

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70141 JoeyVance

Email: joeyvance@setaxandacct.onmicrosoft.com **Phone:** 4239689236

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 10 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

JoeyVance	The ATX 2024 and ATX Payroll 2024 icons won't recognize where the programs are.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
JoeyVance	STAPC-ATX3; User: JoeyVa and CID68664
Tushar Pharswan	Kindly allow me two minutes to check the same.
JoeyVance	OK
Tushar Pharswan	I'm now going to check on your server if the application open from our end or not.
JoeyVance	OK
Tushar Pharswan	Kindly try again I have made the connection with the primary server.
	The application should now work at your end.
	Kindly let us know if the issue is resolved or not.
JoeyVance	Nope...not working. Still getting the box to select a network server.
Tushar Pharswan	Kindly log off and then re login.
JoeyVance	I may lose you on this chat because I'm using the cloud to chat with you.
Tushar Pharswan	It might not if it does disconnect kindly reinitiate the chat.
	Also, I will email you afterward you can confirm if the issue still persists or not.
JoeyVance	OK
	I logged off and logged back in. Still not working.
Tushar Pharswan	I did see that let me try to sign you off correctly from back end this time.
JoeyVance	OK
Tushar Pharswan	Are we still connected here?
	Users sign out successful chat is disconnected. Currently on remote session with user.
	Disconnecting this chat session now.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	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.
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71189 Cindy Haden

Email: chaden@ascendmedie.com ☎ 913-344-1397

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 27 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Cindy Haden	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Haden	I'd like to report an Issue
Acebuddy	Please select an option!
Cindy Haden	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cindy Haden	Outlook has been having trouble. It won't open at all now.
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.
Cindy Haden	Good afternoon.
	<i>1:34:49 AM Cindy Haden is sharing a file with you <u>1_image.png</u> - (Size:6.92 KB)</i>
	I am having this issue currently.
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Cindy Haden	Okay
Manish Singh	May I take the remote access of your local computer?
Cindy Haden	Yes
Manish Singh	https://assist.acecloudhosting.com/join/5412444295
	Prior providing the access, I would suggest you to close any important documents at your end.
Cindy Haden	Everything is closed
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.
	Cindy, as per our remote session, we concluded that we need to reinstall MS Teams.
	Is there anything else I may help you with ?
Cindy Haden	And Outlook is being installed this evening as well?
	...re-installed
Manish Singh	Thanks for the confirmation !

	Is there anything else I may help you with ?
Cindy Haden	No thank you.
Manish Singh	<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>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71471 info

Email: info@brkimcpa.com  9729724930

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: CARROLLTON

State: Texas

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Jungmi Lle, 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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	Server is not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
info	Thank you . Server is freezing
Sharath Kumar	could you help me with the server name?
info	Bongyong.myreldata.net.
Sharath Kumar	one moment signing into it
	I see multiple users are signed in on the server
	what is user account that you are sing in as?
info	Jung.M@myreldata.net
Sharath Kumar	this account is in a disconnected state
	I have just logged you out of the server
	try signing again please
info	Working now. Thank you~
Sharath Kumar	Please always use the log off option on the server's desktop when you have to close the server
	closing directly from the tool bar doesn't log you out the server completely, so while you sign in it tries to reconnect with
info	Ok. Thank you for solving the problem
Sharath Kumar	You are welcome. Anything else that I may assist you with
info	No. All problems have been resolved.
Sharath Kumar	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 Thanks!

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71062 bennysmith21757

Email: bennysmith21757@gmail.com ☎ 9906368341

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: JAMMU

State: Jammu And Kashmir

Country: INDIA

Chat Transcript

bennysmith21757	Hello, I am your Acebuddy
Acebuddy	Hello Bennysmith21757, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bennysmith21757	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bennysmith21757	I'd like to report an Issue

Acebuddy	Please select an option!
bennysmith21757	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
bennysmith21757	Unable to login ace
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello benny.
bennysmith21757	Hello Shashwat
	Can you please help me to login my ace
Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server name and user name?
bennysmith21757	BennySm
	server name I'm not sure
Shashwat Verma	No problem.
	Could you please help me with your company name?
bennysmith21757	Silvers Financial Services
Shashwat Verma	Thanks for the confirmation !
bennysmith21757	I was told by Michael that Have ace to setup my current IP to login my Ace for temporary until I get my static IP
Shashwat Verma	Kindly allow me two minutes to check the same.
bennysmith21757	I believe Michael have already discussed with Shailesh
	Yes please take your time
Shashwat Verma	Could you please share your current IP address.
bennysmith21757	Can you please check at own I will share my screen
Shashwat Verma	Sure.
	Prior providing the access, I would suggest you to close any important documents at your end.
bennysmith21757	Thank you
	yeah sure
Shashwat Verma	https://assist.aceclouddhosting.com/join/5022705794
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.

As of remote session, we have taken the screenshot of the current IP and will update the team accordingly, also seeking f

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
Thanks!

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/>)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71539 finance

Email: finance@aghstore.com

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: 12 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
finance	I'd like to report an Issue
Acebuddy	Please select an option!
finance	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
finance	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
finance	Hi. I am connected with American Grill and hearth. I am opening my new desktop now and when I opened the preinstalled loaded.
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.
finance	Hi!
Manish Singh	Hii Kemarie
	Do you need the access of company file? (Edited)
finance	Yes. Can you restore or load the company profile in my Quickbooks desktop please?
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is :lexy@aghstore.com
finance	do you need the request to be originating from her?
Manish Singh	We need email from the authorized account to give access of QuickBooks company file.
	Is there anything else I may help you with ?
finance	i think i got it now
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71098 joanna

Email: joanna@mariastax.com  16613422623

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

joanna Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

joanna 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 Transcript

Hello, I am your Acebuddy

Visitor Details

#71685 Prakhar Bhardwaj

Email: pbhardwaj@hmgroupllp.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Prakhar Bhardwaj

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Prakhar Bhardwaj

Managed IT

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?

Prakhar Bhardwaj

RDP keeps getting disconnected

Pradeep Kumar

Alright, could you please help me with your Account name once please?

Alright, I have the details. Let me Transfer the chat to the concerned Team.

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

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan

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

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

Prakhar Bhardwaj	Hartstein Michael
Prakhar Bhardwaj	
Tushar Pharswan	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
	I just checked your servers CPU utilization and RAM usage was at high near 95% which caused the issue.
	You will need RAM upgrade as per your usage.
	Which will resolve your issue.
	We will email you regarding the same.
	Is there anything else I may help you with ?
	Is there anything else I may help you with ?
	Is there anything else I may help you with ?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	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
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71224 Peter Crane

Email: peter@heroic.cpa

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Peter Crane Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Peter Crane Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Peter Crane I'd like to raise a Request

Acebuddy Please select your request type.

Peter Crane 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 :

Peter Crane Setback

Acebuddy Please select your request type.

Peter Crane Server Resource Addition

Acebuddy Please select the resource type you'd like to add

Peter Crane Setback

Acebuddy Please select your request type.

Peter Crane Application Version Upgrade

Acebuddy Please select the application you would like to upgrade :

Peter Crane Other Application

Acebuddy To begin the installation process, please download the setup file from your application portal and save it to your server de

Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.

Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you nee

Do you need any further assistance on the topic?

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70821 Melanie Jenkins

Email: office@wchomeinteriors.com ☎ 15034423792

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: 2 Secs

City: PORTLAND

State: Oregon

Country: UNITED STATES

Chat Transcript

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

	Please specify the issue you are facing before I connect you to an available support representative!	
Melanie Jenkins	Printers not showing when printing from quickbooks. This is on an Macbook.	
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. May I take the remote access of your local computer?	
Melanie Jenkins	It's not my computer. It's one of the users. Maria Crema	
Manish Singh	Alright! regarding printer issue kindly use uniprint to print.	
Melanie Jenkins	ok. Do you have any instructions on how to add printers? Thanks Or. Should I have her connect with support from her computer?	
Manish Singh	For that we need to take remote access of her local system.	
Melanie Jenkins	ok. I'll have her contact you from her computer when she has a moment. Thanks	
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 Transcript

Hello, I am your Acebuddy

Visitor Details

#70937 Eden Rosales

Email: eden.rosales@arizagf.com **Phone:** 13236270958

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: 7 Secs

City: VICTORVILLE

State: California

Country: UNITED STATES

Chat Transcript

Eden Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Eden.rosales, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eden Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eden Rosales	I'd like to raise a Request
Acebuddy	Please select your request type.
Eden Rosales	Password Reset
Acebuddy	Please select an option below
Eden Rosales	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?
Eden Rosales	Yes
Acebuddy	Please wait while we connect you to our 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 Eden
Eden Rosales	need help to reset my password to O365 e3
	Hello Anurag
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Eden Rosales	EdenR@growthcapitalinc.onmicrosoft.com
Anurag Sharma	Thanks for the confirmation !

Eden Rosales	Arizagf
Anurag Sharma	Eden, after this chat, I will send you an email. You can simply reply to that email with the password reset request for O365 email.
	Is there anything else I may help you with ?
Eden Rosales	no, thank you.
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	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.
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71306 support

Email: support@silversfs.com  +919084599218

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 12 Secs

City: BABAIL

State: Delhi

Country: INDIA

Chat Transcript

support	Hello, I am your Acebuddy
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
support	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
support	I'd like to raise a Request
Acebuddy	Please select your request type.
support	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 :
support	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
support	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
support	unable to login
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
support	Hi Aarush
Aarush Aneja	Hello
	We checked and found the Server OS update for Outlook issue is going on which is taking some time (Edited)
	<i>4:19:47 PM Aarush Aneja is sharing a file with you</i>
	<i>image.png - (Size:37.03 KB)</i>
support	Alright
	thank you for the update
Aarush Aneja	We will surely update you over email once the server is back up and running
	Welcome
	Is there anything else I may help you with ?

support	That would be great
Aarush Aneja	<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>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
	<i>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70156 Kim Roberts

Email: krcr80@gmail.com  19378982178

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: 54 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Kim Roberts	Hello, I am your Acebuddy
Acebuddy	Hello Krcr80, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kim Roberts	Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kim Roberts	I'd like to report an Issue
Acebuddy	Please select an option!
Kim Roberts	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kim Roberts	Needing printer change on this user profile
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Kim Roberts	Hello
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Kim Roberts	Can you change the default printer on this user to Epson xp 7100
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kim Roberts	I have it setup on the computer but it does not give me the option to change it on my user one sec
Tushar Pharswan	Sure, please take your time
Kim Roberts	QBNXTPRO.myrealdata.net JudyD.NPRO
Tushar Pharswan	Kindly allow me two minutes to check the same.
Kim Roberts	Okay Like when I try to look at any settings the app opens then automatically cancels or closes I should say
Tushar Pharswan	May I take the remote access of your local computer?
Kim Roberts	the local computer sure
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
Kim Roberts	Okay
Tushar Pharswan	https://assist.acecloudhosting.com/join/7022763788 Kindly Click on the link and open the downloaded file.
	Kindly allow me two minutes to check it from server end as well.
Kim Roberts	

Okay

Tushar Pharswan

As confirmed by you the printer is now printing.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

As this chat is disconnected and the issue is resolved so we are going to end this chat session.

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

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

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

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/>)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71342 Angie McKendree

Email: angie@3econtracting.com  17138599623

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: JOSHUA

State: Texas

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71709 Chris in Bookkeeping

Email: sfheatingcooling19@gmail.com  14152862540

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: VALLEJO

State: California

Country: UNITED STATES

Chat Transcript

Chris in Bookkeeping	Hello, I am your Acebuddy
Acebuddy	Hello Sfheatingcooling19, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chris in Bookkeeping	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris in Bookkeeping	I'd like to raise a Request
Acebuddy	Please select your request type.
Chris in Bookkeeping	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Chris in Bookkeeping	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer. Do you need any further assistance on the topic? 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 Transcript

Hello, I am your Acebuddy

Visitor Details

#71707 gabriella

Email: gabriella.gallo@lamborghini.us **Phone:** 9144630799

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: RIDGEFIELD

State: Connecticut

Country: UNITED STATES

Chat Transcript

gabriella	Hello, I am your Acebuddy
Acebuddy	Hello Gabriella, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
gabriella	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
gabriella	I'd like to raise a Request
Acebuddy	Please select your request type.
gabriella	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
gabriella	I'd like to report an Issue
Acebuddy	Please select an option!
gabriella	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
gabriella	myportal
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
gabriella	Ticket ID: 627533
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
gabriella	Hi i have aTicket ID: 627533
	it is still not working
Sharath Kumar	Hi Gabriella, allow me a moment to check the ticket
gabriella	I was supposed to be able to access myportal with a user you indicated. They said they made the user changes to me, bu via email
	so I cannot access

Sharath Kumar understood.

gabriella just bear with me for a couple minutes, let me check with the team concerned with this

Sharath Kumar ok. It is almost 1 week I am asking, I keep getting response that they are working but nothing

gabriella I apologize for the inconvenience. I see you have been added as an authorized contact along with Julia Hadlock

gabriella but I still do not get the code for the password

Sharath Kumar totally understand that. It could be going to Julia's.

gabriella but if you changed to me it shouldn't

Sharath Kumar I see that you were recently added as an authorized contact to Atlantic State Advisors. Since Julia was already added as a

I will get this sorted at the earliest. This particular task has to be done by a different team and I have asked them to do it

gabriella ok but it is almost 1 week I am asking to be sorted. How long will it take??

Sharath Kumar I cannot assure you, but it should be done by tomorrow.

let me get a confirmation on that

gabriella ok. Also is there another ticket I need to have as number?

Sharath Kumar for this issue? No!
you gave me the right ticket number

gabriella ok

Sharath Kumar am just waiting for a response from the team who handles this task

gabriella ok

Sharath Kumar They have not provided a confirmed timeline but have definitely marked the ticket as an priority

Gabriella, I will try my best to get this resolved by tomorrow

gabriella Thank you. It is absurd it is taking this long for a simple user switch access...

Sharath Kumar I do agree with you on this. However, since the authorized contacts have access to billing information and access to user appropriate access

I think that is why it is taking some time to finish this task

gabriella It has been already several days since she did.... anyway I would appreciate it, if you could make this finally happen by m

Sharath Kumar absolutely, I will.

anything else that I may assist you with in the meantime?

gabriella thank you nothing else, this is enough :D

Sharath Kumar Alright, in that case, I wish you have good rest of your 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
Thanks!

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

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

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

gabriella has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71262 Raymond Crump

Email: ray@raycrumpcpa.com  8045982500

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: GLEN ALLEN

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Raymond Crump	Password Reset
Acebuddy	Please select an option below
Raymond Crump	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?
Raymond Crump	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70334 Robert Zeitz

Email: rzeitz@centeredducation.org  17183062545

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: 6 Secs

City: BROOKLYN

State: New York

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Zeitz	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Zeitz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Robert Zeitz	Trying to open PDF file on remote desktop and there is an error and we are having issues closing the error and the message box
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Robert Zeitz	The user is Ohad Girchish
	<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.
Robert Zeitz	Hi
Anurag Sharma	Hello Robert
Robert Zeitz	Ohad Girchish one of my remote QB users is stuck trying to open a PDF and now cannot close any of the error message boxes
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Robert Zeitz	Ohad Girchish
	ohad.g@myrealdata.net
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Robert Zeitz	thank you
Anurag Sharma	May I take the remote access of your server?
Robert Zeitz	yes - do you need to be on the desktop of the user?
Anurag Sharma	Yes, the user facing the issue should provide his remote access so that I can assist him.
	Prior providing the access, I would suggest you to close any important documents at your end.
	Please ask the user ohad to connect to the server.
Robert Zeitz	ok please send me the link and I will give it to him
Anurag Sharma	Just ask him to connect to the server.
Robert Zeitz	he is connecting
Anurag Sharma	Okay
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting

kindly give your confirmation on this chat.

Robert, please ask Ohad to connect through his local computer from this link.

<https://assist.acecloudhosting.com/join/1112637848>

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

Robert Zeitz done - he should be connecting now

Anurag Sharma Okay

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

Robert Zeitz It seems to be corrected now

Anurag Sharma Thanks for the confirmation !

Is there anything else I may help you with ?

Robert Zeitz No thank you

Anurag Sharma Thanks for the confirmation !

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

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

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

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.

Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71522 Erika Collins

Email: ecollins@rooftechconsulting.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: ST LOUIS

State: Missouri

Country: UNITED STATES

Chat Transcript

Erika Collins	Hello, I am your Acebuddy
Acebuddy	Hello Erika Collins, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Erika Collins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Collins	I'd like to report an Issue
Acebuddy	Please select an option!
Erika Collins	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Erika Collins	logon
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Erika Collins	Hello! I am having issues with logging on to my ace hub
	RoofTech.myrealdatal.net is my server name
Sharath Kumar	Let me help you with that
Erika Collins	Says i have a invalid user name and then freezes up
	ok
Sharath Kumar	and you are signing in with the username as ErikaCollins, is that correct?
Erika Collins	yes correct

	is my gateway incorrect maybe? I have rdg.myrealdata.net
Sharath Kumar	I am looking into the account and everything seems to be okay here.
	that is gateway that we use
Erika Collins	so why is this not working then?
	keeps saying logon attempt failed and wont let me reset my PW
Sharath Kumar	when was the last time that you were able to access the server?
Erika Collins	3 weeks ago
	my manager got hers working but mine is still not able to logon
Sharath Kumar	noted
Erika Collins	she fixed hers today
	via phone call
Sharath Kumar	I think the password may have expired but since you are unable to sign in. We will have to reset your password.
Erika Collins	Okay
	How can I do that?
Sharath Kumar	This will require an email request from the authorized contact
	Authorized contact would be Suzan
Erika Collins	ok
Sharath Kumar	Once we receive the email, one of my colleagues will share with you the new password shortly
Erika Collins	Is this the only way
	?
	Whats the emaiil?
Sharath Kumar	the other option is the selfcare portal
Erika Collins	But i cant log in. so that doesnt help
Sharath Kumar	email is - support@acecloudhosting.com
Erika Collins	ok
Sharath Kumar	anything else that I may assist you with?
Erika Collins	no
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi Thanks!
	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/)

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71440 Arron Forbes

Email: irzad.zamcorp@gmail.com  15926741503

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 32 Secs

City: QUEENSTOWN

State: Demeraramahaica

Country: GUYANA

Chat Transcript

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

	Please specify the issue you are facing before I connect you to an available support representative!
Arron Forbes	Unable to use pdf in cloud session
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Arron Forbes	ok
	<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.
Arron Forbes	Hi Manish, kindly assist with Re:[## 627936 ##] OMNI CID72166:
Manish Singh	I will surely help you with this issue.
	This message has been deleted
Arron Forbes	User Hemraj Bhowan is unable to use pdf when they try to export from QB
Manish Singh	Is Hemraj is the only user facing this issue?
Arron Forbes	He's the only one reported it so far
Manish Singh	I will surely help you with this issue. Kindly allow me two minutes to check the same.
Arron Forbes	OK
Manish Singh	Has he rebooted his server end?
Arron Forbes	by logging off and logging in back? Just logging off and in again he's done
Manish Singh	Kindly try to access now.
Arron Forbes	OK
Manish Singh	Is everything working fine? Are we still connected here?
	Are we still connected here?
Arron Forbes	Hi yes a Awaiting user to confirm User is logging off Same issue
Manish Singh	He is the only one facing the issue in QuickBooks 2023 right?
Arron Forbes	I've told them to use the Print to PDF option
Manish Singh	Alright, let me know if the issue still persists.

	Then we will take remote session of user Hemraj.
	Are we still connected here?
Arron Forbes	The issue is resolved now thanks
Manish Singh	Great!
	Is there anything else I may help you with ?
Arron Forbes	Not for now thanks
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70070 BINITA ADHIKARI

Email: abctaxllc@outlook.com **Phone:** 12025319519

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: 7 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

BINITA ADHIKARI	Hello, I am your Acebuddy
Acebuddy	Hello Abctaxllc, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
BINITA ADHIKARI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
BINITA ADHIKARI	I'd like to raise a Request
Acebuddy	Please select your request type.
BINITA ADHIKARI	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 :
BINITA ADHIKARI	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
BINITA ADHIKARI	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
BINITA ADHIKARI	AGENT
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.
BINITA ADHIKARI	Hi,
Anurag Sharma	Hello
BINITA ADHIKARI	I made a request for download Drake Accounting 2024.
Anurag Sharma	Could you please share me the ticket ID of that?
BINITA ADHIKARI	maybe 611226
	i provided the serial number also,
Anurag Sharma	Thankyou for the information.
	Abctaxllc as I can see the serial number provided to us by you was not correct. Due to which our agent could not complet we can proceed with the installation.

BINITA ADHIKARI	it was correct, I think you tried Drake tax Accounting i downloaded in my computer
Anurag Sharma	As I can see you had a request for the installation of 2024 Drake accounting. Right?
BINITA ADHIKARI	yeah
Anurag Sharma	Okay, please stay connected for a while. I will try again to install the application right now.
BINITA ADHIKARI	okay
Anurag Sharma	Could you please confirm me the location of the setup file?
BINITA ADHIKARI	both user desktop
Anurag Sharma	Thankyou for the information. Please stay connected.
<i>1:30:59 AM Anurag Sharma is sharing a file with you image.png - (Size:23.92 KB)</i>	
<i>Could you please confirm which one you want to install?</i>	
Because when I am trying to install Drake Tax 2024 with the information you have provided over the email. It is saying inc	
BINITA ADHIKARI	green one
Anurag Sharma	It is directing me towards a webpage on the browser. Which requires your email and password.
<i>1:33:14 AM Anurag Sharma is sharing a file with you image.png - (Size:57.4 KB)</i>	
<i>Please have a look</i>	
BINITA ADHIKARI	why can't I download myself?
Anurag Sharma	You can't download the application by yourself because you don't have the admin rights on the server.
BINITA ADHIKARI	why don't you make me an admin
Anurag Sharma	We can do one thing, I will provide you the admin rights for few hours. You can install the application by yourself and then
Will it be fine?	
BINITA ADHIKARI	okay
Anurag Sharma	I can give you the admin rights if you want but only after the approval from the primary contact over the email. After this chat I will send you an email with a disclaimer you can revert back to that email with the primary contact's appr
And once you are finished with your work you can inform us and we will remove the admin rights again for the safety of y	
Moreover, I can see that there is very low disk space available on the server. Only 2% of disk space is available on the ser	
Which can impact your server working soon.	

	I am performing the disk cleanup so to free up some space from the server.
	Are we still connected here?
	Are we still connected here?
BINITA ADHIKARI	i'm here
Anurag Sharma	Thanks for the confirmation.
	Is there anything else I may help you with ?
BINITA ADHIKARI	can you make the admin for another user
	we need to download on other user too
Anurag Sharma	Once you will download the application on the server, you can revert back to the same email with this request as well. An
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70888 Gia Moy

Email: gia@choiceaccountingteam.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 9 Secs

City: TOMBALL

State: Texas

Country: UNITED STATES

Chat Transcript

Gia Moy	Hello, I am your Acebuddy
Acebuddy	Hello Gia Moy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gia Moy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gia Moy	I'd like to raise a Request
Acebuddy	Please select your request type.
Gia Moy	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 :
Gia Moy	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Gia Moy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gia Moy	I changed my laptop and now can't connect to the server from my new laptop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer 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.
Gia Moy	Thank you
Anurag Sharma	Hello Gia
Gia Moy	Hello
Anurag Sharma	Congratulations for the new purchase.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gia Moy	Diamond Star Roofing

	myrealdata\Giamoy
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
Gia Moy	It is saying that my password is not working, but I've never changed my password.
Anurag Sharma	Okay
	Please allow me 3-4 minutes to check the issue from backend.
Gia Moy	Thank you.
Anurag Sharma	May I take the remote access of your local computer?
Gia Moy	sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Gia Moy	i have two monitors
Anurag Sharma	No problem, just make sure to close any important docs at your end.
Gia Moy	done
Anurag Sharma	https://assist.acecloudhosting.com/join/6002693115
	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 kindly give your confirmation on this chat.
Gia Moy	okay go ahead.
Anurag Sharma	The issue seems to be resolved now.
	Is there anything else I may help you with ?
Gia Moy	did the password change?
Anurag Sharma	No, everything is same. (Edited)
Gia Moy	okay great. Thank you so much.
Anurag Sharma	Is there anything else I may help you with ?
Gia Moy	No, thank you Anurag.
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Gia Moy	sure np.
Anurag Sharma	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 the feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71730 Ravi

Email: ravi.minhas@cogneesol.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: THAKARWAL

State: Punjab

Country: INDIA

Chat Transcript

Ravi Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ravi VDI/DaaS Support

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

Acebuddy (bot) forwarded the chat request

Suneetha Barre accepted the chat transfer request.

Ravi Hi

Suneetha Barre Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?

	Hello Anuj
Ravi	I am facing issue setting up Safesend extension on Adobe
Suneetha Barre	I will surely assist you on this Kindly confirm your business name
Ravi	DeMersandAssociates.com
Suneetha Barre	Thank you for providing details with us
	Kindly allow me two minutes to check the same.
Ravi	okay sure
Suneetha Barre	Thank you for the patience
	Kindly allow me to transfer this chat to concerned team
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</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.
Ravi	HI
Shubham Kataria	Hello anuj
Ravi	I need to configure safe send but extension option is disabled after logging to portal
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Ravi	DeMers.myrealdatal.net
Shubham Kataria	Kindly confirm your username as well on the server
Ravi	user is Cognesol Tax 3
Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.
	May I take the remote access of your server?
Ravi	okay
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly accept the request after closing any important documents at your end
Ravi	done
Shubham Kataria	Thank you for your patience

anuj has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71054 Elaine DiPietro

Email: elaine@bloomingventuresllc.com  240-354-4544

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: COLUMBIA

State: Maryland

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70553 jessica squire

Email: jessica.squire@asgsolutions.us  3523034429

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: 14 Secs

City: WILDWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

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

jessica squire	Trying to run an Excel report in QuickBooks and it's not working
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.
jessica squire	Thank you
Manish Singh	Hii Jessica
	I will surely help you with this issue.
jessica squire	I'm trying to run the Excel Deferred compensation report and when trying to enter the info for the report, excel keeps clos
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
jessica squire	Yes, myself and Carol have both tried and getting the same result
Manish Singh	Kindly allow me 3-4 minutes to check the same.
jessica squire	ok
Manish Singh	Kindly restart server end and the check.
jessica squire	ok
	i just restarted and tried to open the report and pop up came up asking if i want to start excel in safe mode
Manish Singh	Kindly accept the pop up and let me know.
jessica squire	im stuck on the create report box and its not responding
Manish Singh	May I take the remote access of your local computer?
jessica squire	yes
Manish Singh	https://assist.acecloudhosting.com/join/5762828487
	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 kindly give your confirmation on this chat.
	Jessica, we are checking your Excel issue from the backend, we will notify you once the issue is resolved.
	Is there anything else I may help you with ?
jessica squire	no that is all
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71185 kat

Email: kat@aghstore.com

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: 40 Secs

City: LONGOS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

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

kat	I cant open my remote desktop, Can I ask for remote session
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.
kat	thank you
Manish Singh	May i know your username?
kat	can I ask for remote session again?
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
kat	yesterday also I cant open it
Manish Singh	Kat, kindly try now.
kat	sure
<i>1:27:57 AMkat is sharing a file with you</i>	
<i>1_image.png - (Size:245.41 KB)</i>	
<i>1:28:09 AMkat is sharing a file with you</i>	
<i>image.png - (Size:245.41 KB)</i>	
<i>still the same</i>	
	still the same, I cant open it
Manish Singh	May I take the remote access of your local computer?
<i>1:28:25 AMkat is sharing a file with you</i>	
<i>1_image.png - (Size:162.22 KB)</i>	
kat	sure
Manish Singh	https://assist.acecloudhosting.com/join/8412061865
	Prior providing the access, I would suggest you to close any important documents at your end.
kat	?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.
kat	okay
Manish Singh	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71742 Saray Rodriguez

Email: saray@areatexas.com  18322877499

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Saray Rodriguez	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Saray Rodriguez	can't log into QB. windows administrator permissions error
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Saray Rodriguez	error -12,0
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Saray Rodriguez	Hi
Sharath Kumar	Hello Saray, could you please let me know your server name
Saray Rodriguez	ATR
Sharath Kumar	allow me a moment
Saray Rodriguez	ok
Sharath Kumar	are other users also receiving the permission error?
	my apologies, I see that you're the only user for ATR
Saray Rodriguez	its just me, one user
Sharath Kumar	got it
	could you sign out of the server and sign back in to check if that resolves your concern
	do use the log off icon provided on the desktop
Saray Rodriguez	ok one second
Sharath Kumar	sure, take your time
Saray Rodriguez	I'm still getting the same message when trying to log into QB
Sharath Kumar	Has this happened previously?
Saray Rodriguez	no
Sharath Kumar	let me try restarting the server, let me know if you have to save anything before I reboot
Saray Rodriguez	earlier I couldn't log into the desktop someone from ACE adjusted the RDP. now its QB
	ok
	I logged out of the server
Sharath Kumar	thank you, rebooting the server now
	the server is updating
	just a couple more minutes

Saray Rodriguez	ok thank you
Sharath Kumar	Saray, try signing in now
Saray Rodriguez	ok
	ok I'm in.
	Thank you
Sharath Kumar	just to confirm, you're referring to QuickBooks?
Saray Rodriguez	yes QB
Sharath Kumar	glad to hear that, anything else that I may assist you with?
Saray Rodriguez	no thats it
Sharath Kumar	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 Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71638 Deanna Logoteta

Email: dlogoteta@awakenjustice.org ☎ 7752196737

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Deanna Logoteta	Hello, I am your Acebuddy
Acebuddy	Hello Deanna Logoteta, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Deanna Logoteta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Deanna Logoteta	I'd like to report an Issue
Acebuddy	Please select an option!
Deanna Logoteta	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Deanna Logoteta	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>6:28:03 AM Deanna Logoteta is sharing a file with you qbks error.jpg - (Size:224.4 KB)</i>
	<i>I've closed and restarted several times and continue to get this message</i>
	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>
	<i>Yash Ahi is transferring the chat to Shashwat Verma.</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Deanna
Deanna Logoteta	hello
Shashwat Verma	I will surely help you with this issue.
Deanna Logoteta	thank you
Shashwat Verma	Deanna, we have checked the issue, it will be resolved by QuickBooks payroll update.
	As its shared server we'll do it in night hours.

Deanna Logoteta	This is something you will run? or do I need to be in single user mode to run?
Shashwat Verma	Yes, we'll do it from our side Once we are done with it will let you know on email
Deanna Logoteta	ok
Shashwat Verma	Is there anything else I may help you with ?
Deanna Logoteta	no thank you
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of your interaction. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70095 Chase Perry

Email: chase@eastcoastgearsupply.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: LOUISBURG

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chase Perry	Hello, I am your Acebuddy
Acebuddy	Hello Chase Perry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chase Perry	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chase Perry	I'd like to raise a Request
Acebuddy	Please select your request type.
Chase Perry	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 :
Chase Perry	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Chase Perry	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Chase Perry	I need to boot a user from the server. I can not go into single user mode
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Chase
Chase Perry	can you boot user brandon from the server or end is QB session
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Chase Perry	I can not go into single user mode
Shashwat Verma	Currently there are two users on the server, is that the first one?
	<i>11:18:19 AM Shashwat Verma is sharing a file with you image.png - (Size:1.99 KB)</i>
Chase Perry	Yes i believe so
	I am Chase but ben floyd has worked her in 8 years

Shashwat Verma	Okay, let me close the Qb session of the other user.
Chase Perry	i tried but they left a pop up window and then the computer locks
Shashwat Verma	No problem, we have disconnected that user.
Chase Perry	thank you
Shashwat Verma	Is there anything else I may help you with ?
Chase Perry	is there a way i could have booted him
Shashwat Verma	You mean to reboot the user or the server?
Chase Perry	if there is an error in QB when looging out it leaves a pop up, and if user does not close the QB gets stuck. Even as admin
Shashwat Verma	Yes, we have already logoff him and closed the all qb session at their end.
Chase Perry	Yes how do I do that
Shashwat Verma	For that you have to get the admin rights of server which require POC confirmation.
	Nevertheless, we suggest you to connect with us if the problem arise in future.
Chase Perry	Roger that thank you good night
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70611 johnathon

Email: johnathon@islandentertainment.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 9 Secs

City: PORT SULPHUR

State: Mississippi

Country: UNITED STATES

Chat Transcript

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnathon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnathon	I'd like to report an Issue
Acebuddy	Please select an option!
johnathon	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
johnathon	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
johnathon	Popup for Joes Burgers pops up on the screen and can not work when accessing several of the new businesses we just created
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
johnathon	Ticket #618605
	<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.
johnathon	hello
Manish Singh	I will surely help you with this issue.
johnathon	i was told an update over the weekend would fix it. It did not fix it.
Manish Singh	I apologize for the trouble you've experienced.

	We have updated the application to resolve the issue at that time.
	May I take the remote access of your local computer?
johnathon	Do you see Leah logged in?
Manish Singh	Yes, I can see that user Leah is logged into the server.
johnathon	You can try to remote in
Manish Singh	Sure
	Prior providing the access, I would suggest you to close any important documents at your end.
johnathon	ok
Manish Singh	Kindly ask her to accept the session.
	<i>2:59:18 AM Manish Singh is sharing a file with you image.png - (Size:6.6 KB)</i>
johnathon	Okay send it
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.
johnathon	Okay
Manish Singh	Kindly ask her to redirect me the issue.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70022 bradley davidowitz

Email: bradley@onegreyday.com

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: MORENO VALLEY

State: California

Country: UNITED STATES

Chat Transcript

bradley davidowitz	Hello, I am your Acebuddy
Acebuddy	Hello Bradley Davidowitz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bradley davidowitz	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 Transcript

Hello, I am your Acebuddy

Visitor Details

#71117 Jon Ruby

Email: msdn001jr@hotmail.com  14026701249

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 37 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Jon Ruby	Hello, I am your Acebuddy
Acebuddy	Hello Jon Ruby, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jon Ruby	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jon Ruby	I'd like to report an Issue
Acebuddy	Please select an option!
Jon Ruby	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jon Ruby	I am working on setting up the new users as part of ticket 623598. For one of the users, it fails to send the validation code
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Jon Ruby	Thank you
Sharath Kumar	Jon, what is the username and email address for the user having issues with
Jon Ruby	User: Lisa.H@myrealdata.net email address: rubyjr01@cox.net
Sharath Kumar	looking into it, one moment please
	Unfortunately, Jon. I am unable to change the email address. The only option is to disable this user and create a new one
Jon Ruby	No problem. If we are going to do this, let's do the following: Disable Lisa.H@myrealdata.net Create the new user with my user name JonR@myrealdata.net email: msdn001jr@hotmail.com
Sharath Kumar	if you have the access to MyPortal, I'd encourage you to do that, Otherwise, you will have to send an email to the support
Jon Ruby	How do I get to MyPortal?
	Is that different from SelfCare portal?
Sharath Kumar	Yes, Selfcare portal is for certain users where they can change their passwords
	However, the Myportal is to administer the users and check billing related information

1:37:10 AM Sharath Kumar is sharing a file with you
[\(My Portal\) How to Manage ACE Server Users.pdf](#) - (Size:1.33 MB)

Only account owners have access to MyPortal

Jon Ruby I am unable to log in to MyPortal, it doesn't recognize my ID

It appears that this migration has removed my user id

Sharath Kumar for Myportal, the username will be the CID of your account

Jon Ruby go it

Sharath Kumar for you, that would be - CID68115

were you able to sign in and need any further assistance?

Jon Ruby Yes, I was. Thank you

Sharath Kumar glad to know, you should be able to manage all your user accounts from here

Jon Ruby One more quick question...

Now that I have created the new user, can I use an existing RDP file, with the new credentials, to connect to our server?

Sharath Kumar yes, as long as you enter the correct username

or you may simply download the RDP file from the MyPortal

if you'll look towards the right of the user accounts, you'll see the option to download their RDP files

Jon Ruby Yes, If I would just read what is in front of me..... I apologize.

thank you for your help and patience.

Sharath 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.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70084 Dean Kelley

Email: dean@abairbags.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

Dean Kelley	Hello, I am your Acebuddy
Acebuddy	Hello Dean Kelley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dean Kelley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dean Kelley	I'd like to report an Issue
Acebuddy	Please select an option!
Dean Kelley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dean Kelley	Problem connecting to the remote resource. Error code 0x3000008
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>3:12:08 AM Dean Kelley is sharing a file with you 1_image.png - (Size:21.35 KB)</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 Dean
Dean Kelley	i am getting this error code

3:15:36 AM Dean Kelley is sharing a file with you

[1_image.png](#) - (Size:21.35 KB)

Anurag Sharma I deeply apologize for the inconvenience caused to you.

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

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

Anurag Sharma has ended this chat session

Chat Transcript

can i get Manish

Visitor Details

#71597 Jojo Puthenpurayil

Email: jojo@epitexas.com 17135849319

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm_source=Bing&utm_medium=cpc&utm_campaign=QB_License&utm_term=hosting%20quickbooks%20enterprise%20in%20the%20cloud&utm_e

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 38 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Jojo Puthenpurayil

can i get Manish

Amit Raina

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

Jojo Puthenpurayil	I was was chatting with Manish ok
<i>Amit Raina is transferring the chat to Support(QB & App Hosting).</i>	
Jojo Puthenpurayil	please update quickbooks
<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.
Jojo Puthenpurayil	hi Manish, this is jojo again
Manish Singh	Yes, please logout other users so that we can update the QuickBooks and let you know over the email.
Jojo Puthenpurayil	ok, trying
Manish Singh	We will update the application and let you know over the email. Is there anything else I may help you with ?
Jojo Puthenpurayil	please let someone call me after update also thanks manishs
Manish Singh	Thanks, Jojo, for your Patience. 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. Thanks!	
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70599 deanne.havel

Email: deanne.havel@wescominc.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: DULUTH

State: Minnesota

Country: UNITED STATES

Chat Transcript

deanne.havel	Hello, I am your Acebuddy
Acebuddy	Hello Deanne Havel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
deanne.havel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
deanne.havel	I'd like to report an Issue
Acebuddy	Please select an option!
deanne.havel	Password Reset
Acebuddy	Please select an option below
deanne.havel	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset yc
	Do you need any further assistance on the topic?
deanne.havel	Restart
Acebuddy	Hello Deanne Havel, 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. Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70644 David Weinstein

Email: david@davidweinsteincpa.com ☎ 19149071180

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: 1 Sec

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Password Reset
Acebuddy	Please select an option below
David Weinstein	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset yc
Do you need any further assistance on the topic?	
David Weinstein	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

David Weinstein

Its' not sending me a password reset

Shashwat Verma accepted the chat transfer request.

Shashwat Verma

Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma

David Weinstein

the system didn't send me a password reset

Shashwat Verma

Hello David.

David Weinstein

hello

the system didn't send me a password reset

Shashwat Verma

I will surely help you with this issue.

David Weinstein

can you handle it for me?

Shashwat Verma

You are trying to reset password at your end?

David Weinstein

never mind it did

Shashwat Verma

Great!

Is there anything else I may help you with ?

David Weinstein

no

Shashwat Verma

It would be great if you could share your feedback after this chat ends. 1

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 with a link to continue the conversation, along with a ticket number and survey feedback form.

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Visitor Details

#70301 Aman Sajwani

Email: reliable_accounting@yahoo.com ☎ +1-(901) 881-1265

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: 11 Secs

City: KARACHI

State: Sindh South

Country: PAKISTAN

Chat Transcript

Aman Sajwani	Hello, I am your Acebuddy
Acebuddy	Hello Reliable_accounting, I'm your Ace Buddy. I'll be happy to assist you
Whom Would You Like to Connect With?	
Aman Sajwani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aman Sajwani	I'd like to report an Issue
Acebuddy	Please select an option!
Aman Sajwani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available operator
Aman Sajwani	Remote Reboot Issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you with your issue.
Aman Sajwani	Hi
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and IP address.
	<i>2:04:39 AMAman Sajwani is sharing a file with you</i>

[Reboot Screen.png](#) - (Size:248.15 KB)

Please change reboot timing

Please let me know if you are working on any shared server/

Aman Sajwani

on daily basis its appear between work time

my server is RAS13

RAS13.myrealdatal.net

Yash Kalra

Kindly allow me some time while checking things from the backend.

Aman Sajwani

yeah sure take ur time

Yash Kalra

Please let me know if this issue is occurring at the same time every day?

Aman Sajwani

yeah same time every day

but in other RDPs they never ask for reboot

Yash Kalra

We have made the change, and from now on, it will no longer ask for a reboot.

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 call us at (1-888-415-5240) if any further assistance is required.

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71376 David Weinstein

Email: taxinfo@davidweinstein.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: 49 Secs
City: HIGHLAND PARK
State: New Jersey
Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an availa
David Weinstein	trying to log in a new employee to my RDP network they can not open o
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswa
	I will be surely assisting you with this. Kindly help me with your server n
David Weinstein	DavidWeinstein.myrealdata.net
	error message "there was a problem connecting to the remote resource. administrator for help"
Tushar Pharswan	May I know the username for which this error message is popping up.
David Weinstein	taxinfo@davidweinsteincpa.com
Tushar Pharswan	May I take the remote access of your local computer?
	So that we can check and setup the server login icon.
David Weinstein	ok
Tushar Pharswan	Prior providing the access, I would suggest you to close any important d

<https://assist.acecloudhosting.com/join/2692203266>

Kindly Click on the link and open the downloaded file.

We are connected.

David Weinstein

it looks like i'm in now

Tushar Pharswan

I will check the log icon settings now.

May I logout your active session on server for user David as it can cause

There seems to be a technical issue as I'm unable to access your session.
We have sent an email to david@davidweinsteincpa.com email address
RDP icon setup to access Tax user profile kindly check the email and try
password that we have sent to you.

The ticket ID will be #628374

Kindly share the email which we sent you consisting of the icon to login
link to the employee you want to have access of user Tax as you mentioned
desktop but not on the laptop. Also, we have not reset the password so if
issue with connecting to the server kindly initiate the chat from employee
set the access on employee laptop.

Are we still connected here?

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

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70406 Patrick Wiesner

Email: pwiesner@maxmar.com ☎ 720-626-2229

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 8 Secs

City: GREELEY

State: Colorado

Country: UNITED STATES

Chat Transcript

Patrick Wiesner	Hello, I am your Acebuddy
Acebuddy	Hello Patrick Wiesner, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Patrick Wiesner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Patrick Wiesner	I'd like to report an Issue
Acebuddy	Please select an option!
Patrick Wiesner	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available operator.
Patrick Wiesner	My server account is locked again. Ticket ID: 590773
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.

	Kindly allow me two minutes to check the same.
Patrick Wiesner	Server name: Gysinamerica.myrealdta.net
Tushar Pharswan	Hello Patrick, I just had a word with our escalation team member who was working on
Patrick Wiesner	It's connecting now
Tushar Pharswan	We will deliver you a new user profile and will migrate all your data to th you once the whole process is complete afterwards kindly use that new monitor the issue.
Patrick Wiesner	I need to work now
Tushar Pharswan	Kindly confirm if you are successful in login.
Patrick Wiesner	I confirm the successful login
	Thank you for your help
Tushar Pharswan	Great.
	Is there anything else I may help you with ?

Patrick Wiesner has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70774 amin

Email: mita.amin@greens.com ☎ 19497953202

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

amin	Hello, I am your Acebuddy
Acebuddy	Hello Mita Amin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amin	I'd like to report an Issue
Acebuddy	Please select an option!
amin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
amin	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company f help you with resolving the issue
	Was that helpful?
amin	No
Acebuddy	No issues, please wait while I connect you to one our support engineers
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	This message has been deleted
	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswa
amin	thanks
	not able to login
Tushar Pharswan	Kindly confirm if you are not able to login to server or QuickBooks applic
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response and your session is disconnected, we are discou may re-initiate the chat or call us at (1-888-415-5240) if any further assi
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70517 Daniel Twait

Email: dtwait@acmealliance.com **Phone:** 18476569601

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: 11 Secs

City: ARLINGTON HEIGHTS

State: Illinois

Country: UNITED STATES

Chat Transcript

Daniel Twait Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Daniel Twait Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Daniel Twait I'd like to report an Issue

Acebuddy Please select an option!

Daniel Twait Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an availa

Daniel Twait ticket ID 619203

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan

Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.

Daniel Twait

Hello again

Tushar Pharswan

Hello Daniel.

The issue still persists?

Daniel Twait

it does, unfortunately

Tushar Pharswan

May I take the remote access of your local computer again?

Daniel Twait

yes you may

Tushar Pharswan

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

<https://assist.acecloudhosting.com/join/2642238118>

Kindly Click on the link and open the downloaded file.

Daniel Twait

done

Zoho assist says waiting for confirmation

Tushar Pharswan

We are connected, I will try one more thing let's see if it resolves the issue.

Daniel Twait

ok-

please proceed

Tushar Pharswan

Daniel unfortunately the issue still persists kindly check after 1 hr, hopefully it will resolve from backend. If you will face the issue after 1 hr kindly let us know over the phone number and time with time zone so that we will be able to call you back.

I deeply apologize for the inconvenience caused to you.

Daniel Twait

Thank you for the efforts so far. I will try back in one hour as suggested.

Tushar Pharswan

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

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

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

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

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

Daniel Twait

thank you, hopefully, I am not reaching out again haha

bye bye

Daniel R Twait has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70581 Gabriel Neumann

Email: gabrieln@cba-advisors.com ☎ 4258905834

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: 1 Sec

City: EVERETT

State: Washington

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I
	I will surely help you with this issue.
Gabriel Neumann	Ok.
	Hello?
Manish Singh	May I know in which ATX version you are getting issue?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may call us at (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70108 Miranda Clark

Email: mirandaclark13@outlook.com **Phone:** 19109781010

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Secs

City: FAYETTEVILLE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Miranda Clark	Hello, I am your Acebuddy
Acebuddy	Hello Miranda Clark, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Miranda Clark	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Miranda Clark	I'd like to report an Issue
Acebuddy	Please select an option!
Miranda Clark	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Miranda Clark	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company f help you with resolving the issue
	Was that helpful?
Miranda Clark	No
Acebuddy	No issues, please wait while I connect you to one our support engineers
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I
	Hello Miranda
Miranda Clark	Hey
Aarush Aneja	How may I assist you today
Miranda Clark	I'm receiving an error when I try to login to QB
Aarush Aneja	We will surely assist you
	May I take the remote access of your local computer?
Miranda Clark	Yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important d
	https://assist.acecloudhosting.com/join/1542232882
	Please click on the link and open the downloaded file, and follow the inst
Miranda Clark	Are you in it?
Aarush Aneja	We are connected on the remote session and will proceed with the troub the time, I am putting the chat on hold, please do not disconnect it. Onc

	give your confirmation on this chat.
	Kindly open the QuickBooks application again and check now
	We restarted the service and set it to automatic
Miranda Clark	Okay thank you!!!
Aarush Aneja	The QuickBooks company file is working now
	Welcome
Miranda Clark	Yes thanks
Aarush Aneja	Miranda, Is there anything else I may help you with ?
Miranda Clark	That's all thank you
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an e-mail confirmation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my work is acknowledged. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71108 Robert mckay

Email: robert.mckay@webmethod.com ☎ 4805403756

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 45 Secs

City: BIG CREEK

State: Colorado

Country: UNITED STATES

Chat Transcript

Robert mckay	Hello, I am your Acebuddy
Acebuddy	Hello Robert.mckay, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert mckay	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert mckay	I'd like to report an Issue
Acebuddy	Please select an option!
Robert mckay	Password Reset
Acebuddy	Please select an option below
Robert mckay	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the password needs to be reset and we'll share an update once the request
	Do you need any further assistance on the topic?
Robert mckay	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I
Robert mckay	I have sent two requests to your staff the second just a few moments ago prioritized because the previous request was closed without being taken
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that steps to resolve this issue.
	Kindly allow me two minutes to check the same.
Robert mckay	thanks
Manish Singh	You would like to change the email too for My portal?
Robert mckay	that would be great, what is it currently/.

	also as a note, my airplane is about to land
	so I only have a couple of min left
Manish Singh	We will email you with the new password.
	And regarding Email change we will send it to the concerned department
Robert mckay	thank you
	I will look out for it!
	Have a good evening - thank you for your time.
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email confirmation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my working. I will appreciate that. or you may send your feedback at quality Thanks!
	Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70405 sang

Email: sang.wong@snrtea.com **Phone:** 6262640797

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

sang	Hello, I am your Acebuddy
Acebuddy	Hello Sang.wong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sang	I'd like to report an Issue
Acebuddy	Please select an option!
sang	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sang	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your
	Was that helpful?
sang	No
Acebuddy	No issues, please wait while I connect you to one our support engineers
	<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
sang	Hi Anurag
	It appears my connection is frozen
	could you possible just reboot my connection to server?
Anurag Sharma	Hello Sang
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server n
sang	Sunrightcorp.myreldata.net
	sang wong
	swong
Anurag Sharma	Thanks for the confirmation !

	Sang, I have successfully logged you off from the server as per your req
	Is there anything else I may help you with ?
sang	tht is it
	thank you
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	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 confirmation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my work is progressing. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
	Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70508 DIMPLE SARAIYA

Email: dsaraiya@gmail.com  8626862754

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

City: EAST HANOVER

State: New Jersey

Country: UNITED STATES

Chat Transcript

DIMPLE SARAIYA	Hello, I am your Acebuddy
Acebuddy	Hello Dimple Saraiya, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
DIMPLE SARAIYA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
DIMPLE SARAIYA	I'd like to report an Issue
Acebuddy	Please select an option!
DIMPLE SARAIYA	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
DIMPLE SARAIYA	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company f help you with resolving the issue
	Was that helpful?
DIMPLE SARAIYA	No
Acebuddy	No issues, please wait while I connect you to one our support engineers
	<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
	Hello Dimple
	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 i (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71354 Christine French Dalio

Email: christine@componere.co  16505443103

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: 58 Secs

City: SAN BRUNO

State: California

Country: UNITED STATES

Chat Transcript

Christine French Dalio	Hello, I am your Acebuddy
Acebuddy	Hello Christine French Dalio, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Christine French Dalio	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christine French Dalio	I'd like to report an Issue
Acebuddy	Please select an option!
Christine French Dalio	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Christine French Dalio	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available operator.
Christine French Dalio	Unable to access Quickbooks payment center. I am the administrator, but I need approval of the Administrator. I need to be able to access the payment center.

	send CC links to our customers
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
	Hello Christine
Christine French Dalio	Great, I am not able to access our Account center, I email support the issue if you would be able to resolve the issue.
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name
Christine French Dalio	CFC..myrealdata..net
	CFC.myraldata.net
	boy my typing is off CFC.myrealdata.net
Anurag Sharma	May I take the remote access of your local computer? (Edited)
Christine French Dalio	yes
Anurag Sharma	No problem I got it.
	Prior providing the access, I would suggest you to close any important documents
Christine French Dalio	all closed
Anurag Sharma	https://assist.acecloudhosting.com/join/4542465199
	Kindly paste this link in the browser of local computer and join the session
	Are you able to connect?
	Are we still connected here?
	Are we still connected here?
Christine French Dalio	I am here, I clicked on the link
	I have QB on my large shared screen that should not propose a problem
Anurag Sharma	No, you just need to connect through the link.
	We are connected on the remote session and will proceed with the troubleshooting the time, I am putting the chat on hold, please do not disconnect it. Once give your confirmation on this chat.
	Could you please show me on the remote session. What you are trying to do?
	Christine I request you to kindly contact us on Phone: 1-888-415-5240
Christine French Dalio	Still not allowing me to access as you can see. I wanted to send a payment
	OK, but how will that help me if you are not able to get this resolved?

	Are you still there?
Anurag Sharma	Christine, as per my understanding. This seems to be application specific. I would suggest you to directly contact us on the phone number shared above. So that we can resolve this issue by our end. If it is possible.
Christine French Dalio	OK Thank you
Anurag Sharma	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 call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70663 Steve White

Email: steve@elegantfloorservices.com  301-608-0818

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Steve White	Hello, I am your Acebuddy
Acebuddy	Hello Steve White, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Steve White	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Steve White	I'd like to report an Issue
Acebuddy	Please select an option!
Steve White	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Steve White	Microsoft Office is not running - keep getting 'did not shut down properly' keeps crashing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will assist you with your issue.
	Hello Steve
Steve White	Hello, is there a known problem w/ MS Office?
	First, I couldn't access Outlook directly but am able to run it via browser.
Aarush Aneja	We will surely assist you with this issue. Kindly provide 3-5 minutes to complete the task.
	Please login back on to the server now and check the Office applications.
Steve White	Do I need to logoff the server then log back in?
Aarush Aneja	We are making few more changes. Kindly provide 2-3 minutes.
	We require rebooting the server once. May we proceed with the reboot to the server.
Steve White	yes
Aarush Aneja	We have updated the Office application on the server.
	Kindly login back on to the server and check the application now (Edited)
	We checked and found you disconnected the chat session. We are also disconnected.
	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 with a link to a survey conversation, along with a ticket number and survey feedback form.

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

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

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

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70190 Ken Mathews

Email: kmathews@patriotprocesseseq.com  12146799979

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Secs

City: WHITE OAK

State: Texas

Country: UNITED STATES

Chat Transcript

Ken Mathews Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ken Mathews Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ken Mathews	I'd like to report an Issue
Acebuddy	Please select an option!
Ken Mathews	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Ken Mathews	Reboot server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Ken Mathews	Please reboot PatriotProcess.myrealdata.net
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav.
Ken Mathews	Kmathews@patriotprocesseq.com
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name.
Ken Mathews	KenMa
Shubham Yadav	Thanks for the confirmation
	Kmathews, could you please clarify the reason for the reboot?
Ken Mathews	Sage can't open a file needed for backup. Trying this first
Shubham Yadav	Can you please confirm since when are you facing this issue ?
Ken Mathews	today
Shubham Yadav	Alright let me reboot the server as per your request.
	Kmathews please try to login again
	Are we still connected here?
Ken Mathews	Yes, hold please
Shubham Yadav	sure
Ken Mathews	Ok, that fixed it, thanks
Shubham Yadav	That's great
	Is there anything else I may help you with ?
Ken Mathews	nope. thanks again
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	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 with a summary of the conversation, along with a ticket number and survey feedback form.

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

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

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

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70572 Gloria Phillips

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

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: 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	Password Reset
Acebuddy	Please select an option below
Gloria Phillips	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the password needs to be reset and we'll share an update once the request
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70349 Paul Hayes

Email: paul@rentkeywest.com ☎ 3055876767

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: KEY WEST

State: Florida

Country: UNITED STATES

Chat Transcript

Paul Hayes Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Paul Hayes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paul Hayes	I'd like to report an Issue
Acebuddy	Please select an option!
Paul Hayes	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Paul Hayes	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze
	Was that helpful?
Paul Hayes	No
Acebuddy	No issues, please wait while I connect you to one our support engine further.
	<i>Acebuddy (bot) forwarded the chat request</i>
Paul Hayes	Quickbooks will still not open
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pha you today.
Paul Hayes	Hello Tushar
	I have tried to unlock Quickbooks, but it is still frozen and will not op
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your serv
Paul Hayes	CID69003
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Thank you for waiting.
	to resolve your issue, we have scheduled a server reboot.
	Server will reboot in next 3-4 minutes.
Paul Hayes	Okay
Tushar Pharswan	Kindly login and check.
	Thank you for waiting.
	Is the issue resolved at your end?
	Are we still connected here?

	Are we still connected here?
	Are we still connected here?
Paul Hayes	yes
	Logging in now
Tushar Pharswan	Sure, please take your time
Paul Hayes	I was successfully able to login
Tushar Pharswan	Is QuickBooks working fine?
Paul Hayes	Yes, it is.
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
Paul Hayes	No, Thank you very much
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your feedback by clicking on smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day!
	You may end this chat now. Once you end this chat, you will receive a summary of this conversation, along with a ticket number and survey link.
	I request you to kindly spare a moment to fill that out for me so that I can understand how I am working. I will appreciate that. or you may send your feedback to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by visiting our Self-care Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

