

Chat Tr

Hello, I am y

Visitor Details

#72168 Traci Childers
Email: traci.childers@squyres.cpa
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 22 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

Traci Childers	#635870
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.
Traci Childers	ok, Rajan Sharma helped me yesterday
Sharath Kumar	Hi Traci, let me quickly check the ticket
Traci Childers	ok
Sharath Kumar	Are you still unable to see any desktop icons?
Traci Childers	correct
Sharath Kumar	are you able to view the taskbar and move around your cursor on the desktop?
Traci Childers	yes
Sharath Kumar	alright, Right click anywhere on the server's dekstop
	click on the view option
	<i>10:14:52 PMSharath Kumar is sharing a file with you</i> <i>image.png - (Size:78.96 KB)</i>
	and select "show desktop icons"
	Traci, could you confirm if that worked for you (Edited)
Traci Childers	g
	did you see?
Sharath Kumar	My apologies, am not connected to your remote session
	please let me know what is the status
Traci Childers	oh. so im here looking but it says i cant change anything
Sharath Kumar	okay, give me one moment to remote in
Traci Childers	ok
Sharath Kumar	my colleague is working on the server regarding a different issue
	let me send you a link, please open it on your local desktop
Traci Childers	ok,
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1622615242
Traci Childers	done
Sharath Kumar	thank you

	Please chose an option :
Angelo Bocacao	I'd like to report an Issue
Acebuddy	Please select an option!
Angelo Bocacao	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Angelo Bocacao	I cannot access the client folder.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Angelo Bocacao	Hello?
<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.
Angelo Bocacao	No one is answering your phone support
	I am on qeue now
	I cannot save a file on the Client Folder
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Angelo Bocacao	Angelo Bocacao
Tushar Pharswan	Kindly allow me two minutes to check the same.
Angelo Bocacao	Its okay. I am on phone now.
	Bye
Tushar Pharswan	Okay.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
<i>Tushar Pharswan has ended this chat session</i>	



Chat Tr

Hello, I am y

Visitor Details

#72026 test
Email: test@gmail.com 📞 +16887849764
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 3 Secs
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

test	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
test	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
test	I'd like to report an Issue
Acebuddy	Please select an option!
test	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
test	ATX Issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.

Hello

test has ended this chat session

Chat Tracy

Hello, I am your Acebuddy

Visitor Details

#72634 tracy

Email: tracy@tjcbp.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: GAINESVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

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

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

Chat Tr

Hello, I am y

Visitor Details

#72877 Rahim Momin
Email: rahim@supremetaxsvc.com 📞 18323759062
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: LAS VEGAS
State: Nevada
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
	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 Tr

having an issue with

Visitor Details

#72966 bedfordfeedandseed
Email: bedfordfeedandseed@yahoo.com 📞 18122794136
Department: Support(QB & App Hosting)
Operator:
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_a
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 10 Secs
City: BLOOMINGTON
State: Indiana
Country: UNITED STATES

Chat Transcript

bedfordfeedandseed	having an issue with my quickbooks payroll
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further. <i>Amit Raina is transferring the chat to Support(QB & App Hosting).</i> <i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello there, could you please let us know more about the payroll issue that you are facing
bedfordfeedandseed	it says reactivae subscription but when i sign into intuit it says everythjing is active
Sharath Kumar	alright, and what is the server name that you are signed into
bedfordfeedandseed	

	not sure can you just take control of my desktop?
Sharath Kumar	allow me 2 minutes to do that
bedfordfeedandseed	ok
Sharath Kumar	thank you for your patience, am logged into your server now, connecting remotely in a moment
bedfordfeedandseed	ok
Sharath Kumar	what is the username that you are signed in with?
bedfordfeedandseed	Admin
Sharath Kumar	I see two accounts, 1 for Brad and another for Jack
bedfordfeedandseed	Brad I believe\
Sharath Kumar	ok
	Prior providing the access, I would suggest you to close any important documents at your end.
bedfordfeedandseed	I have
Sharath Kumar	I couldn't get connected, let me send the request on your remote session once again
bedfordfeedandseed	ok
Sharath Kumar	tried that again, kindly check your screen and accept the request
	alright, we are connected now
	could you show me the issue
bedfordfeedandseed	ok
	can you see the issue?
Sharath Kumar	yes, I do
bedfordfeedandseed	i have yo go check somethinbg real quick i will be back in 3 mins
Sharath Kumar	sure, no problem
bedfordfeedandseed	now it will be 5 mins can you figure anything out?
Sharath Kumar	everything seems up to date, could you please log off from the session and try signing back in
	do use the log out option from the desktop and then sign back in again
bedfordfeedandseed	ok
Sharath Kumar	let me know the result
bedfordfeedandseed	still the same
Sharath Kumar	could you check the license for QB is correct
	you can check that by pressing F2
bedfordfeedandseed	not sure how to do that
	oh ok

	can you take control again and look there is alot of info on there
Sharath Kumar	sure
	all your info on the QB appears to be correct, this appears to be an issue for which you will have to connect with Intuit sup
bedfordfeedandseed	ok
Sharath Kumar	Your account is active, both QB and its payroll are up to date
	but something about your subscription is off which only Intuit can identify as it is there area of expertise
	I have disconnected from the remote session, please let me know if you need assistance with anything else
	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.

Sharath Kumar has ended this chat session



Chat Tr

Hello, I am y

Visitor Details

#72798 admin
Email: admin@jjsauer.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
City: SALT LAKE CITY
State: Utah
Country: UNITED STATES

Chat Transcript

admin	Hello, I am your Acebuddy
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Acebuddy	Hello Amanda Wilson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
admin	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
	<i>Ended due to chat idle timeout</i>

Chat Tr

I have a new laptop and

Visitor Details

#73015 Gretchen Carol Reeves

Email: gr@skygroupacct.com ☎ 9706884829

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

Website: <https://www.acecloudhosting.com/>

s=I+need+to+install+the+server+on+a+new+laptop&post_type=knowledgebase&kb_search_nonce=95d78fec40&wp_http_referer=%2F%3Fs%3I

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: AVON

State: Colorado

Country: UNITED STATES

Chat Transcript

Gretchen Carol Reeves	I have a new laptop and I need to install the server
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.
	<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gretchen Carol Reeves	GCR Corp \Gretchen
Shubham Yadav	Thanks for the confirmation
	May I take the remote access of your local computer?
Gretchen Carol Reeves	yes one second
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
Gretchen Carol Reeves	actually I am on my desktop and need to switch to laptop
Shubham Yadav	Gretchen do you have the icon(RDP) you use to connect to the server ?
	You just have to send that RDP to your other system
Gretchen Carol Reeves	ok how do I do that
Shubham Yadav	You can attach that file in a mail
	And download it on other system
Gretchen Carol Reeves	ok, and how do I remove the RDP from the old laptop? It is currently not funtional but I didn't want to be paying for an ad
Shubham Yadav	Gretchen do you want to remove an user ?
Gretchen Carol Reeves	No. I just didn't know if I needed to remove the rdp from the old laptop
Shubham Yadav	Gretchen you can simply delete the RDP from the system if you do not want to use it from that system.
Gretchen Carol Reeves	ok thanks. So I just right click on the rdp button and email that to mysoelf ?
Shubham Yadav	Yes Gretchen. You are right
Gretchen Carol Reeves	Great!
Shubham Yadav	Is there anything else I may help you with ?
Gretchen Carol Reeves	not at the moment thx
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Yadav has ended this chat session

Chat Tr

Hello, I am y

Visitor Details -----

#72264 Mohita Chadha
Email: mohita@kaurtax.com 📞 19097099000
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: 42 Secs
City: LAS VEGAS
State: Nevada
Country: UNITED STATES

Chat Transcript -----

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happ
	Whom Would You Like to Connect With?
Mohita Chadha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before
Mohita Chadha	Hello - I am connected to my remote desktop screens when using the remote desktop. For

		desktop, I can't move them to another screer
	Acebuddy	Please wait while we connect you to a Suppo
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer re</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting.
	Mohita Chadha	Thank you!
	Sharath Kumar	Hello Mohita, I understand your concern and the RDP file
	Mohita Chadha	thank you
		how can we make that adjustment?
	Sharath Kumar	let me show you via a screen shot
	Mohita Chadha	sounds good
		thank you!
	Sharath Kumar	Open your Remote Desktop Connection and I
		<i>2:06:10 AMSharath Kumar is sharing a file wi</i> <i>image.png - (Size:18.1 KB)</i>
		Click on the Display tab
		and select "use all my monitors"
		<i>2:07:49 AMSharath Kumar is sharing a file wi</i> <i>image.png - (Size:33.51 KB)</i> <i>like this</i>
		<i>2:09:05 AMMohita Chadha is sharing a file wi</i> <i>image.png - (Size:46.22 KB)</i>
	Mohita Chadha	mine looks different
	Sharath Kumar	you need to do the above settings before you
	Mohita Chadha	how do i do that?
	Sharath Kumar	let me take control of your screen and do the
	Mohita Chadha	i only have the icon and when i click on the ic
		okay sounds good
	Sharath Kumar	I am sending you a link for remote access
		Here is the link https://assist.acecloudhosting.com/join/6782.
		Prior providing the access, I would suggest yo
		this link needs to be opened on your local co

	Mohita Chadha	it is
	Sharath Kumar	Mohita, would you be always using both of yc
	Mohita Chadha	not always
		but when i can, i will be
	Sharath Kumar	alright, so in that case am not saving these s
		you will have to do this whenever you want t
	Mohita Chadha	can you show me again
	Sharath Kumar	absolutely
		right click on the icon
		show more options and then edit
		navigate to display option and then select us
	Mohita Chadha	okay i see that
		thank you!
	Sharath Kumar	go ahead and try
		does it usually take this long to connect??
	Mohita Chadha	yes it does
	Sharath Kumar	started happening recently or always has bee
	Mohita Chadha	always been this way
		it takes a very long time which is very annoyi
		is there anything that can be done about tha
	Sharath Kumar	I have to check a couple of settings on your I
	Mohita Chadha	sounds good
	Sharath Kumar	Mohita, are you still there?
	Mohita Chadha	yes i am
	Sharath Kumar	ok, thank you
	Mohita Chadha	would it be helpful to restart?
	Sharath Kumar	That is something I was about to suggest, bu
		If there is nothing else that you need assistar
	Mohita Chadha	usually at times once i restart it starts to wor
	Sharath Kumar	I see, probably has to be the services that sta
	Mohita Chadha	okay
	Sharath Kumar	

	I will keep your ticket open, let me know if it
Mohita Chadha	sounds good
	thank you
	will there be a way to chat with you again?
Sharath Kumar	Otherwise, I will escalate this case and have
Mohita Chadha	that would be helpfult
	this issue has been going on for a while
Sharath Kumar	you will receive a ticket number and you can
Mohita Chadha	sounds good
	thank you!
Sharath Kumar	the support agent will get to know what was
	anything else that I may assist you with at th
	Are we still connected here?
	As there was no response, we are disconnect (1-888-415-5240) if any further assistance is
	Thank you for choosing ACE cloud Hosting, y
	<i>Sharath Kumar has ended this chat session</i>

Chat Tr

Hello, I am y

Visitor Details

#72131 mking

Email: mking@actualmeds.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: 19 Secs

City: TALLAHASSEE
State: Florida
Country: UNITED STATES

Chat Transcript -----

mking	Hello, I am your Acebuddy
Acebuddy	Hello Mking, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
mking	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mking	I'd like to report an Issue
Acebuddy	Please select an option!
mking	Other Issue
Acebuddy	Please specify the issue you are facing before
mking	SORRY QUICKBOOKS ISSUE
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer i</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
	Hello mking
	This message has been deleted
mking	YES
	I HAVE been on hold calling the 800 number
	i have an issue with quickbooks and need so
	screen has turned black
Shashwat Verma	I deeply apologize for the inconvenience cau
	I will surely help you with this issue.
	Kindly allow me two minutes to check the sai
mking	got someone thank you
Shashwat Verma	Okay
mking	good bye

	Shashwat Verma	Thank you for choosing ACE cloud Hosting, you may end this chat now. Once you end this conversation, along with a ticket number and I request you to kindly spare a moment to fill working. I will appreciate that. or you may see Thanks!
		Note: You may change/reset your server password (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base
		<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

I need help resetting my password

Visitor Details

#72835 Kacie.gordonfarms
Email: kacie.gordonfarms@gmail.com 📞 2178410131
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/thank-you/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 29 Secs
City: GIFFORD
State: Illinois
Country: UNITED STATES

Chat Transcript

Kacie.gordonfarms	I need help resetting my password I forgot my password
Gantavya	Thank you for contacting ACE. My name is Gantavya
Kacie.gordonfarms	I need help resetting my password I forgot my password

Email: c.vansuilichem@btmindustrial.com 📞 16162599121

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: 23 Secs

City: ADA

State: Michigan

Country: UNITED STATES

Chat Transcript -----

Carmen vansuilichem	Hello, I am your Acebuddy
Acebuddy	Hello Carmen Vansuilichem, I'm your Ace Buc
	Whom Would You Like to Connect With?
Carmen vansuilichem	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carmen vansuilichem	I'd like to report an Issue
Acebuddy	Please select an option!
Carmen vansuilichem	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing
Carmen vansuilichem	Other QB related issue
Acebuddy	Please specify the issue you are facing before
Carmen vansuilichem	not able to print off checks. qb will allow me
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
	Hello
Carmen vansuilichem	thank you, would you like to remote in?
Shashwat Verma	Yes sure

		I will surely help you with this issue.
		Prior providing the access, I would suggest yo
		https://assist.acecloudhosting.com/join/4372
		Kindly Click on the link and open the downloa
	Carmen vansuilichem	it is not working
		i downloaded it, but it it not popping up wher
	Shashwat Verma	Shall I share you the new one or would like to
	Carmen vansuilichem	try a new one
	Shashwat Verma	https://assist.acecloudhosting.com/join/1402
		Kindly Click on the link and open the downloa
	Carmen vansuilichem	it says it is already running.
	Shashwat Verma	Looks your last link was not terminated
	Carmen vansuilichem	i am not able to see it.
	Shashwat Verma	kindly close all other programs and browser
		then try again with link'
	Carmen vansuilichem	nothing
		it working now
	Shashwat Verma	I still don't have the access of your screen
	Carmen vansuilichem	can you see it now?
	Shashwat Verma	unfortunately, not!
	Carmen vansuilichem	i clicked on share my screen
	Shashwat Verma	We are connected on the remote session and the time, I am putting the chat on hold, please give your confirmation on this chat.
		issue resolved on remote session for printing
		Thank you for choosing ACE cloud Hosting, yo
		You may end this chat now. Once you end this conversation, along with a ticket number and
		I request you to kindly spare a moment to fill working. I will appreciate that. or you may see Thanks!

Note: You may change/reset your server pass (<https://selfcare.acecloudhosting.com>).

For self-help, check out our Knowledge Base

Shashwat Verma has ended this chat session

Chat Tr

Hello, I am y

Visitor Details

#72214 Angelo Costanzo
Email: acostanzocpa@aol.com 📞 19148371040
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: 27 Secs
City: YONKERS
State: New York
Country: UNITED STATES

Chat Transcript

Angelo Costanzo	Hello, I am your Acebuddy
Acebuddy	Hello Acostanzocpa, I'm your Ace Buddy. I'll b
	Whom Would You Like to Connect With?
Angelo Costanzo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angelo Costanzo	Setback
Acebuddy	Hello Acostanzocpa, I'm your Ace Buddy. I'll b

		Whom Would You Like to Connect With?
	Angelo Costanzo	Managed IT
	Acebuddy	Please wait while we connect you to an available agent
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Priyanshu accepted the chat transfer request</i>
	Priyanshu	Thank you for contacting Ace Cloud Hosting.
	Angelo Costanzo	I would like to install the program on my computer
	Priyanshu	Surely, I will be assisting you with that but first share your username
	Angelo Costanzo	Angelo Costanzo cpa
		acostanzocpa
	Priyanshu	Thank you for sharing the details.
		Please allow a minute to verify the details so we can assist you better
		It seems that your server is being managed by our concerned team so that they can better assist you
	Angelo Costanzo	ok thank you
		<i>Priyanshu is transferring the chat to Support Agent</i>
		<i>Shashwat Verma accepted the chat transfer request</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
		Hello
	Angelo Costanzo	Hi I would like to install the program on my computer
	Shashwat Verma	I will surely help you with this issue.
	Angelo Costanzo	Kindly help me with your server name and username
		acostanzocpa
		Not sure what the server name is
		My name is Angelo Costanzo
	Shashwat Verma	Thanks for the confirmation !
		Which program you would like to install?
	Angelo Costanzo	The atx program
	Shashwat Verma	ATX 2024 correct?
	Angelo Costanzo	Yes
	Shashwat Verma	But as i can see your server already have the program installed
	Angelo Costanzo	I want to install it on a new computer i just got

	Shashwat Verma	Okay, so you want to add new user?
	Angelo Costanzo	No just reintall it on a new computer
	Shashwat Verma	Got it, you want access the server from new
	Angelo Costanzo	Yes
	Shashwat Verma	I will surely help you with this issue.
		Do you have access of myportal?
	Angelo Costanzo	I do not on this computer
	Shashwat Verma	You have its credentials correct?
	Angelo Costanzo	one minute let me check
	Shashwat Verma	Okay
	Angelo Costanzo	I dont have it
	Shashwat Verma	No problem
		Do you have the access of acostanzocpa@ao
	Angelo Costanzo	yes
	Shashwat Verma	May I take the remote access of your new loc
	Angelo Costanzo	yes
	Shashwat Verma	Prior providing the access, I would suggest y
	Angelo Costanzo	everything is closed
	Shashwat Verma	https://assist.acecloudhosting.com/join/1452
		Kindly Click on the link and open the downlo
	Angelo Costanzo	are you in?
	Shashwat Verma	We are connected on the remote session and the time, I am putting the chat on hold, pleas give your confirmation on this chat.
		Looks like your local PC got hang
	Angelo Costanzo	Is it done?
	Shashwat Verma	Yes
		You are able to connect, I am unable to see y
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnect (1-888-415-5240) if any further assistance is

Chat Tr

Hello, I am y

Visitor Details

#73125 Larry Garcia
Email: larry@standardus.com ☎ 6302899500
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: DES PLAINES
State: Illinois
Country: UNITED STATES

Chat Transcript

Larry Garcia	Hello, I am your Acebuddy
Acebuddy	Hello Larry Garcia, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
Larry Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry Garcia	I'd like to raise a Request
Acebuddy	Please select your request type.
Larry Garcia	Other Request
Acebuddy	Please drop an email to support@acecloudho technicians will connect with you for further a
	If you are facing any issue/problem with your

Larry Garcia

No, That'll be all!

Acebuddy

Thank you for contacting Ace Support, Have

Acebuddy has ended this chat session

Chat Transcript

Hello, I am y

Visitor Details

#72093 aleksy

Email: aleksy@iveypromotions.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: RIVERDALE

State: Georgia

Country: UNITED STATES

Chat Transcript

aleksy

Hello, I am your Acebuddy

Acebuddy

Hello Aleksy, I'm your Ace Buddy. I'll be happ

Whom Would You Like to Connect With?

aleksy

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

aleksy

I'd like to raise a Request

Acebuddy

Please select your request type.

aleksy

Password Reset

Acebuddy	Please select an option below
aleksy	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudh password needs to be reset and we'll share a
	Do you need any further assistance on the to
aleksy	No
Acebuddy	Thank you for contacting Ace Support. Have
Acebuddy has ended this chat session	

Chat Tr

Hello, I am y

Visitor Details

#72614 David Weinstein
Email: david@davidweinsteincpa.com 📞 19149071180
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: 26 Secs
City: FT LAUDERDALE
State: Florida
Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'l
	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
	David Weinstein	Can you install the server Karen_S
	Acebuddy	Please wait while we connect you to a Suppo
		<i>Acebuddy (bot) forwarded the chat request</i>
	David Weinstein	Err can you install slack on my staff's slack
		<i>Karan Kanwal accepted the chat transfer requ</i>
	Karan Kanwal	Thank you for contacting Ace Cloud Hosting.
	David Weinstein	I couldn't install slack on the server Karen.s C
		thank you
	Karan Kanwal	I will be surely assisting you with this. Kindly
	David Weinstein	DavidWein
		The user is Karen.S@myrealdata
		<i>Karan Kanwal is transferring the chat to Anur</i>
		<i>Anurag Sharma accepted the chat transfer re</i>
	Anurag Sharma	Thank you for contacting Ace Cloud Hosting.
		Thankyou for the information.
		Kindly allow me 2-3 minutes to check the sar
		Thank you for your patience.
		David, after this chat. I will send you an emai from the primary contact regarding the instal
		Once we will receive the approval from the p server. And will inform you via email.
		I would also request you to please download the location of the downloaded setup so that
		Is there anything else I may help you with ?
		Are we still connected here?
	David Weinstein	i need to email you?
		The server wouldn't let me download

	Anurag Sharma	No, you just need to revert back to the email
	David Weinstein	the install
		https://apps.microsoft.com/detail/9wzdncrdk3
	Anurag Sharma	Yes, I know. Due to restricted rights on the se own. (Edited)
		But don't worry. I will surely install the applica
		I would just require an approval over the ema
		I hope I am able to make clear myself.
		Is there anything else I may help you with ?
	David Weinstein	Yes I need Karen.S to have administrative rig
	Anurag Sharma	Okay, I can help you with that too.
		David, I am going to send you an email after that same email.
	David Weinstein	Can you tell me if the emails I sent will be co
	Anurag Sharma	But, please make sure to provide the approv
		Yes, of course David. As I can check david@d
	David Weinstein	I sent two emails
	Anurag Sharma	And you are the primary contact on the serve
	David Weinstein	ticket #642207 for the slack
	Anurag Sharma	Okay
		Thankyou so much. Please allow me 2-3 min
	David Weinstein	Ticket 642208 for the admin rights
	Anurag Sharma	Okay.
		David, could you please confirm that do you
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnect (1-888-415-5240) if any further assistance is
		Thank you for choosing ACE cloud Hosting, y
		<i>Anurag Sharma has ended this chat session</i>

Chat Tr

Hello, I am y

Visitor Details

#72987 Greg Schantz
Email: greg.schantz@nutrallifebiosciences.com ☎ 15613028106
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 17 Secs
City: ALPHARETTA
State: Georgia
Country: UNITED STATES

Chat Transcript

Greg Schantz	Hello, I am your Acebuddy
Acebuddy	Hello Greg.schantz, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
Greg Schantz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Greg Schantz	I'd like to raise a Request
Acebuddy	Please select your request type.
Greg Schantz	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com, our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your account, please let us know.
Greg Schantz	Yes, I'm facing issues with my server
Acebuddy	Please select an option!

	Greg Schantz	Other Issue
	Acebuddy	Please specify the issue you are facing before
	Greg Schantz	I am logged out sooner than I would like to be
	Acebuddy	Please wait while we connect you to a Suppo
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
		Hello Greg
		Do you mean you are getting logoff when on
	Greg Schantz	yes
	Shashwat Verma	As per the general policy, user get logoff afte
	Greg Schantz	I didn't think it was than long, but can it be e
	Shashwat Verma	I will surely help you with this issue.
		Kindly allow me two minutes to check the sai
		Shall I make it to 6 hours?
	Greg Schantz	That would be great!
	Shashwat Verma	Okay
		We have made the required changes.
		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 disconnect (1-888-415-5240) if any further assistance is

Shashwat Verma has ended this chat session

Chat Tr

Hello, I am y

Visitor Details -----

#72804 Lynn Durkin
Email: lynn@lynndurkincpa.com 📞 17813781845
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 -----

Lynn Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Terence Durkin, I'm your Ace Buddy. I'll
	Whom Would You Like to Connect With?
Lynn Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lynn Durkin	I'd like to raise a Request
Acebuddy	Please select your request type.
Lynn Durkin	Change in Users
Acebuddy	Please select your desired option!
Lynn Durkin	User Removal
Acebuddy	Kindly email us the username that needs to be removed and the registered email address and we'll update you accordingly.
	Do you need any further assistance on the to do?
Lynn Durkin	No
Acebuddy	Thank you for contacting Ace Support. Have a great day!

Acebuddy has ended this chat session

Chat Tr

Hello, I am y

Visitor Details

#71769 john
Email: john@claritymba.com 📞 415.491.1099
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: 40 Secs
City: SAN RAFAEL
State: California
Country: UNITED STATES

Chat Transcript

john	Hello, I am your Acebuddy
Acebuddy	Hello John Ward, I'm your Ace Buddy. I'll be h
	Whom Would You Like to Connect With?
john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before
john	re: ticket 631976, the server session is lockin changes to CPU that may be appropriate. The
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer ,</i>

	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting.
	john	hello Tushar!
	Tushar Pharswan	Hello John.
		Kindly allow me two minutes to check the server.
		May I know the username which is facing the issue?
	john	Admin_CMBA
	Tushar Pharswan	Also, I discussed with our team we will be adding more CPU to the server to see if the issue persists or not.
	john	the session for user John_CMBA was not having been disconnected - I assume as part of your work you have disconnected it.
	Tushar Pharswan	Are you able to login?
	john	I am able to login, however the session is still not ending.
		and now I see that I am being signed out
	Tushar Pharswan	Kindly log in again and as discussed with our team we will be adding more CPU to the server to see if the issue still persists or not.
	john	thank you - stand by
	Tushar Pharswan	Adding the CPU will take time we will email you once it is done.
		Kindly reach us out after our email for CPU activation.
	john	ok it seems I am able to login and the startup time is less.
		I'll wait for your email to respond there
	Tushar Pharswan	The CPU utilization is at 99% which is causing the issue.
		Okay.
		Is there anything else I may help you with ?
	john	is there any particular reason that you can see why the session is not ending?
		as far as I can tell I am not doing anything out of the ordinary.
	Tushar Pharswan	It sometimes happens as the background wireguard process is running.
		As of now CPU utilization is at 45%
		So, you can see it fluctuates randomly.
	john	I see
	Tushar Pharswan	It will be resolved after adding more CPU.
john	well, please advise if you see that I am doing anything wrong?	
	and thank you for your attention to the CPU activation.	

	I'll continue as normal for now, and wait for y
Tushar Pharswan	Kindly work normally as of now and we will m
	Thank you for choosing ACE cloud Hosting, y
	You may end this chat now. Once you end thi conversation, along with a ticket number and
	I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!
	Note: You may change/reset your server pass (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base
	<i>Tushar Pharswan has ended this chat session</i>

Chat Tr

Hello, I am y

Visitor Details

#71938 Test Account
Email: test@test.com 📞 +917878787878
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: 2 Secs
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
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	Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to help you.
		Whom Would You Like to Connect With?
	Test Account	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Test Account	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Test Account	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com. Our technicians will connect with you for further assistance.
		If you are facing any issue/problem with your account, please let us know.
	Test Account	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	Test Account	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Test Account	QuickBooks is Frozen
	Acebuddy	Hmm, That doesn't sound good. But here's a link to our QuickBooks Troubleshooting Guide: https://www.acecloudhosting.com/quickbooks-troubleshooting-guide/
		Was that helpful?
	Test Account	No
	Acebuddy	No issues, please wait while I connect you to a technician.
		<i>Acebuddy (bot) forwarded the chat request to Anurag Sharma</i>
		<i>Anurag Sharma accepted the chat transfer request</i>
	Anurag Sharma	Thank you for contacting Ace Cloud Hosting.
		Hello
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting you from the chat session. Please call us at (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you will receive an email from us regarding the chat session.
		<i>Anurag Sharma has ended this chat session</i>

Chat Tr

Hello, I am y

Visitor Details

#72794 it
Email: it@vulcanwire.com 📞 4156517710
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: SAN FRANCISCO
State: California
Country: UNITED STATES

Chat Transcript

it	Hello, I am your Acebuddy
Acebuddy	Hello It, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
it	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
it	I'd like to raise a Request
Acebuddy	Please select your request type.
it	Application Version Upgrade
Acebuddy	Please select the application you would like t
it	Other Application
Acebuddy	To begin the installation process, please dow it to your server desktop.
	Following this, kindly inform us of the comple support@acecloudhosting.com.

	Generally, application upgrades are complete. Please specify if you need the request processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your email, kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72308 trodriguez
Email: trodriguez@thrivcpa.com 📞 7879573275
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: SAN JUAN
State: Puerto Rico
Country: PUERTO RICO

Chat Transcript

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

	tina	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	tina	I'd like to report an Issue
	Acebuddy	Please select an option!
	tina	Other Issue
	Acebuddy	Please specify the issue you are facing before
	tina	Someone is still in Lacerte when no one is in
	Acebuddy	Please wait while we connect you to a Suppo
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Yash Ahi accepted the chat transfer request.</i>
	Yash Ahi	Thank you for contacting Ace Cloud Hosting.
	tina	Hello, I'm trying to update primary options bu no one else besides me is on the cloud serve
	Yash Ahi	Hi, Tina. How are you doing today?
		I will surely help you with this issue.
		Could you please help me with your server na
	tina	DejeneAInc.myrealdata.net
	Yash Ahi	Thank you for the information and allow me 2
	tina	okay
	Yash Ahi	Let me check the issue, allow me 3-4 minute
	tina	okay
	Yash Ahi	Thank you for your patience Tina.
	tina	did you find out what was wrong?
	Yash Ahi	It seems like there are multiple users who ha proceed with the server reboot? (Edited)
	tina	yes please
	Yash Ahi	Alright, allow me 2 minutes.
	tina	okay thanks
	Yash Ahi	You're welcome Tina.
		I will let you know once the server is up.
	tina	okay
	Yash Ahi	Thank you for your patience.

	Please check now and let me know if you still
tina	one moment
	works now thank you
Yash Ahi	I am glad that the issue got fixed.
	Is there anything else I may help you with ?
tina	no thats it
Yash Ahi	After this chat you will get the reference ticke
	I would greatly appreciate if you could spare chat.
	Thank you for choosing ACE cloud Hosting, y
	You may end this chat now. Once you end thi conversation, along with a ticket number and
	I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!
	Note: You may change/reset your server pass (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base

Yash Ahi has ended this chat session

Chat Tr

Hello, I am y

Visitor Details -----

#72975 sonya
Email: sonya@elevators.conm
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge

	sonya	in awhile yes, i have had it in the past
		and one of my office computers had issues trying to
	Sharath Kumar	understood, what version of QB are you using
	sonya	Enterprise
		2024
	Sharath Kumar	noted! bear with me for 2 more minutes please
		Thank you for your patience, could you please
	sonya	still wont let me
	Sharath Kumar	could you provide me with a screenshot of the error
	sonya	it says it requires windows administrator permissions
		and the file it also wants to open is last saved on
		computers that have been logged in all day today
	Sharath Kumar	I understand your concern
		could you give it one more try
	sonya	still not working and the only company file open
		and i have fully exited the server multiple times
	Sharath Kumar	let me connect with you over the remote session
	sonya	ok
	Sharath Kumar	I don't see on the server currently
	sonya	please hurry, i have a meeting to get to and i
	Sharath Kumar	the only other user is Project
	sonya	i just opened it again
	Sharath Kumar	I see you now
		Prior providing the access, I would suggest you
	sonya	done\
	Sharath Kumar	check the remote session, you will be receiving
	sonya	im running out of time
	Sharath Kumar	Sonya, could you please let me know who created
		for some reason there is no access for users trying
	sonya	this is horrible
		i need access for a big meeting i have right now
		now

	and you may NOT delete folders from today.. employees currently working in the file right worked on
	i may consider switching server companies. i years...
Sharath Kumar	Thank you for your patience.
	Hi Sonya,I would like to confirm that I have n
	It appeats to be an issue with the QuickBook:
	I will keep you posted once the application is issues
	Thank you for choosing ACE cloud Hosting, y
Sharath Kumar has ended this chat session	

Chat Tr

Hello, I am y

Visitor Details

#73039 Jeff Beckley
Email: jeff@beckleyandassociates.com 📞 972-309-0002
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 37 Secs
City: FRISCO
State: Texas
Country: UNITED STATES

Chat Transcript

Jeff Beckley	Hello, I am your Acebuddy
Acebuddy	

		Hello Jeff Beckley, I'm your Ace Buddy. I'll be
		Whom Would You Like to Connect With?
	Jeff Beckley	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Jeff Beckley	I'd like to report an Issue
	Acebuddy	Please select an option!
	Jeff Beckley	Other Issue
	Acebuddy	Please specify the issue you are facing before
	Jeff Beckley	Unable to log into host
	Acebuddy	Please wait while we connect you to a Suppo
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Saurabh Surana accepted the chat transfer r</i>
		<i>Saurabh Surana is transferring the chat to Ma</i>
	Saurabh Surana	Thank you for contacting Ace Cloud Hosting.
	Jeff Beckley	Hello
	Saurabh Surana	Hello, Jeff
		Let me transfer this chat, the to specialist
		<i>Manish Singh accepted the chat transfer requ</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting.
		I will surely help you with this issue.
		Okay, Is this the first time you are facing this
	Jeff Beckley	I've had this issue before but not for a couple
	Manish Singh	Alright
		May I take the remote access of your local co
	Jeff Beckley	Yes
	Manish Singh	https://assist.acecloudhosting.com/join/2232
		Prior providing the access, I would suggest yo
		Is there anything else I may help you with ?
	Jeff Beckley	That is what we needed. Thank you Manish
	Manish Singh	I would greatly appreciate if you could spare smileys at the end of this chat.

	Thank you for choosing ACE cloud Hosting, y
	You may end this chat now. Once you end thi conversation, along with a ticket number and
	I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!
	Note: You may change/reset your server pass (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base

Manish Singh has ended this chat session

Chat Tr

Hello, I am y

Visitor Details

#72704 Rob Riss/ Go West
Email: rob@justgowest.com 📞 19704938441
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: 51 Secs
City: LOVELAND
State: Colorado
Country: UNITED STATES

Chat Transcript

Rob Riss/ Go West	Hello, I am your Acebuddy
Acebuddy	Hello Rob Riss, I'm your Ace Buddy. I'll be hap
	Whom Would You Like to Connect With?

	Rob Riss/ Go West	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Rob Riss/ Go West	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Rob Riss/ Go West	Reboot your Server
	Acebuddy	Kindly send an email to support@acecloudho reason for server reboot and the support tea
		Do you need any further assistance on the to
	Rob Riss/ Go West	Yes
	Acebuddy	Please wait while we connect you to our Supp
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting.
	Rob Riss/ Go West	HI Tushar, how are you today? You helped me
		I'd like to get my server rebooted again pleas
	Tushar Pharswan	Hello Rob I'm fine.
	Rob Riss/ Go West	I have users in the company file and I need to office and I need to verify and rebuild the file
		good to hear
	Tushar Pharswan	Kindly allow me two minutes to check the sai
	Rob Riss/ Go West	thank you for your help, I appreciate it.
	Tushar Pharswan	May I know the user profile you are logged in
	Rob Riss/ Go West	GWG_Admin, however I just logged out of it v
	Tushar Pharswan	Okay I was manually removing the other user rebooted the server as it refreshes the server
		Ther server is up and running.
		This message has been deleted
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
	Rob Riss/ Go West	i made it into single user mode!
		Thanks Tushar. Apprecaite your help.

Tushar Pharswan	Thats great.
	Kindly share your feedback by clicking the sn
	Thank you for choosing ACE cloud Hosting, y
	You may end this chat now. Once you end thi conversation, along with a ticket number and
	I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!
	Note: You may change/reset your server pass (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base
Tushar Pharswan has ended this chat session	

Chat Tr

Hello, I am y

Visitor Details -----

#72718 Imtestinghere
Email: imtestinghere@gmail.com 📞 9876500345
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: MALPURA
State: Haryana
Country: INDIA

Chat Transcript -----

Imtestinghere	Hello, I am your Acebuddy
Acebuddy	

		Hello Shruti.r, I'm your Ace Buddy. I'll be happy to help you.
		Whom Would You Like to Connect With?
		As we haven't got any response from your end, Kindly re-initiate the chat.
		<i>Ended due to chat idle timeout</i>
Chat Transcript		
Hello, I am your Acebuddy		
Visitor Details		
#73064 Diane Brooks		
Email: admin@dottconstruction.com ☎ 7178269097		
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: 55 Secs		
City: SPRINGFIELD		
State: New Jersey		
Country: UNITED STATES		
Chat Transcript		
	Diane Brooks	Hello, I am your Acebuddy
	Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to help you.
		Whom Would You Like to Connect With?
	Diane Brooks	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Diane Brooks	I'd like to raise a Request

	Acebuddy	Please select your request type.
	Diane Brooks	Printer/Scanner Addition
	Acebuddy	Please select your desired option :
	Diane Brooks	Printer Addition
	Acebuddy	Kindly install the client version of ‘Uniprint’ o mentioned in the knowledge-base article atta
		Once the local client has been installed, Plea from the printers list and select your desired
		Do you need any further assistance on the to
	Diane Brooks	Yes
	Acebuddy	Please wait while we connect you to our Supp
		<i>Acebuddy (bot) forwarded the chat request</i>
	Diane Brooks	none of our company printers are showing up
		<i>Sharath Kumar accepted the chat transfer re</i>
		<i>Sharath Kumar is transferring the chat to Anu</i>
		<i>Anurag Sharma accepted the chat transfer re</i>
	Anurag Sharma	Thank you for contacting Ace Cloud Hosting.
		Hello Diane
	Diane Brooks	hello
	Anurag Sharma	I deeply apologize for the inconvenience cau
		I will be surely assisting you with this. Kindly
	Diane Brooks	Oblivepre1.myrealddata.net
	Anurag Sharma	Thank you for the information.
		May I take the remote access of your local co
	Diane Brooks	yes
	Anurag Sharma	Prior providing the access, I would suggest yo
		https://assist.acecloudhosting.com/join/20021
		Kindly paste this link in the browser of local c
	Diane Brooks	do i need to use the browser on the cloud?
	Anurag Sharma	No, please paste this link on your local comp
		We are connected on the remote session and the time, I am putting the chat on hold, pleas give your confirmation on this chat.

	The issue seems to be resolved.
	Is there anything else I may help you with ?
Diane Brooks	no I believe you took care of the printing issu
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare chat.
	Thank you for choosing ACE cloud Hosting, y
	You may end this chat now. Once you end thi conversation, along with a ticket number and
	I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!
	Note: You may change/reset your server pass (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base
	<i>Anurag Sharma has ended this chat session</i>

Chat Tr

Hello, I am y

Visitor Details

#72272 Daniel Twait

Email: dtwait@acmealliance.com 📞 18476569601

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

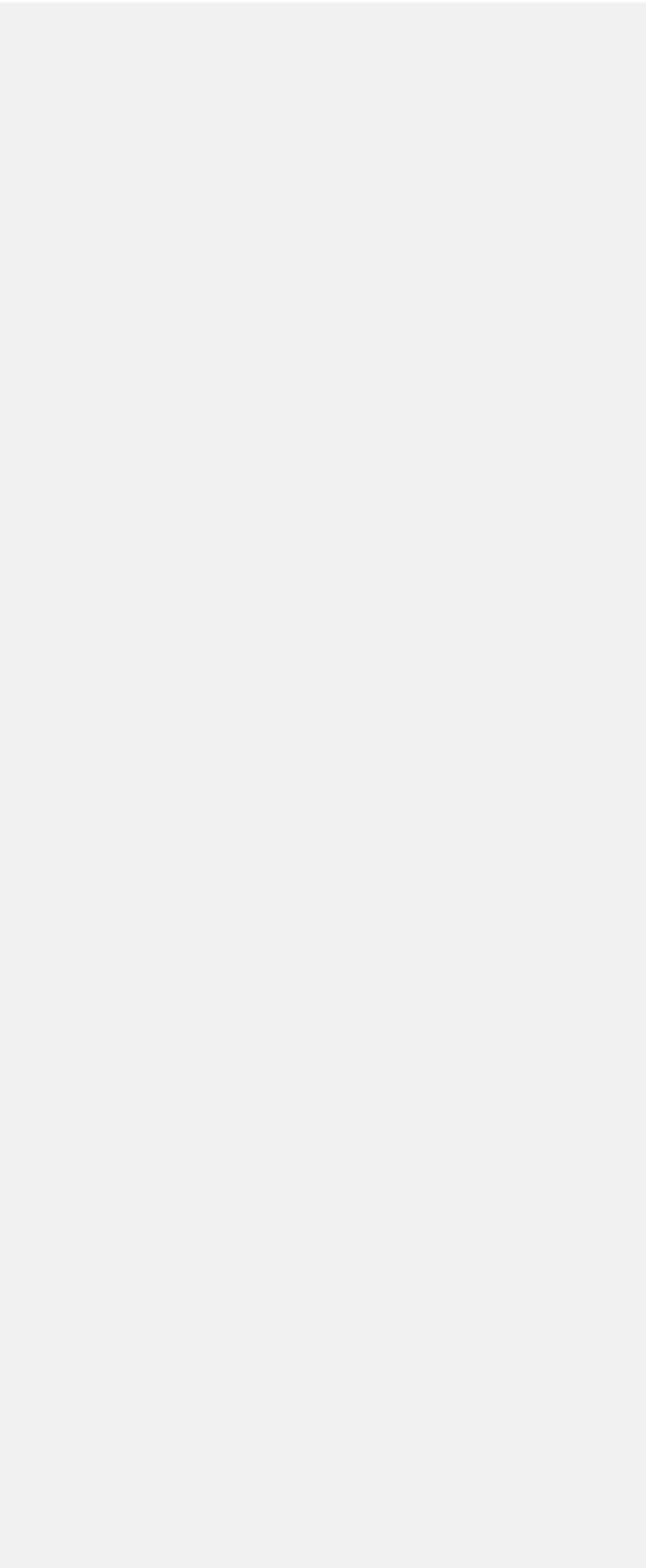
Device: Desktop

Average Response Time: 28 Secs

City: LINCOLNSHIRE

State: Illinois

Country: UNITED STATES



Chat Transcript -----

Daniel Twait	Hello, I am your Acebuddy
Acebuddy	Hello Dtwait, I'm your Ace Buddy. I'll be happy to help 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 we can help you.
Daniel Twait	Unable to connect to server
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to Shubham Yadav</i>
	<i>Shubham Yadav accepted the chat transfer request</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting.
	I will be surely assisting you with this. Kindly provide the details.
Daniel Twait	Lovejoy.myrealdata.net
	myrealdata\DanielTwait
Shubham Yadav	Thank you for the information and allow 2 minutes for me to check.
Daniel Twait	sure
Shubham Yadav	May I take the remote access of your local computer?
Daniel Twait	dure
	sorry - sure
Shubham Yadav	Prior providing the access, I would suggest you to download the remote access tool.
	https://assist.acecloudhosting.com/join/98921
	Kindly Click on the link and open the downloaded file.
Daniel Twait	resolved in remote session
	bye bye
	<i>dtwait has ended this chat session</i>

Chat Tr

Hello, I am y

Visitor Details

#72824 Darla Berman
Email: dberman@chesta.com ☎ 16148334165
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: COLUMBUS
State: Ohio
Country: UNITED STATES

Chat Transcript

Darla Berman	Hello, I am your Acebuddy
Acebuddy	Hello Darla Berman, I'm your Ace Buddy. I'll b
	Whom Would You Like to Connect With?
Darla Berman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Darla Berman	I'd like to report an Issue
Acebuddy	Please select an option!
Darla Berman	Other Issue
Acebuddy	Please specify the issue you are facing before
	As we haven't got any response from your er Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Tr

Hello, I am y

Visitor Details

#71928 Aynsley Stocklin
Email: aynsley@deltablue.cpa
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: 14 Secs
City: ATHENS
State: Georgia
Country: UNITED STATES

Chat Transcript

Aynsley Stocklin	Hello, I am your Acebuddy
Acebuddy	Hello Aynsley Stocklin, I'm your Ace Buddy. I'l
	Whom Would You Like to Connect With?
Aynsley Stocklin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aynsley Stocklin	I'd like to report an Issue
Acebuddy	Please select an option!
Aynsley Stocklin	Other Issue
Acebuddy	Please specify the issue you are facing before
Aynsley Stocklin	When trying to download Uniprint, I am recei not be opened. Contact the application vend I have a Lenovo laptop

	Acebuddy	Please wait while we connect you to a Suppo
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer re</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting.
		Hello Aynsley, could you please let me know
	Aynsley Stocklin	Delta Blue
	Sharath Kumar	One moment please while I look into your acc
		could you please confirm that you are downl
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnect (1-888-415-5240) if any further assistance is
		Thank you for choosing ACE cloud Hosting, y
		<i>Sharath Kumar has ended this chat session</i>



Chat Tr

Hello, I am y

Visitor Details -----

#72335 Amber Cookston
Email: acookston@adependablellc.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 26 Secs
City: TERRELL
State: Texas
Country: UNITED STATES

Chat Transcript -----

Amber Cookston	Hello, I am your Acebuddy
Acebuddy	Hello Amber & Annette-a Dependable, I'
	Whom Would You Like to Connect With?
Amber Cookston	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amber Cookston	I'd like to report an Issue
Acebuddy	Please select an option!
Amber Cookston	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing
Amber Cookston	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to y help you with resolving the issue
	Was that helpful?
Amber Cookston	No
Acebuddy	No issues, please wait while I connect you to
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer re</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting.
Amber Cookston	Hello, its actually working now, I guess it was
Sharath Kumar	not a problem, anything else that I may assis
	Are we still connected here?
	As there was no response, we are disconnect (1-888-415-5240) if any further assistance is
	Thank you for choosing ACE cloud Hosting, y
	<i>Sharath Kumar has ended this chat session</i>



Chat Tr

Hello, I am y

Visitor Details

#73284 Amanda Baren
Email: oakcreekauto@aol.com 📞 4147880805
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: FRANKSVILLE
State: Wisconsin
Country: UNITED STATES

Chat Transcript

Amanda Baren	Hello, I am your Acebuddy
Acebuddy	Hello Amanda Baren, I'm your Ace Buddy. I'll
	Whom Would You Like to Connect With?
Amanda Baren	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanda Baren	I'd like to raise a Request
Acebuddy	Please select your request type.
Amanda Baren	Other Request
Acebuddy	Please drop an email to support@acecloudho technicians will connect with you for further a
	If you are facing any issue/problem with your
Amanda Baren has ended this chat session	

Chat Tr

Hello, I am y

Visitor Details -----

#72202 Christopher Gore
Email: chris@c3energypartneres.com ☎ 14063660622
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 20 Secs
City: GREENLEAF
State: Washington
Country: UNITED STATES

Chat Transcript -----

Christopher Gore	Hello, I am your Acebuddy
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Christopher Gore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christopher Gore	I'd like to raise a Request
Acebuddy	Please select your request type.
Christopher Gore	Application Update
Acebuddy	Please send us an email at support@acecloud once the task has been completed.
	Typically, the application update is performed
	Do you need any further assistance on the to
Christopher Gore	Yes
Acebuddy	Please wait while we connect you to our Supp

	Acebuddy (bot) forwarded the chat request	
	Christopher Gore	637394
		Shashwat Verma accepted the chat transfer from Christopher Gore
		what is the status of this?
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
		I will surely help you with this issue.
		Kindly allow me two minutes to check the said issue.
		we have received your email regarding the issue in night hours.
	Christopher Gore	i need it done now so i can make sure it works tomorrow and need to get this done today
	Shashwat Verma	Okay, will keep your case on priority and will get it done as soon as possible.
		Is that work for you?
	Christopher Gore	yes
	Shashwat Verma	Great
		Will let you know on email
		Is there anything else I may help you with ?
	Christopher Gore	no
	Shashwat Verma	Thank you for choosing ACE cloud Hosting, you may end this chat now.
		You may end this chat now. Once you end this conversation, along with a ticket number and screenshot of the chat conversation, please email it to support@acecloudhosting.com .
		I request you to kindly spare a moment to fill the feedback form. I will appreciate that. or you may send an email to support@acecloudhosting.com . Thanks!
		Note: You may change/reset your server password from the selfcare portal (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://acecloudhosting.com/knowledge-base).
	Shashwat Verma has ended this chat session	

Chat Tr

Hello, I am y

Visitor Details -----

#72236 Amy Strong
Email: strongbookkeepers@gmail.com ☎ 12172594792
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: 27 Secs
City: BROADLANDS
State: Illinois
Country: UNITED STATES

Chat Transcript -----

Amy Strong	Hello, I am your Acebuddy
Acebuddy	Hello Amy Strong, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
Amy Strong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amy Strong	I'd like to report an Issue
Acebuddy	Please select an option!
Amy Strong	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing
Amy Strong	Other QB related issue
Acebuddy	Please specify the issue you are facing before
Amy Strong	I have a QB client file that is missing complet
Acebuddy	Please wait while we connect you to a Suppo
Acebuddy (bot) forwarded the chat request	

#72265 leontina.tda
Email: leontina.tda@gmail.com
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: SAN DIEGO
State: California
Country: UNITED STATES

Chat Transcript -----

leontina.tda	Hello, I am your Acebuddy
Acebuddy	Hello Leontina.tda, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
leontina.tda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
leontina.tda	I'd like to report an Issue
Acebuddy	Please select an option!
leontina.tda	Other Issue
Acebuddy	Please specify the issue you are facing before
leontina.tda	I try to configured the email in to QB and the
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>2:12:12 AMleontina.tda is sharing a file with you 1_image.png - (Size:129.38 KB)</i>
	<i>Shubham Yadav accepted the chat transfer request</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting.
	I will be surely assisting you with this. Kindly
leontina.tda	My Client ID - CID74071
Shubham Yadav	Thanks for the confirmation
	May I take the remote access of your local co

	leontina.tda	Yes thank you
	Shubham Yadav	Prior providing the access, I would suggest yo
		https://assist.acecloudhosting.com/join/2422
		Kindly Click on the link and open the downloa
	leontina.tda	yes I did
	Shubham Yadav	As per remote session you are now able to us
		Is there anything else I may help you with ?
	leontina.tda	no Thank you
	Shubham Yadav	I would greatly appreciate if you could spare chat.
		Thank you for choosing ACE cloud Hosting, y
		You may end this chat now. Once you end thi conversation, along with a ticket number and
		I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!
		Note: You may change/reset your server pass (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base

Shubham Yadav has ended this chat session

Chat Tr

Hello, I am y

Visitor Details -----

#71860 Melanie Jenkins
Email: office@wchomeinteriors.com 📞 15034423792
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: PORTLAND
State: Oregon
Country: UNITED STATES

Chat Transcript -----

Melanie Jenkins	Hello, I am your Acebuddy
Acebuddy	Hello Melanie, I'm your Ace Buddy. I'll be hap
	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 raise a Request
Acebuddy	Please select your request type.
Melanie Jenkins	Change in Users
Acebuddy	Please select your desired option!
Melanie Jenkins	User Addition
Acebuddy	Kindly email us the full name of the User(s) w from your registered email address and we'll
	Do you need any further assistance on the to
	As we haven't got any response from your er Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Tr

Hello, I am y

Visitor Details -----

#72439 Flores
Email: kristy.flores@refinedkind.com 📞 7144713010
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 Min 43 Secs
City: ANAHEIM
State: California
Country: UNITED STATES

Chat Transcript -----

Flores	Hello, I am your Acebuddy
Acebuddy	Hello Kristy Flores, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
Flores	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Flores	I'd like to report an Issue
Acebuddy	Please select an option!
Flores	Other Issue
Acebuddy	Please specify the issue you are facing before
Flores	Blue screen
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer re</i>
	<i>Shubham Yadav has initiated the remote assi</i>
	<i>Shubham Yadav is transferring the chat to Ar</i>
	<i>Anurag Sharma accepted the chat transfer re</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting.
	Hello Kristy
Flores	hello,
	when i log in, I am receiving a blue screen th

	Can I give you my user name and you can pc
Anurag Sharma	I deeply apologize for the inconvenience cau:
	I will be surely assisting you with this. Kindly
Flores	My username is
	myrealdata\RK_Bookkeeping
	refinedkind.myrealdata.net
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the sar
Flores	ok thank you
Anurag Sharma	I have successfully logged you out from the s
	Please check and confirm if the issue is now i
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnect (1-888-415-5240) if any further assistance is
	Thank you for choosing ACE cloud Hosting, y

Anurag Sharma has ended this chat session

Chat Tr

Hello, I am y

Visitor Details -----

#72584 amy.crowell
Email: amy.crowell@carymso.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: 1 Min 34 Secs	
	City: CARY	
	State: North Carolina	
	Country: UNITED STATES	
	Chat Transcript -----	
	amy.crowell	Hello, I am your Acebuddy
	Acebuddy	Hello Amy Crowell, I'm your Ace Buddy. I'll be
		Whom Would You Like to Connect With?
	amy.crowell	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	amy.crowell	I'd like to report an Issue
	Acebuddy	Please select an option!
	amy.crowell	Other Issue
	Acebuddy	Please specify the issue you are facing before
	amy.crowell	I need to download Qvinci to my remote desk
	Acebuddy	Please wait while we connect you to a Suppo
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer i</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
		Hello Amy
	amy.crowell	HI
		I need to install Qvinci and I have already do
		it says I need admin rights to finish
	Shashwat Verma	I will surely help you with this issue.
		Kindly email the request including setup file :
		from registered email address with us
		Rest will be assured by us, we'll download the
	amy.crowell	I just sent. I am on a call with the vendor to v
	Shashwat Verma	Okay, but it'll take some time to do the instal
	amy.crowell	Oh ok....I have already done the download bu

	reschedule time with my vendor
Shashwat Verma	We generally do the installation in night hour tomorrow (Edited)
	Are we still connected here?
amy.crowell	I am
	I got an email that my email did not go throu
	This time it went through
Shashwat Verma	Okay
amy.crowell	Thank you
Shashwat Verma	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 disconnect (1-888-415-5240) if any further assistance is

Shashwat Verma has ended this chat session

Chat Tr

Hello, I am y

Visitor Details

#73095 Nilay Patel
Email: nilay@priorware.com ☎ 12294570732
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 19 Secs
City: PATERSON
State: New Jersey

Country: UNITED STATES	
Chat Transcript	
Nilay Patel	Hello, I am your Acebuddy
Acebuddy	Hello Nilay, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Nilay Patel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nilay Patel	I'd like to report an Issue
Acebuddy	Please select an option!
Nilay Patel	Other Issue
Acebuddy	Please specify the issue you are facing before
Nilay Patel	need more ms office license
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohit Kumar accepted the chat transfer requ</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting.
	<i>Rohit Kumar is transferring the chat to Tushar</i>
	<i>Tushar Pharswan accepted the chat transfer</i>
Nilay Patel	Hello
Tushar Pharswan	Hello Nilay I will be assisting you now.
	Yes, we have your ticket and we are working
	As per your reply on that ticket please confir
Nilay Patel	yes so that I can allocate to new users
Tushar Pharswan	We will add the 27 new licenses to the O365 you want us to do that as well?
Nilay Patel	you can create india1 to india27 usres and assing to those users ?
Tushar Pharswan	By this you meant that to create new users n want us to assign O365 licenses to them ?
	please confirm if these 27 users are just for C

	As this chat session is disconnected at your request, we will attempt to reconnect.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting you from the chat session (1-888-415-5240) if any further assistance is required, please call 1-888-415-5240.
	Thank you for choosing ACE cloud Hosting, your support is appreciated.
Tushar Pharswan has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72415 Jason Knickerbocker
Email: jason@taxscoutusa.com 📞 14803305885
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: 18 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Jason Knickerbocker	I'd like to report an Issue
	Acebuddy	Please select an option!
	Jason Knickerbocker	Other Issue
	Acebuddy	Please specify the issue you are facing before
	Jason Knickerbocker	I am a newer client and i am deeply dissatisfie so slow i cant even use it and my typing on e twice and told you are working on it but no lu
	Acebuddy	Please wait while we connect you to a Suppo
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer i</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
		Hello Jason
		I deeply apologize for the inconvenience cau:
		I will surely help you with this issue.
		Kindly allow me two minutes to check the sai
		as per ticket number#633880, we have initia slowness issue.
	Jason Knickerbocker	will i be notified when it is done and how long i will ahve to close for the day becuase this is
	Shashwat Verma	Yes, we'll update you on email.
		I apologize for the trouble you've experience steps to resolve this issue.
	Jason Knickerbocker	about how long do you think until it is fixed?
	Shashwat Verma	Will do the needful in 20-30 mins
	Jason Knickerbocker	OK thank you.
	Shashwat Verma	Thanks for understanding
		Thank you for your patience.
		Is there anything else I may help you with ?
		Are we still connected here?
	Jason Knickerbocker	i am here but i can even type right
	Shashwat Verma	Can you please check the Drake application r

	We have some changes from backend, is the
Jason Knickerbocker	everything is still slow. i can bsarely ever typ
Shashwat Verma	May I take the remote access of your local co
Jason Knickerbocker	yes
Shashwat Verma	Prior providing the access, I would suggest y
	https://assist.acecloudhosting.com/join/7402
	Kindly Click on the link and open the downlo
	We are connected on the remote session and the time, I am putting the chat on hold, pleas give your confirmation on this chat.
	Kindly open the link on your local pc, so that
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnect (1-888-415-5240) if any further assistance is
	<i>Shashwat Verma has ended this chat session</i>

Chat Tr

Hello, I am y

Visitor Details

#72812 admin

Email: admin@jjsauer.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 5 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

admin	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
admin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
admin	I'd like to raise a Request
Acebuddy	Please select your request type.
admin	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com, our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, please let us know.
admin	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
admin	Other Issue
Acebuddy	Please specify the issue you are facing before we can help you.
admin	download the RDC to new computer
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting.
	I will be surely assisting you with this. Kindly wait.
admin	it is for Jeff Sauer CPA LLC it is for the admin
Shubham Yadav	Thanks for the confirmation
	May I take the remote access of your local computer?
admin	yes
Shubham Yadav	Prior providing the access, I would suggest you to visit the link below.
	https://assist.acecloudhosting.com/join/42921

	Kindly Click on the link and open the downloa
	Amanda please provide the permissions to ac
	Please give screen recording access for remo
	Cindy are you there ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnect (1-888-415-5240) if any further assistance is

Shubham Yadav has ended this chat session

Chat Tr

Hello, I am y

Visitor Details

#72534 Anais Dilger
Email: ezrad@rortax.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: 25 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

Anais Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Ezra Dilger, I'm your Ace Buddy. I'll be h

		Whom Would You Like to Connect With?
	Anais Dilger	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Anais Dilger	I'd like to report an Issue
	Acebuddy	Please select an option!
	Anais Dilger	Other Issue
	Acebuddy	Please specify the issue you are facing before
	Anais Dilger	Need to facilitate update for 2024 Lacerte
	Acebuddy	Please wait while we connect you to a Suppo
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer i</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
		Hello Ezra
	Anais Dilger	Hi there
	Shashwat Verma	Kindly allow me 2 mins to start the update
	Anais Dilger	Thank you!
	Shashwat Verma	Kindly ask the user to logoff
	Anais Dilger	Are there still people logged in?
	Shashwat Verma	Wendy is there in inactive status.
		Shall I remove him?
	Anais Dilger	I am checking with her now
		Ok, please remove the last user
	Shashwat Verma	Sure
	Anais Dilger	So, this will be about 20 minutes or so, right?
	Shashwat Verma	Yes
	Anais Dilger	Thank you! Do you need anything else from u
	Shashwat Verma	No need
	Anais Dilger	Will you shoot me an email once this is ready
	Shashwat Verma	Sure
	Anais Dilger	Thanks!
	Shashwat Verma	Moreover, you can expect the update in 10 n

	Is there anything else I may help you with ?
	Ezra, update got completed.
	server is getting rebooted, you can login the
Anais Dilger	Ok, sounds good! Thank you!
Shashwat Verma	Is there anything else I may help you with ?
Anais Dilger	No, that will be all!
Shashwat Verma	Thank you for choosing ACE cloud Hosting, y
	You may end this chat now. Once you end thi conversation, along with a ticket number and
	I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!
	Note: You may change/reset your server pass (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base

Shashwat Verma has ended this chat session

Chat Tr

Hello, I am y

Visitor Details

#72769 Margaret Harrison
Email: maggie@inspiredpros.com 📞 19165953963
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: HANFORD
State: California
Country: UNITED STATES

Chat Transcript -----

Margaret Harrison	Hello, I am your Acebuddy
Acebuddy	Hello Maggie, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
Margaret Harrison	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Margaret Harrison	I'd like to raise a Request
Acebuddy	Please select your request type.
Margaret Harrison	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com, our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your account, please email us at support@acecloudhosting.com. We will get back to you as soon as possible.
	As we haven't got any response from your email, kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am y

Visitor Details -----

#72537 Erika Stallworth
Email: estallworth@turnriver.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop

City: SAN FRANCISCO
State: California
Country: UNITED STATES

Chat Transcript -----

Erika Stallworth	Hello, I am your Acebuddy
Acebuddy	Hello Erika Stallworth, I'm your Ace Buddy. I'll be happy to help you with your request.
	Whom Would You Like to Connect With?
Erika Stallworth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Stallworth	I'd like to raise a Request
Acebuddy	Please select your request type.
Erika Stallworth	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com. Our technical support technicians will connect with you for further assistance.
	If you are facing any issue/problem with your account, please provide the details in the email.
	As we haven't got any response from your email, 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 -----

#72658 David Weinstein
Email: david@davidweinsteincpa.com ☎ 19149071180
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php

Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 13 Secs
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
	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
David Weinstein	The server is slow. I'd click to open a tab on t
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer re</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting.
	Hi David, One moment while I look into this fi
	could you please let me know if the slowness
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnect (1-888-415-5240) if any further assistance is
	Thank you for choosing ACE cloud Hosting, y
	<i>Sharath Kumar has ended this chat session</i>

Chat Tr

Hello, I am y

Visitor Details

#71882 Darius Hofer
Email: admin@holdencolony.com ☎ 17803858300
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 16 Secs
City: BARRHEAD
State: Alberta
Country: CANADA

Chat Transcript

Darius Hofer	Hello, I am your Acebuddy
	Please Call me 780-385-8300
Anurag Sharma	Thank you for contacting Ace Cloud Hosting.
	Could you please confirm me your issue?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Darius Hofer	Call Me
Anurag Sharma	As I can check. A callback is already arranged phone number as soon as possible.
Darius Hofer	ok
Anurag Sharma	If you need immediate assistance. Kindly call
	Is there anything else I may help you with ?
	Are we still connected here?

	krisika	I'd like to report an Issue
	Acebuddy	Please select an option!
	krisika	Other Issue
	Acebuddy	Please specify the issue you are facing before
	krisika	Hi
	Acebuddy	Please wait while we connect you to a Suppo
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer requ</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting.
	krisika	Remote desktop connection
	Manish Singh	I will surely help you with this issue.
	krisika	Remote desktop can't connect to the remote
	Manish Singh	May I take the remote access of your local co
		<i>7:50:51 PMkrisika is sharing a file with you</i> <i>IMG-20250207-WA0004.jpg - (Size:111.88 Ki</i>
		?
	krisika	Yes
	Manish Singh	https://assist.acecloudhosting.com/join/9652
		Prior providing the access, I would suggest y
	krisika	Remote desktop can't connect
	Manish Singh	Yes, i got it kindly join the session so that i ca
		Are we still connected here?
	krisika	Yes
	Manish Singh	Are you able to join the remote session?
	krisika	No
	Manish Singh	May I know what is the error you are facing?
	krisika	No permissions
	Manish Singh	Is it MAC?
		May I know the username which is facing the
		<i>8:01:19 PMkrisika is sharing a file with you</i> <i>IMG-20250207-WA0004.jpg - (Size:111.88 Ki</i>
		<i>PinazS This user having issue</i>
		If you are not able to connect through remote

		Where you can easily tell us the issue and we
	krisika	Please Reboot syatem
	Manish Singh	Users are logged in right now, Krisika kindly I
	krisika	Oky
	Manish Singh	Kindly let us know when we can proceed with
	krisika	Yes
	Manish Singh	Can we reboot the server now?
	krisika	Yw
	Manish Singh	Kindly try to access server after 2 minutes.
	krisika	Oky
		It's completely open
	Manish Singh	Is the user PinazS able to access server?
		Are we still connected here?
	krisika	Yes
	Manish Singh	Kindly check with user PinazS if the user is at
	krisika	Yes I will chek the user
		Plz wait
		Oky
		The user server is Countine
	Manish Singh	Great!
		Is there anything else I may help you with ?
	krisika	Thank you for solved this
	Manish Singh	I would greatly appreciate if you could spare smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, y
	krisika	😊
	Manish Singh	You may end this chat now. Once you end thi conversation, along with a ticket number and
		I request you to kindly spare a moment to fill working. I will appreciate that. or you may se Thanks!
		Note: You may change/reset your server pass (https://selfcare.acecloudhosting.com).

For self-help, check out our Knowledge Base

Manish Singh has ended this chat session

Chat Tr

i can't lo

Visitor Details

#73031 john cortopassi
Email: john@johnacortopassicpa.com 📞 16319796917
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 20 Secs
City: SMITHTOWN
State: New York
Country: UNITED STATES

Chat Transcript

john cortopassi	i can't logon again
Dikshant Yadav	Thank you for contacting ACE. My name is Di
	<i>Dikshant Yadav is transferring the chat to Sup</i>
	<i>Shubham Yadav accepted the chat transfer re</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting.
john cortopassi	i had this problem an hour ago and i can't log
Shubham Yadav	I will be surely assisting you with this. Kindly
john cortopassi	i don't know that tech stuff
	John A cortopassi cpa is my company

Shubham Yadav	Thank you for the information and allow 2 mi
	John may I take the remote access of your loc
john cortopassi	ok
Shubham Yadav	Prior providing the access, I would suggest yo
	https://assist.acecloudhosting.com/join/4962
	Kindly Click on the link and open the downloa
	As per remote session you are now able to ac
	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 disconnect (1-888-415-5240) if any further assistance is
Shubham Yadav has ended this chat session	

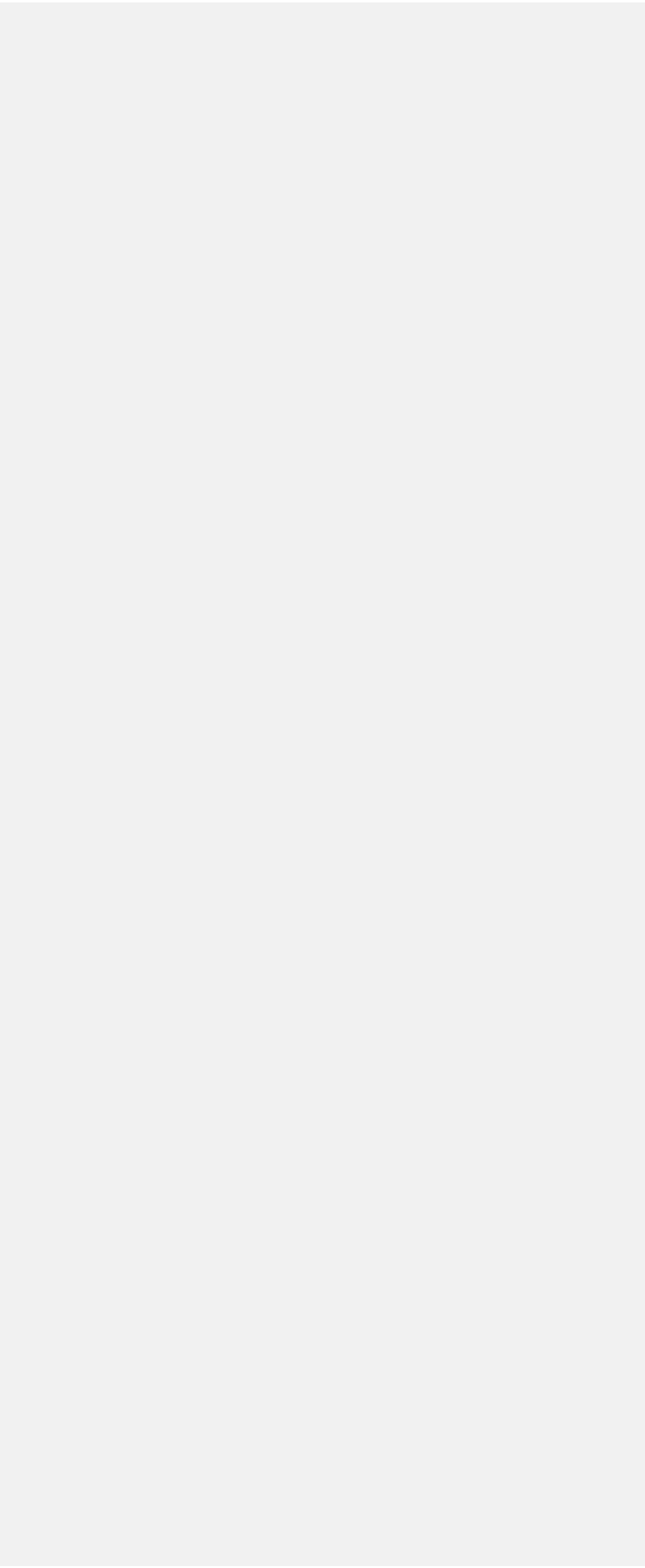
Chat Tr

Hello, I am y

Visitor Details -----

#72251 Hal Kern
Email: halkern@powercomsystems.com 📞 19144037223
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: FARMINGDALE
State: New York
Country: UNITED STATES

Chat Transcript -----



Hal Kern	Hello, I am your Acebuddy
Acebuddy	Hello Hal Kern, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
Hal Kern	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Hal Kern	I'd like to raise a Request
Acebuddy	Please select your request type.
Hal Kern	Other Request
Acebuddy	Please drop an email to support@aceclo request and our technicians will connect
	If you are facing any issue/problem with below :
	As we haven't got any response from yo assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

