

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78350 harsh.sharma

Email: harsh.sharma@myrealdata.in ☎ 08587853574

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

harsh.sharma	Hello, I am your Acebuddy
Acebuddy	Hello Harsh Sharma, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
harsh.sharma	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
harsh.sharma	I'd like to report an Issue
Acebuddy	Please select an option!
harsh.sharma	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
harsh.sharma	Not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
harsh.sharma	Hu

Ashutosh Mishra is transferring the chat to Shivam Singh.

Shivam Singh accepted the chat transfer request.

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
harsh.sharma	This is a test chat, pls close and share the closing script too.
Shivam Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78037 Jmorrow

Email: jmorrow@athleticfields.org  7708457661

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: ORANGEBURG

State: Michigan

Country: UNITED STATES

Chat Transcript

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

Jmorrow	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jmorrow	I'd like to raise a Request
Acebuddy	Please select your request type.
Jmorrow	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Jmorrow	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update.
	<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 any downtime. Please do specify if you need any assistance.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcription

Hello, I am your Acebuddy.

Visitor Details

#78383 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 23 Secs

City: MEXICO CITY

State: Ciudad De Mexico

Country: MEXICO

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	My outlook will not load on the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello shari
	I will be surely assisting you with this. Kindly help me with your server name and user name?
shari	blue isle drake
Shubham Kataria	Thank you for the information. kindly confirm if you're receiving any error on Outlook
shari	yes says cannot open outlook - it is open on my connection now
Shubham Kataria	Please check if it is working fine
shari	I just said it is not working
	the error is on my screen
Shubham Kataria	Alright. Kindly confirm your username for the server login
shari	sbray
Shubham Kataria	Thank you for the information.
	May I take the remote access of your server?
shari	

yes

Shubham Kataria

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

Kindly accept the remote request.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.

Thank you for your patience.

Kindly re-login onto the server so that We can connect over remote again.

Thank you for your patience

As per our remote conversation your Outlook issue has been resolved.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Shubham Kataria has ended this chat session

Chat Transcr

I am having trouble with my computer, Quickbooks that is frozen and would like to know what to do

Visitor Details

#78432 Rowe

Email: drowe@creeksideinvestors.com  2486010202

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/account-login/>

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 40 Secs

City: TROY

State: Michigan

Country: UNITED STATES

Chat Transcript

Rowe	I am having trouble with my computer, I have a property on Quickbooks that is frozen and would like some assistance
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
Rowe	This is for service I guess, I forgot how to reach them
Rahul	Hi Rowe
	Could you please help me with your CID number or Business Name
Rowe	Creekside Communities is the business name
Rahul	We have Creek Side Investor, is it the same account
Rowe	Yes
Rahul	Perfect
	I am transferring this chat to our support team
Rowe	Thanks
<i>Rahul is transferring the chat to Support(QB & App Hosting).</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Rowe	It seems to be only me and I have not seen it before
Manish Singh	Alright!
	Kindly allow me two minutes to check the same.
Rowe	ok
Manish Singh	May I know your username?
Rowe	myrealdata\JessicaCO
Manish Singh	Kindly try to access now.
	Is it working now?
Rowe	No
	It has that I need to download the latest file doctor
	This update includes new fixes for many errors that can stop your company file from opening
Manish Singh	May I take the remote access of your server?

Rowe	yes
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 putting confirmation on this chat.
	We will download new version of QuickBooks tool hub and update QB regarding company file issue.
	Is there anything else I may help you with ?
	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 Transcription

Hello, I am your Acebuddy

Visitor Details

#78371 lorena seppanen

Email: lorenas@sentryusa.com  6058801246

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 26 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

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

lorena seppanen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lorena seppanen	I'd like to report an Issue
Acebuddy	Please select an option!
lorena seppanen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
lorena seppanen	Reference ID 713421: That file the customer list is broken as well. Can you please send me the back up file from the morm
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.
lorena seppanen	Hi Manish
Manish Singh	Hii
	I apologies for the wait, I was working on the backup of 6/12 Morning and 6/11 Evening
lorena seppanen	Perfect. Thank you so much. That is all I need at this time.
Manish Singh	Yes
	We will share the backup file over the email.
	Is there anything else I may help you with ?
lorena seppanen	That is all. Thank you

lorenas has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#77832 Anup Sharma

Email: anup.sharma@sourceinsol.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: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Anup Sharma	Hello, I am your Acebuddy
Acebuddy	Hello Anup Sharma, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anup Sharma	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anup Sharma	I'd like to raise a Request
Acebuddy	Please select your request type.
Anup Sharma	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 :
Anup Sharma	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78749 Mohita Chadha

Email: mohita@kaurtax.com  19097099000

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 1 Sec

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mohita Chadha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mohita Chadha	Hello - I'm trying to access the 2023 lacerte, but for some reason the program will not show up for me. Can you please he
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.
Mohita Chadha	thank you
	i am trying to access the 2023 lacerte and for some reason it will not load
	the icon appears on the bottom but i cannot seem to have it show up on my screen
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	I would like to inform you that I have successfully rebooted the server from the backend. The issue should now be resolve

	Please log in to the server and verify if the issue is resolved on your end.
Mohita Chadha	i'll try it now
Sujeet Kumar Suman	Sure take your time.
Mohita Chadha	the 2023 lacerte does not seem to open still
Sujeet Kumar Suman	Okay no worry let me check once again from my end.
	Can we connect remotely.
Mohita Chadha	sure
	i have a call in 4 mins
	i have a zoom call in 4 mins
Sujeet Kumar Suman	Kindly approve. (Edited)
Mohita Chadha	i did
	are you able to access now?
	please continue working
	i will take the call from myphone!
Sujeet Kumar Suman	I am working on it. Thanks for your patience.
	Kindly ask another user to open the application and let me know if they are also experiencing the same issue.
Mohita Chadha	i don't have another user that can access it right now they are on vacation - it's just me
Sujeet Kumar Suman	Okay, No problem.
	I am still checking from backend.
	When was the last time you were able to access the application?
Mohita Chadha	its' been a waeek
Sujeet Kumar Suman	It might require a reinstallation of the application, as no other users are currently logged in.
Mohita Chadha	please go ahead and do that
Sujeet Kumar Suman	Thank you. I will proceed with reinstalling the application. It may take some time. Thank you in advance for your patience.
	Hi Mohita
	Kindly log out from server.
Mohita Chadha	sounds good
	i have logged out
Sujeet Kumar Suman	Thanks for the confirmation.

	I have just rebooted your server from the backend.
	Kindly log in to your server and let us know if the issue still persists..
Mohita Chadha	sounds good
	i'm logging in now
Sujeet Kumar Suman	Yes please.
	Is it working ? (Edited)
Mohita Chadha	no it's not
	it's the same issue
Sujeet Kumar Suman	Can we connect once again.
	Kindly approve.
Mohita Chadha	is it working yet?
	i need to start working on other matters - so wanted to check on what you recommend as next steps?
Sujeet Kumar Suman	I am rebooting the server, kindly ask all the user to stay logged off from the server for a while. As I am proceeding with the application reinstallation. I truly appreciate your patience and cooperation throughout this process.
Mohita Chadha	thank you for all your help!
Sujeet Kumar Suman	We are now installing the application. I will let you know once it is completed.
Mohita Chadha	would it be helpful to also restart my computer?
Sujeet Kumar Suman	No need. Please log into the server now and try accessing the application.
Mohita Chadha	sounds good
Sujeet Kumar Suman	Is it working??
Mohita Chadha	no it's not 2024 is but 2023 is not
Sujeet Kumar Suman	sorry for that. Can we connect once again?
Mohita Chadha	no problem!
Sujeet Kumar Suman	Can we connect to your local computer to adjust the RDP resolution settings?
Mohita Chadha	sure
Sujeet Kumar Suman	https://assist.acecloudhosting.com/join/2652007597

	Kindly click on above link to download the setup file, then run the downloaded application.
Mohita Chadha	it should be working now
Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	The issue seems to be resolved now
	Is there anything else I may help you with ?
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thought
	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)

Sujeet Kumar Suman has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78752 joe.quinn

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

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: SUN VALLEY

State: California

Country: UNITED STATES

Chat Transcript

joe.quinn	Hello, I am your Acebuddy
Acebuddy	Hello Joe.quinn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
joe.quinn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
joe.quinn	I'd like to report an Issue
Acebuddy	Please select an option!
joe.quinn	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
joe.quinn	Quickbooks and Avalara test connection is not working...was working yesterday
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.
joe.quinn	My test QB account will not let me close as it says Avalara is running in the background, yet it is not working and applying tax.
Anjainay Singh	Since when it is happening?
joe.quinn	This morning
Anjainay Singh	Please allow me remote access for server. (Edited)
	Could you please confirm your username?
joe.quinn	joseph.q@myrealdatal.net (1).rdp
Anjainay Singh	Please allow me a remote access.
	I am connected.
	Could you please try to show me the error?
joe.quinn	it should be updating the tax
	it just did
	hold on this was from yesterday
	This one is from today and tax is not calculating
Anjainay Singh	So you are not able to launch the Avalara tax application.
joe.quinn	yes...it launches as you saw in QB but when I actually try to do a transaction it is not applying the tax
Anjainay Singh	Got it, thankyou for your explanation.

	Please allow me two minutes so that I can work on it.
joe.quinn	no problem
Anjainay Singh	FYI we are going live with the app on 07/01 so we need to make sure that things like this do not happen or at least understand them.
	Yes I understand your concern.
	We have found that there is an issue with an application which is causing the error.
	We may proceed ahead with rebooting the server.
joe.quinn	do I need to tell anything to the staff?
	i.e. does everyone need to log out of QB
Anjainay Singh	Yes, please inform everyone to save their work before I reboot the server.
joe.quinn	ok, just a moment.
Anjainay Singh	Sure.
joe.quinn	I am the only one who is still on the server
Anjainay Singh	Sure , I am rebooting the server.
	I have rebooted the server.
	You may login again.
joe.quinn	trying to log in
Anjainay Singh	Sure.
joe.quinn	ok I am in
Anjainay Singh	Please allow me another remote access.
joe.quinn	not applying tax
Anjainay Singh	Yes , I got it and in order to resolve it we may need to reinstall the application.
joe.quinn	ok
	make sure that you use the right version
	it is not the most current version as there are problems with it....you guys loaded the correct version yesterday
Anjainay Singh	As I referred the previous ticket and found that it is already installed to latest version. (Edited)
joe.quinn	no we installed an older version yesterday and the most current does not work. 1.0095.05v2
	that version is what we need to be using
Anjainay Singh	Do you have latest version setup file available with you?
joe.quinn	it is downloaded on my computer
Anjainay Singh	As I checked and found that the latest version installed on server is 1.00.95.05
joe.quinn	Someone downloaded it to the server yesterday

	ok that should be it if it was installed yesterday
	or the last version installed
Anjainay Singh	Sure, I would recommend you to contact Avalara application support team and merge the call with ACE support so that we can assist you further.
joe.quinn	how do i set up a zoom meeting with all parties...who should I send it to at Ace
Anjainay Singh	You may provide us your call back details and when we are connected over a call you may arrange a conference call with us.
	Call back number- Time Zone- Suitable time for call-
	As I checked and found that every settings on our server is fine.
joe.quinn	My cell phone number is 818-802-0943
	Are you saying that you did not have to make any changes today? If you did what were they?
Anjainay Singh	We just rebooted the server Joe and checked for the backend service which are running efficiently , we are monitoring the same.
	Please allow me one more minute.
joe.quinn	Ok, I am in PST just so you know. When I get on a call with my Avalara rep how do we connect Ace into the call as I think a conference call is required.
Anjainay Singh	Our agent will reach you shortly over a call and when you receive a call you may put the ACE call on hold and arrange a conference call with us.
joe.quinn	please hold. on this I need to get my Avalara person first
Anjainay Singh	I have repaired the application, I need to restart the server. (Edited)
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
joe.quinn	Can we do a zoom meeting, please with Avalara you and myself?
Anjainay Singh	Yes sure.
joe.quinn	did you restart the server
Anjainay Singh	Yes I just repaired the application , could you please retry and let me know.
joe.quinn	please join this zoom: https://avalara.zoom.us/j/4775753065
Anjainay Singh	If you can provide you available time so that I can arrange a call back with one of my escalation engineer.
joe.quinn	12:30
Anjainay Singh	Sure I am arranging a zoom meeting with you and third party applications support at 12:30 PST (Edited)
joe.quinn	I see that you are in the Zoom but we cannot hear you
Anjainay Singh	As a first-level support representative, I do not assist over voice calls and do not have a microphone available. Therefore, further.
	I have escalated your issue Joe so that this can be resolve urgently.
	Are we still connected here?

joe.quinn yes

Anjainay Singh One of our agent will reach you at requested time.

I am taking responsibility that your issue will get resolve on three way call.

Is there anything else I may help you with ?

Actually I need to create a ticket onto which I need to mention all details and issue you are facing.

I need to transfer that ticket to senior engineer who is expert in handling Avalara tax issues.

Are we still connected here?

1:08:43 AMjoe.quinn shared a voice note

[Voice note.mp3](#) - (Size:49.5 KB)

I need to disconnect this chat so that I can create a ticket and pass it to our best engineer to assist you over a call.

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)

Anjainay Singh has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78112 Anna

Email: lightboxbooks@gmail.com  +639569501228

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: BUCAL

State: Laguna

Country: PHILIPPINES

Chat Transcript

Anna	Hello, I am your Acebuddy
	Hi Again, can I work on my QB as normal, can I close it or you need for me to keep it open?
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	You may continue to work on QB as normal.
Anna	are you still remoting it?
Anjainay Singh	No, Anna I have already disconnected he remote session.
Anna	ok thank you
Anjainay Singh	Is there anything else I may help you with ?
Anna	that's all
Anjainay Singh	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.

Anna has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78078 llewis

Email: llewis@taylorengineers.com

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 16 Secs

City: OAKLAND

State: California

Country: UNITED STATES

Chat Transcript

Ilewis	Hello, I am your Acebuddy
Acebuddy	Hello Lea Lewis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ilewis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ilewis	I'd like to report an Issue
Acebuddy	Please select an option!
Ilewis	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ilewis	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ilewis	Ticket 709412
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Lea. How are you doing today?
Ilewis	Hi Yash, I am well, thank you.
Yash Ahi	I will surely help you with this.
	Kindly allow me two minutes to check the same.
Ilewis	thanks
Yash Ahi	May I take the remote access of your server to check that?
Ilewis	yes
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
Ilewis	done
Yash Ahi	I just sent you a remote request.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
Ilewis	will do

Yash Ahi	Thank you for your patience Lea. Please login now
	Please check now.
	Alright, that seems to be working now.
	Is there anything else I may help you with ?
Ilewis	yes thanks so much
Yash Ahi	My pleasure Lea.
	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.
Ilewis	have a good day
Yash Ahi	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 appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Ahi has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78796 itadmin

Email: itadmin@jamesferrell-law.com  13467417315

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 42 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

itadmin	Hello, I am your Acebuddy
<i>Sanyam Madan is transferring the chat to Ashutosh Mishra.</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
itadmin	hello. the user is ready for us to take remote connection.
Ashutosh Mishra	Sure, Prior providing the access, I would suggest you to close any important documents at your end.
itadmin	ok
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/7032380469
itadmin	703-238-0469
	do you ahve the previous screenshot sent in the previous chat
Ashutosh Mishra	Yes
	We are connected now.
itadmin	user says she has been kicked out a few times since friday - and it goes slow. she is printing a lot of checks at once. I dont know if there is a way to up resources to speed up or not.
Ashutosh Mishra	Kindly allow me two minutes to check the same.
itadmin	however you may be able to see system resources while it is printing do not cancel job please
Ashutosh Mishra	Yes i will check for resources.
	I am just trying to move the window.
itadmin	I removed the bar from my remote that was blocking you
Ashutosh Mishra	The RAM consumption is high on the server. I will check from backend.
itadmin	yes. quickbooks is going to use whatever it is given and in this case it would probably use a lot!
Ashutosh Mishra	I see their are three users on the server I would suggest adding 6GB RAM, 2GB for each user.
itadmin	are you sure 2gb will suffice.
Ashutosh Mishra	2GB for each user so in total 6GB.

	I can add it right now for testing and you can verify, this should be able to speed up the system.
itadmin	yes, we can do that. Megan is the main user that prints the checks that tasks the ram.
	I will get with sales to see what it will take to do this permanently.
	I know that they have a large file.
Ashutosh Mishra	I will send the mail on itadmin@jamesferrell-law.com for approval to make the changes permanent. (Edited)
itadmin	thanks. I am going to log us out for now.
Ashutosh Mishra	Sure, if further assistance is required you can reply to same mail. Is there anything else I may help you with ?
itadmin	that is it for now, thanks.
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day. I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebus support agent.

Visitor Details

#78590 Stephen Stull

Email: ddarrigo@stullcpa.com **Phone:** 18176610095

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: TAMPA

State: Florida

Country: UNITED STATES

Chat Transcript

Stephen Stull	Hello, I am your Acebuddy
Acebuddy	Hello Ddarrigo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephen Stull	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephen Stull	I'd like to report an Issue
Acebuddy	Please select an option!
Stephen Stull	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stephen Stull	Vikrant told me he would call me but he did not
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
Stephen Stull	Hi!
Yash Ahi	Hi Ddarrigo. How are you doing today?
Stephen Stull	I'm fine! How are you?
Yash Ahi	I am also doing good. Thank you for asking.
	Could you please help me with your server name or business name?
Stephen Stull	Out business name is StullCPA and the server name is StullCPALLC.myrealdatal.net
Yash Ahi	Thankyou for the information
	Kindly allow me two minutes to check the same.
Stephen Stull	Sure
Yash Ahi	Thank you for your patience Ddarrigo.
Stephen Stull	

	No problem
Yash Ahi	I just checked with Vikrant and he got stuck in a meeting. He will be calling you in next 15-20 minutes.
Stephen Stull	Thanks
Yash Ahi	My pleasure.
	Is there anything else I may help you with ?
Stephen Stull	No, that's it
Yash Ahi	Alright.
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebus support bot.

Visitor Details

#78328 nicholas

Email: nicholas@imperialpainting.com  17816985894

Department: Support(QB & App Hosting)

Operator: Gaurav kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: WEST ORANGE

State: New Jersey

Country: UNITED STATES

Chat Transcript

nicholas	Hello, I am your Acebuddy
Acebuddy	Hello Nick, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nicholas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nicholas	I'd like to report an Issue
Acebuddy	Please select an option!
nicholas	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
nicholas	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
nicholas	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>
nicholas	hi- can you reboot the quickbooks server
	<i>Gaurav Kumar accepted the chat transfer request.</i>
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.
	Hello Nick,
	Sure, I can help with that. Let me look into it for you.
nicholas	ok
Gaurav Kumar	it seems like your QB session got frozen.
nicholas	yes. Marsha's account got frozen
	so it says she is already logged ins
	she tried logging out of the remote session but it didnt help, so it may be easier we just reboot the entire server since no
Gaurav Kumar	Nick, I have logged off the user Marsha
nicholas	ok let me have her try
Gaurav Kumar	May I just know what she was doing after which her session got frozen?

	Sure, please take your time
nicholas	im not sure to be honest. her laptop has issues, maybe it is that
Gaurav Kumar	ok got it
nicholas	she has to submit payroll so she cant try again for another 3 minutes
Gaurav Kumar	ok no worries, but it seems some of your users are still working on the server, so I can't reboot the server
nicholas	ok well lets see if that solves it
Gaurav Kumar	but if you can ask your other users to log off, then I can go ahead and reboot the server. (Edited)
	Sure, please take your time
	Are we still connected here?
	Are we still connected here?
nicholas	hi
	sorry
Gaurav Kumar	no worries
	Are you able to access the QB now?
nicholas	i am confirming with her
Gaurav Kumar	okay Nick
nicholas	all working
	thank you
Gaurav Kumar	Great!!
	Is there anything else I may help you with ?
nicholas	nope
	all set
	have a good day
Gaurav Kumar	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 appri
	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/)

Gaurav Kumar has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#77795 info

Email: info@brkimcpa.com ☎ 9729724930

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: 22 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Jeongin Choi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	when i tried to turn on payroll in quickbooks, the website popped up and I coulnd't activate new payroll.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sanyam Madan declined the transfer request.

Shubham Kataria accepted the chat transfer request.

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

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

info server name is Bongryong.myrealdatal.net. and user name is Annie_BK

Shubham Kataria Thank you for the information.

May I take the remote access of your server?

Before the Remote request, Kindly confirm if everyone is facing the same issue

info okay. give me 1 sec.

Shubham Kataria Sure, please take your time

Additionally, I have checked and found there are multiple updates pending on QB that's why you're facing this issue.

In order to sort this issue we require to update QuickBooks

10:34:15 PM Shubham Kataria is sharing a file with you

[image.png](#) - (Size:70.34 KB)

info ah

I see

so is related with QB update

Shubham Kataria yes

info then could you update the QB today midnight? then I'm gonna retry tomorrow.

Shubham Kataria Sure, we are scheduling the update in night hours and will inform you once completed.

info thank you.

Shubham Kataria You're welcome

Is there anything else I may help you with ?

info no that was all.

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 w

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

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

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

Shubham Kataria has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78753 leslie

Email: leslie@es12.org  8183122231

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: TARZANA

State: California

Country: UNITED STATES

Chat Transcript

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

Hello, I am your Acebu

Visitor Details

#77805 Francieli Xavier

Email: fxavier@tippfloor.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 27 Secs

City: RIDGEFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Fracieli Xavier	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Fracieli Xavier	Can I make quickbooks hosting to use just one screen instead of 2?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
Fracieli Xavier	thank you
Manish Singh	May I take the remote access of your local computer?
Fracieli Xavier	yes
Manish Singh	https://assist.acecloudhosting.com/join/7282961638
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
Fracieli Xavier	done
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>

Chat Transcr

Hello, I am your Acebu

Visitor Details

#77923 dansilver315

Email: dansilver315@gmail.com ☎ 8087817861

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: BILLINGS

State: Idaho

Country: UNITED STATES

Chat Transcript

dansilver315	Hello, I am your Acebuddy
Acebuddy	Hello Dansilver315, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
dansilver315	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
dansilver315	I'd like to report an Issue
Acebuddy	Please select an option!
dansilver315	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
dansilver315	I have an open ticket 707050 I'd like to discuss with someone as soon as possible - I was expecting a callback about 30 m
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
dansilver315	Hi - I have an unresolved issue with ticket 707050 I was promised an update 45 minutes ago but did not receive a callback days in a row now with it still unresolved
Anjainay Singh	I really apologize for the inconvenience caused at your end.
	I will assist you with resolving your issue.
	I have transferred your request to the agent who was working in this ticket.

dansilver315	That's ok I just need to see this resolved as soon as possible. I am willing to do a screen share with Ace and Intuit to resolve it.
Anjainay Singh	I truly understand your concern and agent was working with other clients. He informed that he is going to call you back within 5-10 minutes. Please stay connected as he is calling you urgently to fix the issue.
dansilver315	ok
Anjainay Singh	Please confirm when you get a call.
dansilver315	ok still waiting thanks
Anjainay Singh	I appreciate your patience. (Edited) May I take the remote access of your server?
dansilver315	yes please
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
dansilver315	I'm ready - I've not been able to log into the new server - I tried opening the RDP file and it wouldn't let me log in to the new server. I am ready when you are
Anjainay Singh	May I take the remote access of your local computer?
dansilver315	yes
Anjainay Singh	https://assist.acecloudhosting.com/join/9732602839 Please copy this URL at your local machine browser and download the remote file.
dansilver315	I'm doing that now
Anjainay Singh	Please click on file and click on agree and download. Please stay connected.
dansilver315	thanks for your help I'm working with him now I guess
Anjainay Singh	Yes he is connected with you over a remote session. You may end this chat session. As you are connected with one of our senior technician so I am disconnecting this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#77716 pam.mayorshi

Email: pam.mayorshi@pmbookkeeping.co 📞 5405215097

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: ROANOKE

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78522 Jeff Berman

Email: jberman@chesta.com  6143237491

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: COLUMBUS

State: Ohio

Country: UNITED STATES

Chat Transcript

Jeff Berman	Hello, I am your Acebuddy
Acebuddy	Hello Jeff Berman, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jeff Berman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeff Berman	I'd like to raise a Request
Acebuddy	Please select your request type.
Jeff Berman	Password Reset
Acebuddy	Please select an option below
Jeff Berman	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
	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 Transcr

Hello, I am your Acebu

Visitor Details

#78735 Sharafat maqsood

Email: sharafatmaqsood94@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: MARIETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Sharafat maqsood

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Sharafat maqsood has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78549 Sonu Kumar

Email: er.sonukumar1313@gmail.com

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: 56 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

Sonu Kumar	Hello, I am your Acebuddy
Acebuddy	Hello Sonu Kumar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sonu Kumar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sonu Kumar	I'd like to raise a Request
Acebuddy	Please select your request type.
Sonu Kumar	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 :
Sonu Kumar	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Sonu Kumar	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sonu Kumar	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sonu Kumar	send payroll data
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Sonu Kumar	hi Anurag
Anurag Sharma	Hello Sonu

Sonu Kumar	this side kumar bro i am looking for job in your company. i having more than 6 years of experience in quickbooks all version and cloud ho: can you help me
Anurag Sharma	Kumar, we are not allowed to disclose our entity. I really appreciate your efforts and would request you to go through our Is there anything else I may help you with ?
Sonu Kumar	i am on your's company website but notable to find out careers option any email suggestions for?
Anurag Sharma	You can contact to our HR team using other platforms. Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78466 Alysia Toye

Email: alysia.toye@ils-corp.com ☎ 8588424127

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: LA MESA

State: California

Country: UNITED STATES

Chat Transcript

Alysia Toye

	Hello, I am your Acebuddy
Acebuddy	Hello Alysia Toye, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alysia Toye	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alysia Toye	I'd like to report an Issue
Acebuddy	Please select an option!
Alysia Toye	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Alysia Toye	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Alysia Toye	not able to email invoices and other forms from quickbooks. says email password or email address is incorrect.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
<i>Shivam Singh is transferring the chat to Ashutosh Mishra.</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Alysia Toye	Hello, We are not able to email from Quickbooks today.
Ashutosh Mishra	Hello Alysia, I will surely help you with this issue.
	Kindly help me with your server name and user name?
Alysia Toye	myrealdata\ils.loanbupasiri.npre1
	QBNXTRPE1.myrealdata.net
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Alysia Toye	no problem
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
Alysia Toye	all three of the users
Ashutosh Mishra	Is this the first time you are facing this issue?
Alysia Toye	yes
	it started last night

Ashutosh Mishra	Thanks for the confirmation !
	May I take the remote access of your server?
Alysia Toye	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	As per discussion over the remote session, The issue will be resolved by creating an App Password through the hosting se
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Alysia Toye	sorry we can disconnect
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78484 Gloria Phillips

Email: gphillips@gpacnt.com **Phone:** 15804783686

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: PONCA CITY

State: Oklahoma

Country: UNITED STATES

Chat Transcript

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

Hello, I am your Acebu

Visitor Details

#78313 ksroufe

Email: cweber@oakhavenrc.com **14195233005**

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: OTTAWA

State: Ohio

Country: UNITED STATES

Chat Transcript

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

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78517 ERICAJOHNS

Email: ericajohns@southernwoodframing.com  3017512317

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

ERICAJOHNS	Hello, I am your Acebuddy
Acebuddy	Hello Ericajohns, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ERICAJOHNS	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ERICAJOHNS	I'd like to report an Issue
Acebuddy	Please select an option!
	What type of QuickBooks Issue are you facing?
ERICAJOHNS	QuickBooks Issue
	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
ERICAJOHNS	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>Ashutosh Mishra accepted the chat transfer request.</i>
ERICAJOHNS	This is the second day IN A ROW that we are unable to log into our QB... it says it is performing an update, that may take
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
ERICAJOHNS	Hi.
	problem is listen above
Ashutosh Mishra	We regret the inconvenience caused due to this.

	Kindly allow me two minutes to check the same.
ERICAJOHNS	yeah. why is this continuing to happen? having to reach out to tech support all the time is not really productive.
Ashutosh Mishra	I understand you are facing "Hold Tight" issue with QuickBooks, rest assured i am checking from backend and fix this.
ERICAJOHNS	thank you.
Ashutosh Mishra	I have applied the fix from backend and QB is accessible now.
ERICAJOHNS	Thank you.
	Can we figure out why this is happening so often, and fix that?
Ashutosh Mishra	To prevent any further reoccurrence, i am scheduling the clean updates for QuickBooks during night hours to avoid any re
ERICAJOHNS	thank you.
	can it be like between 1-3 am (eastern)?
	I am still unable to get in. I may have to close the server, but if i do that, i will lose access to our chat
Ashutosh Mishra	I will close the QuickBooks on your server.
	You can open it again as from the backend it is still accessible.
ERICAJOHNS	i am in
	can you confirm updates will be run between 1-3 am eastern time?
Ashutosh Mishra	Yes, definitely i am scheduling it right now as per prescribed time.
	Once backend team completes it they will inform you for the same.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
ERICAJOHNS	no thank you.
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78190 Manny Naya

Email: manny.naya@mncpafirm.com ☎ 4074341320

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: APOPKA

State: Florida

Country: UNITED STATES

Chat Transcript

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

Manny Naya	Password Reset
Acebuddy	Please select an option below
Manny Naya	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Manny Naya	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Manny. How are you doing today?
Manny Naya	I have a new computer and am trying to log into the server and it is giving me an error message. I am not sure if I am ent
Yash Ahi	I will surely help you with this issue Manny.
	Could you please help me with your server name or business name onec?
Manny Naya	name is MNJCPALLC
	Manuel Naya Jr CPA LLC
Yash Ahi	Thankyou for the information.
	May I take the remote access of your local computer?
Manny Naya	ok
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5362092793
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti confirmation on this chat.
Manny Naya	ok that workd
	i do have another issue tho
Yash Ahi	Yes please tell me.
Manny Naya	do you see the server screen?
Yash Ahi	Yes
Manny Naya	that adobe message comes up every time
Yash Ahi	Alright let me check.
	Please allow me 3-4 minutes.
Manny Naya	ok

Yash Ahi	Thank you for your patience.
	Lets try now.
	Please relogin to the server.
	Alright, that seems to be working now.
	Is there anything else I may help you with ?
Manny Naya	that is it
	thank you
Yash Ahi	My pleasure.
	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 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 appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Ahi has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78446 ANDREW LEWIS KLEIN

Email: burro777@aol.com  15034903553

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: LAKE OSWEGO

State: Oregon

Country: UNITED STATES

Chat Transcript

ANDREW LEWIS KLEIN	Hello, I am your Acebuddy
Acebuddy	Hello Andrew Lewis 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	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ANDREW LEWIS KLEIN	I'd like to add a QB file to our server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Chat request was not picked up by the operators</i>	

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78015 weymerp

Email: weymerp@chilin.us ☎ 14405223342

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: WARREN

State: Ohio

Country: UNITED STATES

Chat Transcript

weymerp Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

weymerp Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

weymerp Restart

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

Whom Would You Like to Connect With?

weymerp Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

Ended due to chat idle timeout

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78268 team

Email: team@infiniteaccountants.com  2125440001

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: ZAPOTE

State: Laguna

Country: PHILIPPINES

Chat Transcript

team Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

allen cruz has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78200 zahid

Email: zahid@columbiatax.onmicrosoft.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: DHAKA

State: Dhaka

Country: BANGLADESH

Chat Transcript

zahid	Hello, I am your Acebuddy
Acebuddy	Hello Zahid, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
zahid	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
zahid	I'd like to report an Issue
Acebuddy	Please select an option!
zahid	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
zahid	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times, there may be unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com for confirmation via email.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78101 ricky pais

Email: ricky@brannanhessel.cpa

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: 37 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

ricky pais	Hello, I am your Acebuddy
Acebuddy	Hello Ricky, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ricky pais	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ricky pais	I'd like to report an Issue
Acebuddy	Please select an option!
ricky pais	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ricky pais	One of my coworkers has apparently made some type of selection on his local office PC and it is no longer asking for a still asks for 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 will be assisting you today.
	User may have selected the option to "Trust this machine for 30 days" while entering the OTP. As a result, the MFA prompt
ricky pais	can it be undone?
	before the 30 days?
Manish Singh	We have to disenroll the user from MFA and enroll again and please notify all users to not select that option while entering
ricky pais	ok, i will have him set up MFA again, thank you
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?

Are we still connected here?

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

Manish Singh has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#77701 inhoso

Email: inhoso@yahoo.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: MUNDELEIN

State: Illinois

Country: UNITED STATES

Chat Transcript

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

	Please select an option below
inhoso	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78380 lorena seppanen

Email: lorenas@sentryusa.com  6058801246

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 56 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

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

lorena seppanen	I'd like to report an Issue
Acebuddy	Please select an option!
lorena seppanen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
lorena seppanen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
lorena seppanen	Refernce ID: 712748: We have a fixed file we would like to upload to the Ace server
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Gaurav Kumar declined the transfer request.</i></p> <p><i>Abhay Kumar Saraswat accepted the chat transfer request.</i></p>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
lorena seppanen	Hi Abhay
Abhay Kumar Saraswat	Hi Lorena
	How are you doing today?
lorena seppanen	I am well. How are you?
Abhay Kumar Saraswat	I'm good.
	Thank you for asking.
	Let me check the ticket number which you have shared.
	Kindly allow me two minutes to check the same.
lorena seppanen	Ok
Abhay Kumar Saraswat	Thank you for your patience.
	I've checked the ticket which was still with us.
	Are you looking to upload the shared backup data on your server?
lorena seppanen	We downloaded a back up file to fix the data corruption files and its ready to be reuploaded to Ace
Abhay Kumar Saraswat	Okay.
	Could you please share the folder name or path to the folder?
lorena seppanen	Local C > Users > LorenaSeppanen > sentry, llc 10.17.2024 (6.11 evening) (Backup Jun 17,2025 01 42 PM)
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
lorena seppanen	Ok

Abhay Kumar Saraswat	Allow me few more minutes as the data you mentioned is not in C: drive.
lorena seppanen	It is in D drive. (Edited)
Abhay Kumar Saraswat	Interesting. It is showing the C on my end
lorena seppanen	Could you please copy the complete path and paste it here? (Edited)
lorena seppanen	C:\Users\LorenaSeppanen
	File name: sentry, llc 10.17.2024 (6.11 evening) (Backup Jun 17,2025 01 42 PM)
Abhay Kumar Saraswat	Okay.
	May I take the remote access of your local computer?
lorena seppanen	Yes
Abhay Kumar Saraswat	Thank you.
	Prior providing the access, I would suggest you to close any important documents at your end.
lorena seppanen	Ok I have things closed
Abhay Kumar Saraswat	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/2792910804
lorena seppanen	Should be connecting shortly
Abhay Kumar Saraswat	Yes, we are connected.
	Are we still connected here?
	Are we still connected here?
lorena seppanen	Hi I think you ended the file download when you ended the other chat
Abhay Kumar Saraswat	I just ended my remote session from there?
	Are you still on server?
lorena seppanen	I am on the server and the file download status bar disappeared
Abhay Kumar Saraswat	Just allow me a minute.
	Hello Lorena
lorena seppanen	Ok
Abhay Kumar Saraswat	Let me share the email with you in which Ace engineer shared you the data links.
	This is in regards with the backup of 6/12 Morning kindly check the link here: [https://we.tl/t-W6PsmzWZKM Kindly](https://we.tl/t-W6PsmzWZKM` Kindly) check the backup of 6/11 Evening here: https://we.tl/t-ry0WkIpNDD
lorena seppanen	I still have those emails. I need to upload my fixed file to the server

File name: sentry, llc 10.17.2024 (6.11 evening) (Backup Jun 17,2025 01 42 PM)

Can you explain why we are no longer uploaded the fixed file but instead are downloading a corrupted file?

Abhay Kumar Saraswat

I was thinking that this was the same file.

I apologize for the trouble you've experienced.

Let me fix this at the earliest convenience.

lorena seppanen

Thank you

Abhay Kumar Saraswat

I've cancelled it.

Let me jump on to your local PC again.

lorena seppanen

Ok

Abhay Kumar Saraswat

<https://assist.acecloudhosting.com/join/5942496953>

Kindly paste this link in the browser of local computer and join the session.

lorena seppanen

Will be joining shortly

Abhay Kumar Saraswat

File is still downloading on server.

Please be online with me.

lorena seppanen

Ok

Abhay Kumar Saraswat

I apologize for any delay. Thank you for your patience.

lorena seppanen

No worries!

Looks like were getting close to halfway!

Abhay Kumar Saraswat

Yes

Sorry for the delay in response.

Actually, I was on the download screen and seeing the download processing.

lorena seppanen

Do you know why it shows canceled?

Abhay Kumar Saraswat

Thank you for your patience.

Is there anything else I may help you with ?

lorena seppanen

That is all. Thank you!

Abhay Kumar Saraswat

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

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

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

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

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

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

Abhay Kumar Saraswat has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78481 Kelly Brewer

Email: kelly@eventsandadventures.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: GILBERT

State: Arizona

Country: UNITED STATES

Chat Transcript

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

Kelly Brewer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kelly Brewer	I'm receiving the following error when trying to login to my remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>1:20:38 AMKelly Brewer is sharing a file with you Screenshot 2025-06-19 125025.png - (Size:10.53 KB)</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. I will be surely assisting you with this. Kindly help me with your server name and user name?
Kelly Brewer	PHoenix.Q31
Yash Kalra	May I take the remote access of your local computer?
Kelly Brewer	Qblive03.myrealdatal.net
Yash Kalra	May I take the remote access of your local computer?
Kelly Brewer	sorry, something came up, I have to go, will be back not sure if this times out
Yash Kalra	It would just take max of 2-3 minutes to resolve this issue (Edited)
Kelly Brewer	okay, let's go ahead and do it now
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end. Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/8542240986
Kelly Brewer	okay I've opened the link
Yash Kalra	Kelly, we assisted you regarding Login issue. Is there anything else I may help you with ?
Kelly Brewer	No, that was it thank you for fixing that
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below. Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)

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

Yash Kalra has ended this chat session

Chat Transcr

I am trying to print a check in Quickbooks
the options on how I would like that che
directly from the Print checks screen to Pri
without the pop up box that asks how I wa
Does this mean I need the driver reinstal
about doing that?

Visitor Details

#78650 Wallace

Email: ap@c21affiliated.com  608-221-2121

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: MADISON

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Wallace I am trying to print a check in Quickbooks but it is not giving me the options on how I would like that check printed. It is g
asks how I want that check printed. Does this mean I need the driver reinstalled? If so, how do I go about doing that?

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

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

Anjainay Singh accepted the chat transfer request.

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

Wallace With my printer situation, does the printer driver need to be reinstalled on my computer?

Anjainay Singh Please allow me sometime so that I can analyze the issue and assist you accordingly.

May I take the remote access of your local computer?

Wallace go right ahead.

Anjainay Singh <https://assist.acecloudhosting.com/join/1402884689>

Please copy this URL at your local machine's browser and download the .exe file.

Click on file and select accept and continue.

Please note that do no perform this steps on server do it at your local machine.

Please stay connected.

I appreciate your patience.

Please stay connected.

Please stay connected.

Are we still connected here?

As local machine was rebooted for driver installation and update and chat got disconnected.

We are ending this chat session.

Anjainay Singh has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78116 carrie morrell

Email: officemanager@woodlawnandlandscaping.com **Phone:** 2527275301

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: NEWPORT

State: North Carolina

Country: UNITED STATES

Chat Transcript

carrie morrell	Hello, I am your Acebuddy
Acebuddy	Hello Carrie Morrell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
carrie morrell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carrie morrell	I'd like to report an Issue
Acebuddy	Please select an option!
carrie morrell	Password Reset
Acebuddy	Please select an option below
carrie morrell	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.
	Do you need any further assistance on the topic?
carrie morrell	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78604 AIFinancedone

Email: aifinancedone@outlook.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: HULKA

State: Chandigarh

Country: INDIA

Chat Transcript

AIFinancedone	Hello, I am your Acebuddy
Acebuddy	Hello Aifinancedone, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
AIFinancedone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
AIFinancedone	I'd like to report an Issue
Acebuddy	Please select an option!
AIFinancedone	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
AIFinancedone	Facing too much lags in RDP
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
AIFinancedone	I am facing lags in server
Shivam Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
AIFinancedone	Everyone
Shivam Singh	Thanks for the confirmation.
AIFinancedone	Please fix this
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
AIFinancedone	All users
	Server naem
	is

	AccountSavvyCPas
Shivam Singh	Is this the server name: AccountSavvyNew.myrealdata.net ?
AIFinancedone	Yes
Shivam Singh	Thaks for the confirmation.
AIFinancedone	Please fix this at your back end
Shivam Singh	May I take the remote access of your local computer?
AIFinancedone	I don't have too much time. I need this issue to be resolved on priority No, I am not allowing you to take my remote for local computer
Shivam Singh	Server end seems to be fine right now, however, to check the local end I wanted to have the Local remote session.
AIFinancedone	Kindly restart server Local setting regards to latency & everything is good. Kindly reboot server & escalate to your engineers This is not the first time. Check yours inbox.
Shivam Singh	Sure, let me reboot your server. Also, I will escalate the issue to the senior team for monitoring and reviewing the server.
AIFinancedone	please do let me know when i loggin back
Shivam Singh	You are all set to login in 1 minute. Please proceed login now.
AIFinancedone	Wait I am checking
Shivam Singh	Sure, please take your time
AIFinancedone	ITS better now. Please do have a check at back end.
Shivam Singh	Thanks for the confirmation. I take note of the issue and will forward it to the team for further monitoring. Is there anything else I may help you with ?
AIFinancedone	For further monitoring & for running smoth smooth thanks

AIFinancedone has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78319 Colin Davis

Email: colin@drtungs.com  18082395799

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

City: KANEOHE

State: Hawaii

Country: UNITED STATES

Chat Transcript

Colin Davis	Hello, I am your Acebuddy
Acebuddy	Hello Colin Davis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Colin Davis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Colin Davis	I'd like to report an Issue
Acebuddy	Please select an option!
Colin Davis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78483 Elvis Rodriguez

Email: elvis.rodriguez@castlewalk.us  13346355622

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 12 Secs

City: MASATEPE

State: Matagalpa

Country: NICARAGUA

Chat Transcript

Elvis Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Elvis Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Elvis Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Elvis Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Elvis Rodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Elvis Rodriguez	We cannot connect to server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.

	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.
	Are we still connected here?
Elvis Rodriguez	Yes
	Please check
	Is the ip maybe white listed?
	Black list
Anjainay Singh	I understand your concern , could you please confirm Elvis since when you are facing this issue.
	As I can see from my end you are connected to server.
Elvis Rodriguez	186.1.29.186
	Yes that me with phone data
	That's is the ip from the office
Anjainay Singh	So you are not able to connect from your local desktop, am I right?
Elvis Rodriguez	This issue usually happens and your team add to white list out ip
	Don't know why this is always happening
	Yes I am connected from my cellphone, the rest of the team cannot connect from this ip 186.1.29.186
Anjainay Singh	Please allow me two minutes so that I can provide you exact resolution.
	is it okay if I reboot the server and then all users may try again to login?
Elvis Rodriguez	Ok thank you we are in
	All good
Anjainay Singh	Thankyou for your confirmation, Elvis
	Is there anything else I may help you with ?
Elvis Rodriguez	No thanks
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.

Elvis Rodriguez has ended this chat session

Chat Transcript

Hello, I am your Acebook AI.

Visitor Details

#78255 scott

Email: scott@aabs.tax 17205418788

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: COLORADO SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript

scott	Hello, I am your Acebuddy
Acebuddy	Hello Scott, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
scott	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
scott	I'd like to raise a Request
Acebuddy	Please select your request type.
scott	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will 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 Transcr

Hello, I am your Acebu

Visitor Details

#78017 Brenda Rosales

Email: brenda.rosales@eneos.com.ph ☎ 636325071840
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: 38 Secs
City: AYALA-PASEO DE ROXAS
State: National Capital Region
Country: PHILIPPINES

Chat Transcript

Brenda Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brenda Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times, there may be unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com for confirmation via email.
	Do you need any further assistance on the topic?
Brenda Rosales	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>

Shubham Kataria is transferring the chat to Shashwat Verma.

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 Brenda
Brenda Rosales	dear shashwat good morning
Shashwat Verma	Good Morning
Brenda Rosales	would like to request for the status of my QB upgrade i already give the ACH for to billing 1 week ago and i am just worried because of email from Intuit that i will not be able to access QB from June 19
Shashwat Verma	I will surely help you with this issue.
Brenda Rosales	kindly check. thank u so much
Shashwat Verma	Kindly allow me two minutes to check the same.
Brenda Rosales	sure, thank u so much
Shashwat Verma	Brenda. we have just checked the status of your ticket and found that concerned department is in process to acquire QB I
Brenda Rosales	Yes! thank u
Shashwat Verma	As they might have to work as per intuit working hours Will soon back to you on the status on email
Brenda Rosales	noted on this hope that this will be done soonest i am just really worried
Shashwat Verma	Yes, For sure
Brenda Rosales	sorry
Shashwat Verma	No problem Is there anything else I may help you with ?
Brenda Rosales	none at the moment you will help us with the migration, just like the last time? right?
Shashwat Verma	Yes, we'll get your things up to the mark, once we get the License details from intuit
Brenda Rosales	noted on this

	thank u again
Shashwat Verma	No need to worry about, will get you done before deadline
Brenda Rosales	sorry for the trouble
Shashwat Verma	No problem
Brenda Rosales	thank u so much
Shashwat Verma	<p>It would be great if you could share your feedback after this chat ends. Thanks in advance!</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <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 summary of our discussion.</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 cooperation.</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>

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebus support agent.

Visitor Details

#78001 Craig Lewis

Email: craig@wpvc.org  14076005197

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: 33 Secs

City: LAKELAND

State: Florida

Country: UNITED STATES

Chat Transcript

Craig Lewis	Hello, I am your Acebuddy
Acebuddy	Hello Avery Lewis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Craig Lewis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Craig Lewis	I'd like to report an Issue
Acebuddy	Please select an option!
Craig Lewis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Craig Lewis	I can't log in because i don't have multifactor authentication set up. Can you help with this
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 Avery
	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?
Craig Lewis	WPVC.myreldata.net
	AveryLewis
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?
Craig Lewis	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4632886727
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	Are we still connected here?
	Since we are connected over the remote session. I am ending this chat here. We will continue with the trouble shooting on the remote.

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

Anurag Sharma has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78460 sales

Email: sales@jmautoracing.com  18559988726

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: OAKDALE

State: New York

Country: UNITED STATES

Chat Transcript

sales Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

sales VDI/DaaS Support

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

Acebuddy (bot) forwarded the chat request

Pradeep Kumar accepted the chat transfer request.

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

sales Can you tell me if I have or can you get me a public IP

Pradeep Kumar Allow me a moment please

sales	ok
<i>Pradeep Kumar is transferring the chat to Suneetha Barre.</i>	
<i>Suneetha Barre accepted the chat transfer request.</i>	
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?
sales	I need to see if I have a public or private IP
Suneetha Barre	Hi Joseph
	Surely, we will assist you on this
	Kindly confirm your Business name
sales	JM Auto Racing
Suneetha Barre	Thank you for sharing details with us
	Kindly allow me two minutes to check the same.
sales	ok
Suneetha Barre	Kindly allow me to transfer this chat to concern team
<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.
sales	no problem
Anjainay Singh	Could you please specify the reason for which you are querying about the IP address?
sales	I need to connect it to my odoo so I need the public IP
Anjainay Singh	Thankyou for your patience.
	I was discussing it with my team, actually ACE server also have Public IP.
	To find your public IP address on the server, simply open a web browser and search for " What is my IP ". The result displayed will be your public IP address.
sales	ok
Anjainay Singh	Is there anything else I may help you with ?
sales	no thank you
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78674 eduardocantore

Email: eduardocantore@hotmail.com ☎ 17877917090

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 50 Secs

City: ROSARIO

State: Santa Fe

Country: ARGENTINA

Chat Transcript

eduardocantore	Hello, I am your Acebuddy
Acebuddy	Hello Eduardocantore, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
eduardocantore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
eduardocantore	I'd like to report an Issue
Acebuddy	Please select an option!
eduardocantore	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
eduardocantore	The user myrealdata\Audit-MNA cannot access the Office suite.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Eduardo
eduardocantore	Hi, Shubham
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
eduardocantore	server: MNAviationInc.myreldata.net
Shubham Kataria	Thank you for the information
eduardocantore	user myreldata\Audit-MNA
Shubham Kataria	Could you please confirm if user is receiving any error while accessing Office suite
eduardocantore	No license assigned
Shubham Kataria	Alright, let me check if there is any license assigned to this user or not.
	Please be connected, we are still checking it
eduardocantore	ok
Shubham Kataria	Thank you for your patience.
	Upon checking, I found that the Office 365 suite installed on the server however, it appears that you are using your own license.
	Kindly confirm if this user have active license.
eduardocantore	No, not have
Shubham Kataria	Kindly reach out to your Office 365 license provider who initially issued the license. Once the user receives a valid license, we can proceed further.
eduardocantore	Does the hosting package we have with you include the Office license?
Shubham Kataria	No, we have only installed the Office 365 apps on the server, but you are using your own license.
	I believe all other users are also using the Office 365 suite on the server, correct?
eduardocantore	yes
Shubham Kataria	Yes, you are using your own license, as we have not provided one for you. We have only installed the Office suite on the server.
eduardocantore	ohh ok
Shubham Kataria	You may contact your Office 365 provider from whom you are currently leasing the license.
	Or if you would like we can also lease the license for you.
eduardocantore	Please lease the license for me
Shubham Kataria	Kindly confirm for how many users you would like to lease (Edited)
	As we have below options to lease license
	O365 Apps for Enterprise - \$12 per user
	O365 E3 - \$23 per user
	O365E5 - \$38 per user
eduardocantore	For now these user, and O365 E3
Shubham Kataria	Alright, so as of now, you only require one Office 365 E3 license for the user Audit-MNA. correct?

eduardocantore	Yes
Shubham Kataria	Alright, after this chat, I will send you an email with the Office 365 provisioning form. Kindly complete the form, and we will get back to you.
eduardocantore	ok
	Thans
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
eduardocantore	No thank you again
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebus support bot.

Visitor Details

#78361 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 57 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>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Hello Krisika, I hope you are doing well .
	Could you please elaborate your issue so that we can assist you accordingly?
krisika	Quickbook in many time abort error issue
Anjainay Singh	Since when you are facing this issue?
	<i>8:08:17 PMkrisika is sharing a file with you 17501710389317119121623509269662.jpg - (Size:5.2 MB)</i>
	<i>Right now call inform</i>
krisika	+ 91 9586345145
	+1(229) 457-0732
Anjainay Singh	I apologize for the inconvenience caused at your end , I am arranging a call back shortly.
krisika	Call right now and inform how to problem slove?
Anjainay Singh	Sure , Krisika I can understand your frustration with the issue. I am arranging an urgent call back now. (Edited)
krisika	Ok

Anjainay Singh	Our escalation engineer is calling you now to fix the QB related issue.
krisika	Thanks
Anjainay Singh	He is calling you Krisika, in meanwhile could you please also share the screenshot of issue so that I can send that to him <i>8:17:55 PMkrisika is sharing a file with you</i> <u>IMG-20250602-WA0006.jpg</u> - (Size:95.02 KB)
	<i>This abort error</i>
	Thankyou Krisika.
krisika	Welcome
Anjainay Singh	Escalation engineer is with me to resolve the issue.
krisika	Ok
	Thank you
Anjainay Singh	Please allow me 5-6 minutes so that we can work on it.
krisika	Ok
	Now quickbook working fine in all user
Anjainay Singh	We did some backend changes which may have resolved the issue.
	Is there anything else I may help you with ?
krisika	No
	Thank you
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji. I will also share the ticket id with you over the mail once this chat is disconnected.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78145 hanumeshqb

Email: hanumeshqb@gmail.com  8142143613

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: ANANTAPUR

State: Andhra Pradesh

Country: INDIA

Chat Transcript

hanumeshqb	Hello, I am your Acebuddy
Acebuddy	Hello Hanumeshqb, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hanumeshqb	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hanumeshqb	I'd like to report an Issue
Acebuddy	Please select an option!
hanumeshqb	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hanumeshqb	My RDP Server am not able to access it
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
hanumeshqb	Hi Mishra
	RDP Issue
Ashutosh Mishra	Hello hanumeshqb
	I will be surely assisting you with this. Kindly help me with your server name and user name?
hanumeshqb	myrealdatal/Hanu
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.

hanumeshqb	ya sure
Ashutosh Mishra	I see on the server that you are connected along with Sachin.
	May I disconnect you from server?
hanumeshqb	yes
Ashutosh Mishra	So you can try logging in again.
hanumeshqb	wait for 2 mnts
Ashutosh Mishra	Sure, please take your time
hanumeshqb	Same my server name id Sachin login or Some other Server login iD
Ashutosh Mishra	Hanumesh i see that both of you are logged in at same time, please refer to image below for active users as of now. <i>4:41:06 PM Ashutosh Mishra is sharing a file with you</i> <u>image.png</u> - (Size:5.42 KB)
hanumeshqb	both or Active User
Ashutosh Mishra	Yes
	Let me check the idle time for your login which shows since how long you are inactive on server after login.
	I see it has been nine minutes since their is no activity.
hanumeshqb	am not able to access my server its Frezze
Ashutosh Mishra	Is this the first time you are facing this issue?
hanumeshqb	Some times same issue
	right please resolve the issue
Ashutosh Mishra	I will sign off your account so you can login again.
hanumeshqb	ya sure
Ashutosh Mishra	Please login now.
hanumeshqb	okay
	am in
	What is the issue
Ashutosh Mishra	Great to see it is working now.
	May i know does the freezing happen while doing some particular task?
hanumeshqb	While opening of the companies
Ashutosh Mishra	May I take the remote access of your server to monitor now?
hanumeshqb	ya sure
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
hanumeshqb	ya sure

Ashutosh Mishra	Please open any company file now.
hanumeshqb	you can Check now?
Ashutosh Mishra	Does the server also seem to be slow when using QuickBooks?
hanumeshqb	yes from today morning onwards
Ashutosh Mishra	May I take the remote access of your local computer for further testing?
hanumeshqb	ya sure
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
hanumeshqb	ya sure
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2402679317
hanumeshqb	okay and if you don't mine how to see My rdp login hours
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by signing out and logging again. I understand you also f is sufficient. Since your computer has not rebooted since 13 days we suggest to reboot the system and update local Wind
hanumeshqb	Mishra RDP login hours how to check?
Ashutosh Mishra	Thank you for your patience.
	We can send the login report to you as we would have to generate the report for user login from backend.
hanumeshqb	here if am not able to see , when i want to know the hours of using
Ashutosh Mishra	Kindly allow me two minutes to check the same.
hanumeshqb	ya sure
Ashutosh Mishra	The RDP application doesn't have any inbuilt activity tracker to note down the user login and logout time. A third-party ac don't have any suggestions for any third-party tool. If you have any tool that you would like to install for activity tracking,
hanumeshqb	okay thank you
Ashutosh Mishra	Is there anything else I may help you with ?
hanumeshqb	nothing
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec

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

Ashutosh Mishra has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#77958 Wayne

Email: accouting@ptarc.com

Department: Support(QB & App Hosting)

Operator: Ayush kumar

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 18 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Wayne	remote unable to connect
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ayush kumar accepted the chat transfer request.</i>	
Ayush kumar	Thank you for contacting Ace Cloud Hosting. My name is Ayush kumar. I will be assisting you today.
Wayne	Hi Ayush
Ayush kumar	Hi Wayne, Hope you are doing great today!
Wayne	yes, doing fine
Ayush kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?
Wayne	don't have that information
Ayush kumar	Please confirm if Paulett Taggart Architects is your account name?
Wayne	yes
Ayush kumar	Thanks for the confirmation !
	Allow me 3-4 minutes, let me check the issue from the backend.
Wayne	hi
Ayush kumar	Thank you for being on hold, I am checking allow me 3-4 more minutes
	Thank you for being on hold. Please try to login now.
	Let me know if you get connected this time?
Wayne	yes, working
	thankyou
Ayush kumar	great!
	Is there anything else I may help you with ?
Wayne	no
Ayush kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Ayush kumar has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78075 jeff

Email: jeff@innovatedemo.com  18594335248

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: LEXINGTON

State: Kentucky

Country: UNITED STATES

Chat Transcript

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

Hello, our application, Sage 100, is not working after you all upgraded the application. The databases need upgraded as we are unable to do this because the database app is being blocked from launching due to Sage 100?

Visitor Details

#78119 Amanda Wheeler

Email: amanda@riverstone.build  8045929436

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/ace-support/>?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud+hosting&utm_adgroup=Primary&gad_cvg4qLnjQMVXh9ECB0lqhRZEAAYASAAEgLLNfD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 31 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Amanda Wheeler	Hello, our application, Sage 100, is not working after you all upgraded the application. The databases need upgraded as we are unable to do this because the database app is being blocked from launching due to your Crowdstrike agent. Can you put in an exception for any blocks you have pertaining to Sage 100?
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
	Hello Amanda.
	Please do confirm do you have an active account with ACE at the moment.
	So that I can transfer you to the right department.
Amanda Wheeler	Yes and I have an open ticket about this issue already. We have not received a call back
Amit	sure give me a second.

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

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Amanda Wheeler	Hii Amanda
Manish Singh	hi
Manish Singh	Kindly allow me two minutes to check the same.
Amanda Wheeler	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Amanda Wheeler	It's all users and the issue has been occurring since you all upgraded the Sage 100 application
Manish Singh	I will be surely assisting you with this.
Amanda Wheeler	ok
Manish Singh	Kindly allow me two minutes to check the same.
	Running some test
	Thank you for your patience.
Amanda Wheeler	ok
Manish Singh	Thank you for your patience on the chat
	Could you please help us with the detailed instructions in order to upgrade Sage 100 Database.
Amanda Wheeler	I just need to be able to open the Sage database administration tool, but it crashes every time I try. Sage informed us tha
Manish Singh	May I take the remote access of your server?
Amanda Wheeler	Please do
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Amanda Wheeler	It is the green icon below that one
	That is what it does every time
Manish Singh	Kindly allow me 2-3 minutes to check the same.
Amanda Wheeler	ok
Manish Singh	We have checked and verified the logs the EDR is not blocking any application related to Sage on the server. (Edited)
	It seems like the application is not correctly installed, causing the issue.
	Can you please confirm from the Sage support is it possible for us to remove and reinstall the application
	Or if there is any repair available (Edited)
Amanda Wheeler	You guys are the ones that did the reinstall just a few days ago
Manish Singh	Is it possible to schedule a call with us and Sage support team. (Conference Call)
Amanda Wheeler	I need this fixed today. Can you do it today?
Manish Singh	Yes, we can do it today we can connect a call with you and you can add the Sage support on the line
Amanda Wheeler	Okay can you call me now?

Manish Singh	Help me with your contact number I am assigning an agent he will contact you in 2-3 minutes.
Amanda Wheeler	Okay one second let me see if Sage support is available
Manish Singh	Sure
	Please take your time.
	Are we still connected here?
	Are we still connected here?
Amanda Wheeler	Looks like we were able to get in now
Manish Singh	Sure, let me arrange a callback now
	You will get a callback in 2-3 minutes.
	Is there anything else I may help you with ?
	Are we still connected here?
	As you are on call with Saurabh disconnecting this chat now.

Manish Singh has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#78022 Anup Sharma

Email: anup.sharma@sourceinsol.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Anup Sharma	Hello, I am your Acebuddy
Acebuddy	Hello Anup Sharma, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Anup Sharma	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anup Sharma	I'd like to report an Issue
Acebuddy	Please select an option!
Anup Sharma	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative!
Anup Sharma	I am unable to find a backup file for lacerte
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar.
	I will be surely assisting you with this. Kindly help me with the details.
Anup Sharma	Re:[## 706623 ##]
	This is my reference number
Tushar	Kindly allow me two minutes to check the same.
Anup Sharma	Sure
Tushar	As per the ticket we have asked you some details kindly retrieve your data.
	As per your request, we have searched the specified folder data. To assist you further and pinpoint the exact location information: - The last date and time you accessed the data - The exact location or path of the data file/folder
Anup Sharma	I dont have the exact location of the backup file. Can I call Lacerte?
Tushar	You may contact us on our 24/7 helpline on 888-415-5244. Kindly provide me with the path where you stored it as it can be anywhere on your system.
Anup Sharma	I called on this number but not able to reach out to the representative.
Tushar	You can contact Lacerte if there is any specific default location.

		will just restore that location also, kindly tell us your number we will check on our end if it rings. (Edited)
Anup Sharma	I was told by ace cloud that you have 45 days backup of an idea where it is stored?	
Tushar	We back up your whole server everyday but where the files are located depends on the users as they save and create the files. We can recover the files but where the files have to be fetched by users only	
Anup Sharma	Ok I will contact lacerte	
Tushar	If there was any default location in general the application proceeded further.	
	okay kindly contact us or email us once you have the location available to retrieve your files. (Edited)	
	Is there anything else I may help you with ?	
Anup Sharma	No, thank you	
Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful experience with us.	
	You may end this chat now. Once you end this chat, you will receive an email with a link to download the transcript of this conversation, along with a ticket number and a link to our Knowledge Base.	
	I request you to kindly spare a moment to fill that out for us so that we can understand how I am working. I will appreciate that. or you may send an email to support@acecloudhosting.com. Thanks!	
	Note: You may change/reset your server password on your Self-care Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Tushar has ended this chat session

