwrod is not working there as well
	Yash Ahi	Your password might have expired. Let me reset the password for you.

	EDAY	for which one selfcare ? or remote desktop?
	Yash Ahi	The password is same for both
	EDAY	oh ok
	Yash Ahi	Kindly allow me 4-5 minutes.
	EDAY	need to know correct user name for both.....most of the time I used log in a credentials...
	Yash Ahi	Sure, I will help you with that as well.
		Thank you for your patience Eday.
		Your username is Eday@myrealdata.net.
	EDAY	for both
		for both login ?
	Yash Ahi	Yes for both.
		Your user account seems to be locked due to multiple incorrect password a
	EDAY	can you release it?
		need new password as wel
	Yash Ahi	Yes I am working on it. Please allow me few more minutes.
		Thank you for your patience Eday.
	EDAY	ope my other staff access is not locked because of mine?
	Yash Ahi	Not at all.
	EDAY	ok
	Yash Ahi	I just sent you the password on ticket #632423. Please check the reply.
		Let me know if you face any issues.
	EDAY	working now
		Thanks a lot
	Yash Ahi	Great Eday.
		Is there anything else I may help you with ?
	EDAY	thanks
	Yash Ahi	You're welcome.
	EDAY	have a nice day
	Yash Ahi	I would greatly appreciate if you could share the feedback after this chat
		After this chat you will get the reference ticket ID
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.

You may end this chat now. Once you end this chat, you will receive an email 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 m working. I will appreciate that. or you may send your feedback at quality@ Thanks!

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

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

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72850 christi.hard
Email: christi.hard@squyres.cpa
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 28 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	christi.hard	I'd like to raise a Request
	Acebuddy	Please select your request type.
	christi.hard	Restart
	Acebuddy	Hello Christi.hard, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	christi.hard	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	christi.hard	I'd like to report an Issue
	Acebuddy	Please select an option!
	christi.hard	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available
	christi.hard	All of my icons are missing from my ACE desktop. I cannot logoff. Is there a without the logoff icon?
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Yadav accepted the chat transfer request.</i>
	Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I
		I will be surely assisting you with this. Kindly help me with your server nam
	christi.hard	Squyres & Co. Christi.Hard@squyres.com
		sorry, that was wrong. Christi.hard@squyres.cpa is my user name.
	Shubham Yadav	May I take the remote access of your local computer?
	christi.hard	Yes.
	Shubham Yadav	Prior providing the access, I would suggest you to close any important docu
		https://assist.acecloudhosting.com/join/2312239538
		Kindly Click on the link and open the downloaded file.
		Christ are you there ?
	christi.hard	Yes. It should be set up now. It took a while to load.
	Shubham Yadav	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.

	Christi are you able to log off 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-(1-888-415-5240) if any further assistance is required.
Shubham Yadav has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72833 Kacie.gordonfarms
Email: kacie.gordonfarms@gmail.com ☎ 2178410131
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: GIFFORD
State: Illinois
Country: UNITED STATES

Chat Transcript

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

Kacie.gordonfarms	I'd like to raise a Request
Acebuddy	Please select your request type.
Kacie.gordonfarms	Password Reset
Acebuddy	Please select an option below
Kacie.gordonfarms	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the u: password needs to be reset and we'll share an update once the request is p
	Do you need any further assistance on the topic?
Kacie.gordonfarms	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

#72307 Mark Rumpke
Email: mark@rumpkedemolition.com 📞 15139679970
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: 22 Secs
City: LOVELAND
State: Ohio
Country: UNITED STATES

Chat Transcript

Mark Rumpke	Hello, I am your Acebuddy
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	Acebuddy	Hello Mark Rumpke, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Mark Rumpke	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Mark Rumpke	I'd like to report an Issue
	Acebuddy	Please select an option!
	Mark Rumpke	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available
	Mark Rumpke	remote desktop connection
	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 w
	Mark Rumpke	I keep initiating remote desktop connection but it fails
	Manish Singh	I will surely help you with this issue.
		May I take the remote access of your local computer?
	Mark Rumpke	Yes
	Manish Singh	https://assist.acecloudhosting.com/join/6812732631
		Prior providing the access, I would suggest you to close any important docu
	Mark Rumpke	Zoho Assist says it is waiting for confirmation
	Manish Singh	Let's wait for some time.
		Is it showing any prompt regarding Permission access?
	Mark Rumpke	Not that I can see
	Manish Singh	Let me share you another link.
		https://assist.acecloudhosting.com/join/3922910881
	Mark Rumpke	Looks like you are in
	Manish Singh	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
		Is there anything else I may help you with ?
	Mark Rumpke	Looks like it worked. Still takes me 2 tries but that is ok. Thanks
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuabl

	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 em 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 m working. I will appreciate that. or you may send your feedback at quality@ Thanks!
	Note: You may change/reset your server password on your own by register (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72412 david robbins
Email: david@nracpa.com 📞 18478521400
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

david robbins	Hello, I am your Acebuddy
Acebuddy	Hello David Robbins, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
david robbins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
david robbins	I'd like to raise a Request
Acebuddy	Please select your request type.
david robbins	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registere reason for server reboot and the support team will be happy to update you
	Do you need any further assistance on the topic?
david robbins	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

#72760 Damon Bellard
Email: dbellard@dbhitechsolutions.com 📞 281.910.7755
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 54 Secs
City: PEARLAND
State: Texas
Country: UNITED STATES

Chat Transcript

	Damon Bellard	Hello, I am your Acebuddy
	Acebuddy	Hello Dbellard, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Damon Bellard	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Damon Bellard	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Damon Bellard	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief descrip technicians will connect with you for further assistance.
		If you are facing any issue/problem with your server, Please select the app
	Damon Bellard	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	Damon Bellard	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Damon Bellard	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. I will help you with resolving the issue
		Was that helpful?
	Damon Bellard	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who will assist you further.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Yadav accepted the chat transfer request.</i>
	Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be surely assisting you with this. Kindly help me with your server name and IP address.
	Damon Bellard	I will be surely assisting you with this. Kindly help me with your server name and IP address.
		QBNXTPre.myrealddata.net
		username is Channnc.Npre@myrealddata.net
		Need to have the quickbooks icon added to the desktop. It looks like just the user is provisioned to only access the server
	Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Damon Bellard	i need this account setup just like the other user attached to this server. Give me the steps to do this.

Shubham Yadav	Let me check
	from back end
	I would like to inform you that I have added the shortcut on user's desktop
Damon Bellard	ok...thank you
Shubham Yadav	Yes
	Is there anything else I may help you with ?
Damon Bellard	no..
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable 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 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 work is 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 register (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
	<i>Shubham Yadav has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72240 info
Email: info@brkimcpa.com ☎ 9729724930
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome

Device: Desktop
City: NEW 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 :
	As we haven't got any response from your end, We are closing this chat. If Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72385 jennifer
Email: jennifer@absoluterv.com ☎ 14807681618
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 42 Secs
City: PHOENIX
State: Arizona
Country: UNITED STATES

Chat Transcript

jennifer	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jennifer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jennifer	I'd like to report an Issue
Acebuddy	Please select an option!
jennifer	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jennifer	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. I will help you with resolving the issue
	Was that helpful?
jennifer	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who will help you with resolving the issue
	<i>Acebuddy (bot) forwarded the chat request</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 help you with resolving the issue
	Hello Jennifer, How may I help you today
jennifer	Our quickbooks won't open, it says we need to downloaad some file manager
Sharath Kumar	I understand, could you please provide me with the error message you are seeing? I will help you with resolving the issue
jennifer	YEs our TX company file
	Its says download lastest file doctor
Sharath Kumar	could you provide me with the location of that company file
jennifer	it's in our company file folder
Sharath Kumar	one moment while I sign into the server
jennifer	The name is absolute steel TX
	sorry it is absolute steel texas
Sharath Kumar	alright, am on the server

		I have the client data folder open
		could you help me with the name of that file
	jennifer	There is a folder called company files
		and then in there it is absolute steel texas
		Oh in client data, it is absolute steel texas
	Sharath Kumar	got it
		is anybody currently trying to open this file?
	jennifer	Yes, I was. I can close it
	Sharath Kumar	Please do, thank you
	jennifer	I closed it
	Sharath Kumar	try opening it now
	jennifer	Ok one second
		It still has the same message, download the latest File Doctor
	Sharath Kumar	I see, I have another workaround
		<i>8:40:17 PMjennifer is sharing a file with you</i> <i>image.png - (Size:22.35 KB)</i>
		basically, I am going to create a folder on your desktop by the name of bac that new folder (Edited)
		hopefully that should resolve your concern
	jennifer	ok
		Am I supposed to download that file?
	Sharath Kumar	I will do that for you
		close that file for now
	jennifer	I did
	Sharath Kumar	I am trying to copy that file but it says that the file is currently open
	jennifer	I'm not in it
	Sharath Kumar	could you check with the users on the server to make sure no one else is u
	jennifer	no one is in it
	Sharath Kumar	alright, it has been copied
	jennifer	Everyone should be out now
		Ok, so now what do I do
	Sharath Kumar	on your desktop, there should be a new folder called Backup
		I have copied the file absolute steel texas there

		try opening that file
	jennifer	It still has the same error
	Sharath Kumar	sorry to hear that
		let me try another setting
		ok, now try the file from Client data folder
	jennifer	Same error
	Sharath Kumar	I see, let me restore a previous version of this file. That should do the trick
		ok, I have copied the previous version of that file on to the backup folder tl
	jennifer	Ok
	Sharath Kumar	let me know the result
	jennifer	Ok It looks like I'm in now
	Sharath Kumar	glad to hear that
		the file is from 13 hours ago, so I don't think there will be any changes to t earlier
	jennifer	I'll have them check. I don't think they were ever able to sign in so it shoul
	Sharath Kumar	once you are done working on the file, you copy paste it back to D drive
	jennifer	Can I move that backup file into the client data folder?
	Sharath Kumar	absolutely, copy all the content in the backup folder and paste it to client c
		it will prompt you to replace the file
		click on yes to all at that time
		Is there anything else I may help you with ?
	jennifer	That's all thank you
	Sharath Kumar	my pleasure
		You may end this chat now. Once you end this chat, you will receive an em 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 m working. I will appreciate that. or you may send your feedback at quality@ Thanks!
		Note: You may change/reset your server password on your own by register (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting .
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72919 michellesteele4
Email: michellesteele4@hotmail.com 📞 13045532294
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: ALEXANDRIA
State: Louisiana
Country: UNITED STATES

Chat Transcript

michellesteele4	Hello, I am your Acebuddy
Acebuddy	Hello Michelle Steele, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
michellesteele4	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
michellesteele4	I'd like to raise a Request
Acebuddy	Please select your request type.
michellesteele4	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
michellesteele4	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhos provide you with an update via email.

	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code
	Generally, application upgrades are completed during the night hours to avoid specifying if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
michellesteele4	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit Kumar has not responded for the transfer request.</i>
	<i>Chat request was not picked up by the operators</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72205 Connie Coe
Email: connie@automaticgatesplus.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 12 Secs
City: CINCINNATI
State: Ohio
Country: UNITED STATES

Chat Transcript

Connie Coe	Hello, I am your Acebuddy
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	Acebuddy	Hello Connie Coe, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Connie Coe	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Connie Coe	I'd like to report an Issue
	Acebuddy	Please select an option!
	Connie Coe	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available
	Connie Coe	I can't access the netowrk
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
		Hello
		I will surely help you with this issue.
		May I take the remote access of your local computer?
	Connie Coe	yes
	Shashwat Verma	Prior providing the access, I would suggest you to close any important docu
		https://assist.acecloudhosting.com/join/6642981954
		Kindly Click on the link and open the downloaded file.
		We are connected on the remote session and will proceed with the troubles: the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
		As we haven't got any response from your end, We are closing this chat. If Kindly re-initiate the chat.
		<i>Ended due to chat idle timeout</i>

Hello, I am your Acebuddy

Visitor Details

#73209 Pearl Nartey
Email: pearl@wgengineering.com 📞 14042715990
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 19 Secs
City: ALLEN
State: Texas
Country: UNITED STATES

Chat Transcript

Pearl Nartey	Hello, I am your Acebuddy
Acebuddy	Hello Pearl Nartey, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pearl Nartey	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pearl Nartey	I'd like to report an Issue
Acebuddy	Please select an option!
Pearl Nartey	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Pearl Nartey	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Pearl Nartey	Ticket ID: 648090. Also QuickBooks is very slow for me
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I
	Thank you for the information and allow 2 minutes to check the same.

		May I take the remote access of your server?
	Pearl Nartey	yes
	Shubham Yadav	Prior providing the access, I would suggest you to close any important docu
		Please accept the request
	Pearl Nartey	yes
		I have
	Shubham Yadav	Pearl as I can check you are able to hide it.
	Pearl Nartey	That search bar below the menu is what I am trying to hide. I dind't have it
	Shubham Yadav	Kindly allow me a moment
	Pearl Nartey	ok. also Qb is very slow for me
	Shubham Yadav	Since when are you facing the issue ?
	Pearl Nartey	I noticed it a few days ago but not sure exactly
	Shubham Yadav	Let me check
		Pearl it will happen in single user mode in QB
	Pearl Nartey	I don't understand - I am in multi user mode and our default should be mul
		we've always been in multi user
	Shubham Yadav	Alright let me check
		Pearl first we will have to make it single user mode and then check
	Pearl Nartey	She is not at her desk - you can log out
	Shubham Yadav	Alright I have done that]
		Please allow me 2 minutes
		I am making changes from back end
	Pearl Nartey	ok
	Shubham Yadav	Pearl please check now
		I have removed the search bar
		Please let me know since when are you facing slowness ?
	Pearl Nartey	looks good. Slowness since yesterday
	Shubham Yadav	Please try to check your internet connectivity
	Pearl Nartey	internet connectivity hasn't changed
		sometimes QB is just slow in the hosted envt. ething else outside of the ho
		it seems a little faster right now
	Shubham Yadav	Pearl it should be working now

	Please have a look
Pearl Nartey	ok did u fix something
Shubham Yadav	Yes I have cleaned some temporary file
Pearl Nartey	ok thank you. is this sthing we need to do regularly to keep performance fa
Shubham Yadav	Yes please clear unwanted files from documents, download and desktop.
Pearl Nartey	ok. I am surprised bcos everything we save goes to our google cloud
Shubham Yadav	Pearl it sometimes save temporary files.
Pearl Nartey	ok thank you
Shubham Yadav	Yes pearl
	Is there anything else I may help you with ?
Pearl Nartey	no thats it
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuabl 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 em 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 m working. I will appreciate that. or you may send your feedback at quality@ Thanks!
	Note: You may change/reset your server password on your own by register (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting .

Shubham Yadav has ended this chat session

Visitor Details

#72321 steven

Chat Transcript

Hello, I am your Acebuddy

Email: steven@lynncpas.com 📞 17204703581

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: WILMINGTON

State: Delaware

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	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
steven	I'd like to raise a Request
Acebuddy	Please select your request type.
steven	Change in Applications
Acebuddy	Please select your desired option!
steven	Setback
Acebuddy	Please select your request type.
steven	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will prov once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
steven	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</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 ɪ

steven	I am on with Lacerte my tax software provider and I need to run a diagnost have admin permissions
	its a force websetup install, I can share my screen but Lacerte Support war the e filing issue i am havingh
Sharath Kumar	Hello Steven, am on the server now
steven	Do i need to share screen
Sharath Kumar	sure, lets do that too
	Prior providing the access, I would suggest you to close any important docu
steven	its fine
Sharath Kumar	let me try this from the support account
	may I close your lacerte instance
steven	yes
Sharath Kumar	the tool hub is reinstalling Lacerte 2024
steven	ok
Sharath Kumar	installation progress is at 50%
steven	ok
Sharath Kumar	Installation has been done but to complete it a server restart is required
steven	ok
Sharath Kumar	restarting the server now
	server has been restarted
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re- (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#71809 Thinknextmunish

Email: thinknextmunish@gmail.com ☎ 9815994197

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 29 Secs

City: BHANGEWALA

State: Punjab

Country: INDIA

Chat Transcript -----

Thinknextmunish	Hello, I am your Acebuddy
Acebuddy	Hello Munish Mittal, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Thinknextmunish	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Thinknextmunish	I'd like to report an Issue
Acebuddy	Please select an option!
Thinknextmunish	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Thinknextmunish	Database 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 w
Thinknextmunish	Hello
Manish Singh	How may I assist you today?
Thinknextmunish	I am getting internal server error after submitting form on my website
	What is the
	This really big problem

		My all google ads going waste
	Manish Singh	I will surely help you with this issue.
	Thinknextmunish	Website: www.thinknexttraining.com
		I am not able to connect sql server
	Manish Singh	May I know your business name or CID number associated with us?
	Thinknextmunish	ThinkNEXT Technologies Pvt Ltd
	Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced b
	Thinknextmunish	Almost 1 month ago I faced this issue
	Manish Singh	May i know your server name?
	Thinknextmunish	Ace cloud server
		Noida server
	Manish Singh	May I take the remote access of your local computer?
	Thinknextmunish	Yes
		But resolve this issue ASAP
	Manish Singh	https://assist.acecloudhosting.com/join/7942159186
		Prior providing the access, I would suggest you to close any important docu
	Thinknextmunish	Wait
	Manish Singh	Sure, please take your time.
	Thinknextmunish	Yes I Connected
	Manish Singh	We are connected on the remote session and will proceed with the troubles
		the time, I am putting the chat on hold, please do not disconnect it. Once t
		give your confirmation on this chat.
	Thinknextmunish	Can you call me
	Manish Singh	Provide us with your contact number so that i can arrange a call back.
	Thinknextmunish	9569097437
	Manish Singh	Alright, we will arrange a call back accordingly.
		Is there anything else I may help you with ?
	Thinknextmunish	Solve this issue
	Manish Singh	Checking
		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-(1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72080 amanda
Email: amanda@sundackcpa.com ☎ 12128589022
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: 29 Secs
City: FARMINGDALE
State: New York
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Please specify the issue you are facing before I connect you to an available
		<i>8:42:02 PM</i> <i>amanda is sharing a file with you</i> <i>image.png - (Size:216.41 KB)</i> <i>Good morning, I am trying to set up this portal and I don't kn</i>
		Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I
		Hello Amanda, could you please confirm me your business name
	amanda	Sundack CPA LLP
	Sharath Kumar	looking into it, one moment please
	amanda	thank you
	Sharath Kumar	Amanda, could you also confirm if this is the MyPortal that you are signing
	amanda	I think its SelfCare Portal
		We all have to set up MFA to be able to logon to our server
	Sharath Kumar	noted
		for selfcare portal, you will need to sign in with the same username and pa the server with
	amanda	I'm not sure what that is. I just click an icon on my desktop to logon. I neve <i>8:49:07 PM</i> <i>amanda is sharing a file with you</i> <i>image.png - (Size:5.64 KB)</i> Is my username AmandaHes ?
	Sharath Kumar	Yes, that is your username
	amanda	Ok, so I tried that and I believe you guys provided me with this PW awhile a
	Sharath Kumar	great!
	amanda	And it told me it was incorrect
	Sharath Kumar	use this as the credentials to sign into the self care portal
	amanda	It's telling me that info is invalid
	Sharath Kumar	I see
		one more moment please, let me look into it
	amanda	Wait Im in I changed the PW and had it saved it my phone

	never mind!
Sharath Kumar	that's great
	good to know that you were able to sign in
amanda	thank you for your help
Sharath Kumar	my pleasure
amanda	you all are always so great
Sharath Kumar	Is there anything else I may help you with ?
amanda	that is all thank you
Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an em 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 m working. I will appreciate that. or you may send your feedback at quality@ Thanks!</p> <p>Note: You may change/reset your server password on your own by register (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p><i>Sharath Kumar has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72779 info
Email: info@brkimcpa.com ☎ 9729724930
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop

City: NEW 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 raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief descrip technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the app
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
info	QB doesn't work now.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

info has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72001 GAYE NEL BOSLEY MITCHELL
Email: gaye.bosley-mitchell@carymso.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: CARY
State: North Carolina
Country: UNITED STATES

Chat Transcript

GAYE NEL BOSLEY MITCHELL	Hello, I am your Acebuddy
Acebuddy	Hello Gaye Bosley-mitchell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
GAYE NEL BOSLEY MITCHELL	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
GAYE NEL BOSLEY MITCHELL	I'd like to raise a Request
Acebuddy	Please select your request type.
GAYE NEL BOSLEY MITCHELL	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief descrip technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the app
	As we haven't got any response from your end, We are closing this chat. If Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72150 Kelsey Boussie
Email: kboussie@solycoadvisors.com 📞 2489308434
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: ROCHESTER
State: Michigan
Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72843 Chris D'Arcy

Email: ace@paragusit.com ☎ 14133704968

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

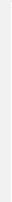
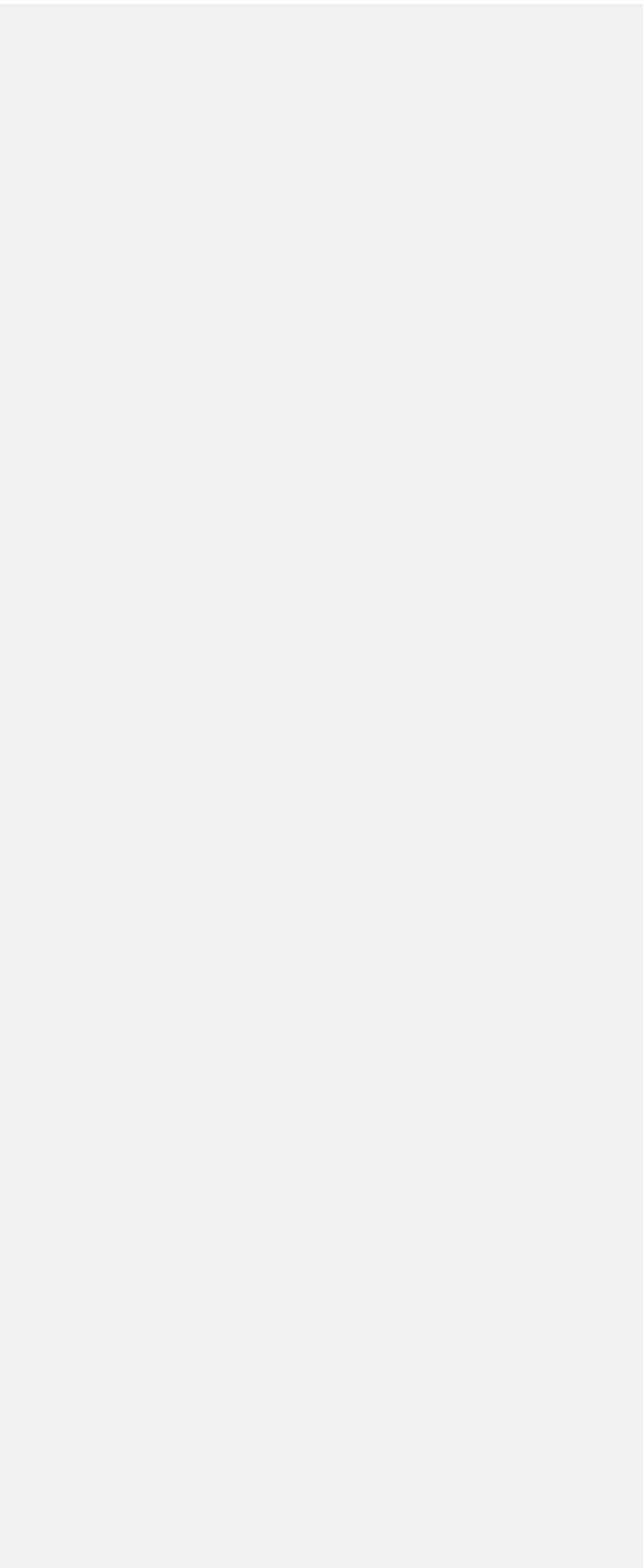
City: KEENE

State: New Hampshire

Country: UNITED STATES

Chat Transcript

Chris D'Arcy	Hello, I am your Acebuddy
Acebuddy	Hello Karl, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chris D'Arcy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris D'Arcy	I'd like to raise a Request
Acebuddy	Please select your request type.
Chris D'Arcy	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief de request and our technicians will connect with you for further assistanc
	If you are facing any issue/problem with your server, Please select the



below :

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

Ended due to chat idle timeout