

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71469 Susan K Daniels

Email: skdaniels812@gmail.com  2627191131

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 39 Secs

City: OCONOMOWOC

State: Wisconsin

Country: UNITED STATES

Chat Transcript

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

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

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

form.

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71737 Nick Anderson

Email: nanderson@rangoinc.com  14807378470

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

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

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

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

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

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71322 info

Email: info@brkimcpa.com  9729724930

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

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

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

thanks

Tushar Pharswan

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70885 KEITH

Email: ks.partsfast@gmail.com  7133203009

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

KEITH

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

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

KS we would need the approval from the primary contact as per our company policies. After this chat I will send you an error with an approval for application removal. If you are the primary contact.

And we will be happy to assist you with this issue for sure.

Is there anything else I may help you with ?

KEITH what email did you send it to. i never get this feedback. ar.partsfast is where are billing goes. that is not PRIMARY. PARTSF@GMAIL.COM SUPPORT EMAIL

Anurag Sharma ar.partsfast@gmail.com this is the primary contacts email.

Do you have this one?

KEITH I BEEN ON CHATSUPPORT 3 TIMES THIS WEEK AND NOBODY ASKED ME FOR AN EMAIL CHECK. YOU DO KNOW I AM THE OWNER OF THE COMPANY DONT NEED THIS HEADACHE

THATS JUST WHERE YOU SEND INVOICES TO.

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

KEITH I NEED TO BE PUT ON AS PRIARY EMAIL: KS.PARTSFAST@GMAIL.COM

Anurag Sharma Okay I will do that too.

KEITH AR.PARTFAST@GMAIL.COM IS STAFF THAT PAYS INVOICES

Anurag Sharma Could you please confirm which application you want us to remove from the server?

Okay

KEITH THE ONE DATED 10/12/2024.

QB ENTERPRISE MANUFACTURE & WHOLESALE EDITION(2024)

Anurag Sharma Thanks for the confirmation !

I will do that for you.

KEITH CAN WE DO THIS NOW. I WILL HAVE EVERYONE LOG OUT?????????

Anurag Sharma Okay

KEITH GIVE ME 2 MINUTES TO GET EVERYONE OFF SERVER. THEN WE NEED TO REBOOT.

Anurag Sharma Sure, please take your time

KEITH OK EVERYONE IS LOGGED OFF SERVER

Anurag Sharma Kindly allow me 2-3 minutes to check the same.

KEITH YOU CAN REMOVER THE ONE DATED 10/12/20024

AND REBOOT WHEN YOU DONE PLEASE SIR

THANKLY KINDLY

LET ME KNOW WHEN YOUR DONE WITH REBOOT????

Anurag Sharma Keith, Can you Please share the error or the reason to remove the application?

Keith you there ?

KEITH ONE I DONT NEED BOTH FILES 2- IT IS TELLING THAT USERS WERE LOGGED INTO BOTH 3- I AM HAVING WEB CONNECTOR SECURITY CERTIFICATES ARE STORED. 4-I AM DISCOVERING MULTIPLE WEB CONNECTORS AND FILES APPEARING TO BE D NOT HAVE 2 VERSIONS OF QB 2024 LOADED ON THE SERVER. ITS CAUSING ISSUES

DO YOU SEE THE PROGRAM LOADED 2 TIMES???????

1 ON 10/10 AND 1 ON 10/12

Anurag Sharma yup, but both are different industry versions

No issues I will uninstall one if you don't need

KEITH BUT FILES ARE THE SAME IN SOME CASES.

PAYROLL WAS MAPPING TO THE WRONG FILES

IT WAS FIXED

Anurag Sharma I would request you to send us an email from your registered email address

KEITH NOW I HAVE AN ISSUE WITH WEB CONNECTOR

Anurag Sharma its all about your data security

KEITH LISTEN AR.PARTSFAST IS WHERE YOU SEND THE INVOICE TO BE OAID.

ITS NOT THE PRIMARY.

LAST TIME I AM REQUESTING YOU TO REMOVE IT. YOU SAID 3 TO 4 MINUTES AND YOUR STILL NOT DOING IT

I NEED THE PROGRAM REMOVED AND I NEED THE SERVER REBOTTED.

AR.PARTSFAST IS WHERE YOU SUBMITT INVOICES

SIR YOU NEED TO GO CHECK WITH SOMEONE. INEED THIS DONE ASAP.

I AM THE BUSINESS OWN AND MY EMAIL WILL BE THE PRIMARY.

MY EMAIL IS NOT THE BILLING

Anurag Sharma Ok, let me verify the email from the concern team, but this would take some time, Please wait.

KEITH NO BODY ASKED ME THE LAST 10 TIMES I DID CHAT AND THEY HELPED ME

OMG

3 TO 4 MINUTES IS GONE

Anurag Sharma Should i call you ?

KEITH LETS MAKE IS SUPER FAST

IF YOU LIKE YOU CAN

Anurag Sharma Please share your ph number

KEITH 713-320-3009

BRO I HAVE 5 MORE MINUTE IN WHICH TO COMPLETE THIS TASK

YOU SAID 30 TO 4 MINUTES

YOU MUST BE THE NEW GUY

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

I am connecting you over the call.

KEITH WHAT CALL

713-320-3009

NO ONE IS CALLING . SIR I HAVE 3 MINUTES LEFT

THIS IS DRAGGING OUT

YOU SAID IT TAKE 3 TO 4 MINUTES

Anurag Sharma Connecting to you over the call.

As we are connected over the call. I am disconnecting this chat now.

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71061 Robert Zeigen

Email: rzeigen@szcpa.tax  15613920620

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 6 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71448 Jocelyn

Email: jjaccounting@gmail.com ☎ 12087095347

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 32 Secs

City: BLACKFOOT

State: Idaho

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71143 Jon Ruby

Email: msdn001jr@hotmail.com **Phone:** 14026701249

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: KANSAS CITY

State: Missouri

Country: UNITED STATES

Chat Transcript

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

Aarush Aneja	May I know this issue is still occurring now also or only on first attempt (Edited)
Jon Ruby	I have tried multiple times
Aarush Aneja	We will surely assist you
	May I take the remote access of your local computer?
Jon Ruby	Yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1812371242
Jon Ruby	Good to go
Aarush Aneja	Kindly paste this link in the browser of local computer and join the session. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat.
Jon Ruby	im here
Aarush Aneja	We are connected back We reboot the server and assisted in connecting back on to the server Jon, Is there anything else I may help you with ?
Jon Ruby	Not at this time, thank you
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70595 Brandon Delfino

Email: bdelfino@cahillheating.com  18472344494

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

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

Manish Singh has ended this chat session

Chat Transcript

My server is freezed. I have trouble to access

Visitor Details

#71044 Joanne

Email: msexpresslogistics@gmail.com  13347072385

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud&utm_adgroup=Primary&msclkid=fc0

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: DULUTH

State: Georgia

Country: UNITED STATES

Chat Transcript

Joanne My server is freezed. I have trouble to access

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

Joanne ok

i can not access

Gantavya Hi Jinhee,

Let me transfer you to our support to help you with the issue

Joanne to my server

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

Manish Singh accepted the chat transfer request.

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

Joanne ok

my server is freezed

Manish Singh Okay, Is this the first time you are facing this issue and is the issue faced by other users too?

Joanne i can not access

only me now

Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Joanne	ok
Manish Singh	May i know your username?
Joanne	jinhee kong
Manish Singh	JennyKon@myrealdata.net is this your username on server?
	Are we still connected here?
	Are we still connected here?
Joanne	yes
Manish Singh	Is this your username?
Joanne	yes
Manish Singh	Kindly try to access now.
Joanne	ok
Manish Singh	Are you able to connect?
Joanne	please wait
Manish Singh	Sure
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71248 Marlon

Email: parts@liftpartsfl.com ☎ 7862369209

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Marlon Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Marlon Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Marlon I'd like to raise a Request

Acebuddy Please select your request type.

Marlon Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will assist you.

If you are facing any issue/problem with your server, Please select the appropriate option below :

Marlon No, That'll be all!

Acebuddy Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71593 steven

Email: steven@lynncpas.com ☎ 17204703581

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

steven Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

steven VDI/DaaS Support

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

Acebuddy (bot) forwarded the chat request

Sushant accepted the chat transfer request.

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

steven I am having server issues

I have an open ticket

630897

I have unable to login or access my server it has been all morning now

hello?

???????

???????

Sushant Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting you today.

How may I help you

Yash Kalra accepted the chat transfer request.

steven see above

Yash Kalra is transferring the chat to Manish Singh.

I cannot login to my server. You guys did somthing and it was supposed to fix that

it has not

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

steven I logged in and logged out to try and get all screens and it wont log back in

again

same issue ive had the last 2 days

630897

is the ticket

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

Manish Singh accepted the chat transfer request.

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

steven refer to the ticket

630897 open ticket

Manish Singh May I take the remote access of your local computer?

steven ok

Manish Singh <https://assist.acecloudhosting.com/join/8522314133>

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

steven ok were connected

Manish Singh We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

Is there anything else I may help you with ?

steven no

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71633 Campbell.electric

Email: campbell.electric@outlook.com  18062502873

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 44 Secs

City: FRIONA

State: Texas

Country: UNITED STATES

Chat Transcript

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

	<ul style="list-style-type: none"> • Product Code
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you have a specific time.
	Do you need any further assistance on the topic?
Campbell.electric	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Campbell.electric	Thanks! the upgraded version of QB has been uploaded to the server .When I try to open the company file, I receive an error message.
Yash Kalra	Kindly help me with your server name and user name?
Campbell.electric	SCampbell.myrealdata.net
	DCampbell
	Sorry. User name is myrealdata\DebraCampbell
	Are you still there or was there a disconnect?
Yash Kalra	Kindly allow me two minutes to check the same.
Campbell.electric	Thanks
Yash Kalra	please stay connected.
Campbell.electric	I am
Yash Kalra	We're currently making some changes from the backend. Please stay connected, as it's taking a bit longer than expected.
Campbell.electric	Will do
Yash Kalra	May I take the remote access of your server?
Campbell.electric	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3462230443
Campbell.electric	Done
	I'm back
Yash Kalra	As per our discussion, we've resolved the QuickBooks-related issue from the backend.
	Is there anything else I may help you with ?
Campbell.electric	that's all. thank you!
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking the link below.

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

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

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

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71492 Fenil Shah

Email: tax@sktaxaddison.com  8473508121

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Fenil Shah

Technical Support (QB & App Hosting)

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

Aarush Aneja

<https://assist.acecloudhosting.com/join/3692318113>

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

We checked and found you disconnected the chat session. We are disconnecting it now.

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

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

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

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

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

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70474 Albert Vance

Email: joeystax@btex.tv  4239689236

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LEBANON

State: Tennessee

Country: UNITED STATES

Chat Transcript

Albert Vance

Hello, I am your Acebuddy

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71404 Arron Forbes

Email: irzad.zamcorp@gmail.com  15926741503

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: QUEENSTOWN

State: Demeraramahaica

Country: GUYANA

Chat Transcript

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

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hi,

Visitor Details

#71444 coxy1979

Email: coxy1979@me.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

Website: https://www.acecloudhosting.com/hosting/quickbooks/?utm_source=google&utm_medium=cpc&utm_campaign=QB_Bottom_Funnel_Search_USA&utm_term=quickbooks%20hosting&utm_adgroup=Cty8BhA_EiwAkya3y2XG_Q-8AcXmsciU4sS0W9EXzHU9xD6FQop6E1oN7h0dgxSuJU0exoC0tUQAvD_BwE

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 56 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

coxy1979 Hi,

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

coxy1979 I have issue connecting with a Mac, could you please guide me

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

Tushar Pharswan accepted the chat transfer request.

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

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

coxy1979 Server Name: QBNXTPRO1.myrealdatalnet Username: AlexanderM

Tushar Pharswan Kindly allow me two minutes to check the same.

coxy1979 ok

Are you still there?

Tushar Pharswan Yes

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70063 tarah

Email: tarah@cortextax.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

tarah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

tarah Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tarah I'd like to raise a Request

Acebuddy Please select your request type.

tarah Application Update

Acebuddy Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

tarah No

Acebuddy Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71466 William Grizack

Email: lisae@rendeq.com ☎ 17043454625

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

William Grizack Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

William Grizack Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

William Grizack I'd like to report an Issue

Acebuddy Please select an option!

William Grizack QuickBooks Issue

Acebuddy

What type of QuickBooks Issue are you facing?

William Grizack

QuickBooks Update

Acebuddy

Quickbooks update related alerts can be caused due to various reasons. Although we manage application updates at the backend and apply the necessary patches as soon as they are issued, they might get delayed due to unforeseen circumstances.

If you're also getting an update popup, please grab a screenshot of the error message and email it to support@acecloudhosting.com. Our engineers will manually check and implement the patch and share a confirmation via email.

Do you need any further assistance on the topic?

William Grizack

No

Acebuddy

Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71183 Jeanette Pagliaro

Email: jpagliaro@visitingangels.com ☎ 18314300616

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: SCOTTS VALLEY

State: California

Country: UNITED STATES

Chat Transcript

Jeanette Pagliaro

Hello, I am your Acebuddy

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71529 angie

Email: anewsom@ntglobal.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 19 Secs

City: OKLAHOMA CITY

State: Oklahoma

Country: UNITED STATES

Chat Transcript

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

	appreciate it
Manish Singh	Kindly allow me two minutes to check the same.
	May I know your business name?
angie	CVM Properties, LLC the server name is CAIM.myrealdata.net
	the wierd thing is that I ran 2 reports to excel right before I got this error. Maybe the server be rebooted
Manish Singh	Alright, rebooting the server in 5 minutes.
angie	ok should I remain on the char? chat?
Manish Singh	Yes, Please Server rebooted successfully, kindly try after 2 minutes. Kindly try to login once.
angie	trying I think we are good. Thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know what is working and what is not working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70582 Erick Johnson

Email: aaatreasury1@gmail.com **Phone:** 19178562128

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Erick Johnson Hello, I am your Acebuddy

Acebuddy Hello Aaatreasury1, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Erick Johnson Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Erick Johnson I'd like to report an Issue

Acebuddy Please select an option!

Erick Johnson QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Erick Johnson Other QB related issue

Acebuddy Please specify the issue you are facing before I connect you to an available support represe

Erick Johnson TicketShubham Gupta

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Erick Johnson Ticket 619177

Tushar Pharswan accepted the chat transfer request.

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

Kindly allow me two minutes to check the same.

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71533 maribel

Email: maribel@hummingbirdverde.co

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: EL DORADO HILLS

State: California

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71329 David Weinstein

Email: david@davidweinsteincpa.com **Phone:** 19149071180

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 25 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

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

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

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70082 BINITA ADHIKARI

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

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

BINITA ADHIKARI

Hello, I am your Acebuddy

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
BINITA ADHIKARI	hi again
	Did you remove me as an admin
	I need to download Drake Accounting 2025 too
Tushar Pharswan	I didn't but I can check if the permission are there or not.
BINITA ADHIKARI	It didn't give me permission to install.
Tushar Pharswan	I will look into it.
	Kindly allow me two minutes to check the same.
BINITA ADHIKARI	sure
Tushar Pharswan	I just checked apparently, we have not yet given the permission. The ticket #613572 is ongoing. Please revert back on that email and accept the disclaimer for admin rights.
	Once you do that you receive email once the permission is given to you.
	Is there anything else I may help you with ?
	May I take the remote access of your local computer?
	To resolve the issue faster.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71338 Shelly Sundie

Email: shelly@sbsacctng.com ☎ 18603094470

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: HARWINTON

State: Connecticut

Country: UNITED STATES

Chat Transcript

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

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

Tushar Pharswan	Did you email?
Shelly Sundie	I was emailing with someone else before we started chatting Ticket ID: 627845 Glad to know that you were able to sign in. As I mentioned earlier, we are on providing appropriate permissions for John. We will keep you posted on that. Please feel free to reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-411-1234 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting. We would like to hear from you, please share your feedback at quality@acecloudhosting.com.
	That's the email i received
Tushar Pharswan	In it is mentioned that the user John.Do should have same permissions as Shelly correct?
Shelly Sundie	It was when I emailed initially
	I just confirmed again to be sure thank you
Tushar Pharswan	Kindly log off and re login have made the necessary changes.
Shelly Sundie	It doesn't appear to be working yet
Tushar Pharswan	Kindly allow me a minute to make more changes to the sub folders.
Shelly Sundie	Ok
Tushar Pharswan	Kindly try now.
Shelly Sundie	Looks like it's working now
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
Shelly Sundie	No that was it.
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
Shelly Sundie	Thanks so much!
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Shelly Sundie	I will
Tushar Pharswan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71302 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 15 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

krisika Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

krisika I'd like to report an Issue

Acebuddy Please select an option!

krisika Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available support represe

krisika Hi

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Krisika
krisika	Quickbook very slow in all pc
Shashwat Verma	I will surely help you with this issue.
krisika	Yes
	U can proceed the server reboot
Shashwat Verma	Sure, kindly allow me 2 mins.
krisika	Ok
Shashwat Verma	As per your request we have initiated the Reboot.
krisika	Ok
Shashwat Verma	Is there anything else I may help you with ?
krisika	No
	Thank you
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what is not working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70037 krisika

Email: krisika@hkidata.com **Phone:** 7383092838

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 4 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

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

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

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71063 jeanette

Email: jeanette@creative-awnings.com ☎ 15419881099

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

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

Shashwat Verma accepted the chat transfer request.

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70634 Ashlee Maitland

Email: office@sadlonandassociates.com **Phone:** 18282000079

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 4 Secs

City: FRANKLIN

State: North Carolina

Country: UNITED STATES

Chat Transcript

Ashlee Maitland Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ashlee Maitland Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ashlee Maitland I'd like to report an Issue

Acebuddy Please select an option!

Ashlee Maitland Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available support represe

Ashlee Maitland

Password expiry notice

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh

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

Hii Ashlee

The visitor's phone number was changed to 18282000079.

Ashlee Maitland

Hello manish

I keep getting a notification that my remote sever password is expiring but I can figure out how to change it. I got a new passcode for logging into the Remote Desktop but I'm still getting the notification

Manish Singh

Kindly allow me two minutes to check the same.

As i can check you are not accessing server right now.

Ashlee Maitland

Correct

it Only happens under the Meta.npro1 account

Manish Singh

If you are facing issue you can login on your Self care the issue will resolve itself.

Ashlee Maitland

How do I do that?

Manish Singh

Selfcare@acecloudhosting.com

Login with your username and reset the password.

Ashlee Maitland

It says invalid username

Manish Singh

Alright.

Are you not able to access server or after accessing server you are getting this prompt?

Ashlee Maitland

I think I figured it out. I will contact you if I get the notification again. Thank you for your time.

Ashlee Maitland has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70404 Courtney Lane

Email: coscourtneylane@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: WATERBURY

State: Connecticut

Country: UNITED STATES

Chat Transcript

Courtney Lane Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71645 Kristen Bodine

Email: kbodine@awakenjustice.org ☎ 7758307381

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 37 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

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

Shashwat Verma	We attempted the update, but it got failed
	Hope you understand.
Kristen Bodine	I would have appreciated an email letting me know this.
Shashwat Verma	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.
Kristen Bodine	Thank you. Please provide the email once you have completed the update.
Shashwat Verma	Yes, will do that.
	Hope you understand our situation.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding your conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how we are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71495 Jokeefe

Email: jokeefe@plplogistics.com  14048227874

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: GAINESVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

Jokeefe Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jokeefe Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jokeefe I'd like to raise a Request

Acebuddy Please select your request type.

Jokeefe Password Reset

Acebuddy Please select an option below

Jokeefe Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in the link below inorder to reset your server password

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Need to reset our remote desktop tonight

Visitor Details

#71519 Alexis

Email: alexisa@sentryusa.com  16057530880

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

Alexis Need to reset our remote desktop tonight

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

Hi Alexa,

Let me transfer you to our support line to help you with your concern

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

Manish Singh accepted the chat transfer request.

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

Would you like to reset the password for remote desktop?

Alexis No, we have a user who is requesting that our remote desktop be restarted

But we don't have the ability to do that

Manish Singh May I know the username who want the restart? (Edited)

And is his/her session freezes what is the reason of the restart? (Edited)

Are we still connected here?

Are we still connected here?

Alexis I'm back, so sorry

Is there still someone there who can help me?

Manish Singh I am on the server right now.

Kindly let me know the username who want his session to restart.

Alexis	Okay, I'm not sure the reason for requesting a restart, but is it something that can be done tonight? The user is Mindy Wirkus but she might be under Ledgers
	She is Sentry_Mindy
Manish Singh	So, what basically you want us to do?
	Restart the server or userend?
Alexis	"Please restart the VM when you have a chance and let me know when it is complete." is w ALso "Yes, please the remote desktop. I would like to restart the PC we connect to if possibl
Manish Singh	Alright, noted we will schedule the reboot in night hours to not interrupt business hours.
	Is there anything else I may help you with ?
Alexis	That is all thank you!
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding your conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how we are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71209 Cindy

Email: cindy@sportspowerltd.com.tw

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: 51 Secs

City: GUANGXING

State: Taipei City

Country: TAIWAN PROVINCE OF CHINA

Chat Transcript

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

5:07 PM Subject: Re:[## 623448 ##] RDP Connector Required To: <carol.natusadm@gmail.com>
Dear Carol, Greetings from Ace Cloud! Ticket ID: 623448 Issue: RDP Connector Required Super our conversation over the call, we are sending a new RDP shortcut for server login. Please the attachments, download the same, and you can use the existing password to connect wi server. As always, please don't hesitate to reach out to us for any further assistance. Please to reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-(toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting We w to hear from you, please share your feedback at quality@acecloudhosting.com. Best regards Dipanshu Dewan Get In Touch with Us Chat | Phone: 1-888-415-5240 | Email: support@acecloudhosting.com

Priyanshu	Thank you for the previous attached email
	It seems that your server is being managed by different team, please let me transfer your c concerned team so that they can better assist you.
<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>	
C indy	Carol means you should help me connect remotely first. Instell I share an account with Carc
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting
	Hello Cindy
C indy	tks
Shashwat Verma	So you want a RDP file for the user, correct?
C indy	my teamview id 1840506128 pin s8zwkkpy you can cancell now link
	yes
Shashwat Verma	Cindy, as per our operation guideline, we can't join any other remote session other than pro us, if you want remote session we can send the link, but first elaborate your issue.
	We really appreciate your efforts.
C indy	How can I call you? What's the country code?
Shashwat Verma	(1-888-415-5240) here is the contact number.
C indy	I'll ask my colleague to contact you.
Shashwat Verma	Sure
	Is there anything else I may help you with ?
C indy	Who should I contact by phone? Can you give me name?or extension
Shashwat Verma	you can contact us, anyone on the shift will pick your call. Is that work for you?
	Or we can schedule a call-back for you, kindly share your best time and direct contact num

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71241 takako

Email: takako@tsyamerica.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 37 Secs

City: MACON

State: Georgia

Country: UNITED STATES

Chat Transcript

takako Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

takako Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

takako I'd like to report an Issue

Acebuddy Please select an option!

takako QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

takako QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks company file. The following steps will help you with resolving the issue

Was that helpful?

takako No

Acebuddy No issues, please wait while I connect you to one of our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

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

Are we still connected here?

Are we still connected here?

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

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71151 help

Email: help@triadcyclersolutions.com ☎ 3362999989

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 16 Secs

City: ORANGEBURG

State: New York

Country: UNITED STATES

Chat Transcript

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

help	chat here
Aarush Aneja	We are updating the application again
	We apologize for the inconvenience caused
	It is showing no new update on our end now. Kindly login back on the application on your end and check now
help	you can disconnect thanks
Aarush Aneja	We ended the remote session
	Is there anything else I may help you with ?
help	no
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how we are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	<i>help has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71642 Jojo Puthenpurayil

Email: jojo@epitexas.com **Phone:** 17135849319

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Jojo Puthenpurayil	Hello, I am your Acebuddy
Acebuddy	Hello Jojo, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jojo Puthenpurayil	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jojo Puthenpurayil	I'd like to report an Issue
Acebuddy	Please select an option!
Jojo Puthenpurayil	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jojo Puthenpurayil	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Jojo Puthenpurayil	I HAVE A TICKET
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you with your issue.
	Hello Jojo
Jojo Puthenpurayil	HI
Shashwat Verma	Kindly share the ticket Id
Jojo Puthenpurayil	SURE
	630904
Shashwat Verma	I will surely help you with this issue.
Jojo Puthenpurayil	CAN YOU CONNECT WITH MY PC
Shashwat Verma	We have checked this ticket and it's related to printing issue

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71383 michael

Email: michael@silversfs.com  18187184643

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: TEL AVIV

State: Hamerkaz

Country: ISRAEL

Chat Transcript

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

smileys at the end of this chat.

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71359 jend

Email: jend@taxproak.com ☎ 19077431040

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

jend Hello, I am your Acebuddy

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

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

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71084 RENEE RINI

Email: renee.rini@irontoncapital.com  2166596889

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 21 Secs

City: BROOMFIELD

State: Colorado

Country: UNITED STATES

Chat Transcript

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

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

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

RENEE RINI

are you connected?

still there?

Manish Singh

We are connected on the remote session and will proceed with the troubleshooting on the remaining issue. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and you can give your confirmation on this chat.

We need to reset the password.

Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.

Also, the registered email for your account with us is :

renee.rini@irontoncapital.com

RENEE RINI

done

Manish Singh

Let me check once.

RENEE RINI

done

did you get the email?

Manish Singh

Emailed you the password.

RENEE RINI

WAITING FOR EMAIL

Manish Singh

I have reverted on the same email kindly check.

Is there anything else I may help you with ?

RENEE RINI

Thank you!

Manish Singh

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

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70978 Glenn Hammill

Email: glenn@hammillconsulting.com ☎ 925.944.4791

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 7 Secs

City: SANTA CLARA

State: California

Country: UNITED STATES

Chat Transcript

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

Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati

Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting

Hello Glenn, How are you doing today ?

Glenn Hammill

Great

and you?

Rohan Prajapati

I will surely help you with this.

I'm good too, thanks for asking.

May I know the application that you would like us to update?

Glenn Hammill

I'm typing from my iPad and I used to have remote access to my ACE desktop server but I've lost it. It needs to be reset up. Can you help me with this?

reset up on my iPad

Rohan Prajapati

Okay, Glenn. Would it be okay if I shared the instructions with you? This document has all the instructions to set it up.

Glenn Hammill

sure

6:53:33 AM Rohan Prajapati is sharing a file with you

[New ACE Cloud Hosting Setup Guide \(Mac\).pdf](#) - (Size:1.27 MB)

Here is the Document.

Rohan Prajapati

Server Name: Hammill.myreldata.net

RDG Gateway: RDG.myreldata.net

Username: Myreldata\GlennHam

These details are required to setup the same.

This document is for Mac PC but the instructions are almost the same to set up RDP on an i

Glenn Hammill

Okay I'll give it a try

Rohan Prajapati

Great, Glenn! In case you still face any issues, I would recommend contacting us at this number 415-5240, as it would be easier for us to assist you over a live call.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71731 Fenil Shah

Email: tax@sktaxaddison.com ☎ 8473508121

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Fenil Shah Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Fenil Shah I'd like to raise a Request

Acebuddy Please select your request type.

Fenil Shah Application Update

Acebuddy Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

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

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70091 chas

Email: chas@acerobella.com  8325386300

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70806 assembly
Email: assembly@rortax.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

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

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

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70248 krisika

Email: krisika@hkidata.com  7383092838

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Sec

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

krisika Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

krisika Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

krisika I'd like to report an Issue

Acebuddy Please select an option!

krisika Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available support represe

krisika Hi

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

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

Hello Krisika

krisika Quickbook not open but Quickbook working now

Sorry

Shashwat Verma Are you facing problem now?

krisika No

Thank you

Shashwat Verma Is there anything else I may help you with ?

krisika No

Thank you

Shashwat Verma It would be great if you could share your feedback after this chat ends. Thanks in advance!

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

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

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70924 johnathon

Email: johnathon@islandentertainment.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 10 Secs

City: RIDGELAND

State: Mississippi

Country: UNITED STATES

Chat Transcript

johnathon Hello, I am your Acebuddy

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

As this chat session is disconnected, we are closing this chat session.

This message has been deleted

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

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70694 antony.wu

Email: antony.wu@snrtea.com

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

antony.wu Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

antony.wu Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

antony.wu I'd like to raise a Request

Acebuddy Please select your request type.

antony.wu Reboot your Server

Acebuddy Kindly send an email to support@acecloudhosting.com from your registered email address reason for server reboot and the support team will be happy to update you on the task's co

Do you need any further assistance on the topic?

antony.wu Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

antony.wu our server seems to be constantly crashing still after the first reboot earlier, if you can kind the server again that would be great server name: SunrightCorp.myrealdata.net

Shubham Yadav accepted the chat transfer request.

Shubham Yadav is transferring the chat to Aarush Aneja.

Aarush Aneja accepted the chat transfer request.

Aarush Aneja Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting yo

antony.wu Hi Aarush, thank you

if u can kindly reboot our server that would be great

Aarush Aneja We will surely assist you

We have successfully rebooted the server. Kindly login back on to the server and check now

antony.wu awesome looks like its working again

thank you!

Aarush Aneja Welcome

Is there anything else I may help you with ?

antony.wu no, that was all thanks!

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

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

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

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

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71239 Cindy Haden

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

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Cindy Haden Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Cindy Haden Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Cindy Haden I'd like to report an Issue

Acebuddy Please select an option!

Cindy Haden Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available support representative

Cindy Haden Outlook was re-installed on our server, which was needed; however, I am not able to log into Office. Apparently, there is a licensing issue. The software installed does not allow my license

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

10:02:18 PM Cindy Haden is sharing a file with you

[1_image.png](#) - (Size:11.07 KB)

Tushar Pharswan

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

Cindy Haden

Outlook was re-installed on our server, which was needed; however, I am not able to log int Office. Apparently, there is a licensing issue. The software installed does not allow my licen

10:02:51 PM Cindy Haden is sharing a file with you

[1_image.png](#) - (Size:11.07 KB)

Tushar Pharswan

Kindly allow me two minutes to check the same.

Prior reinstallation was it working?

Cindy Haden

Yes, it was working before but was having issues timing out and connecting to the server, b working.

Excel, Word, Teams and PowerPoint worked fine. Outlook was slow.

Tushar Pharswan

Okay as I can see the ongoing ticket #625981 is in our escalation department so you will h from them. The escalation department handles the case of reoccurring issue.

Kindly wait for their reply.

Cindy Haden

I'm not sure they are aware of this issue as I have not raised the issue with them.

Tushar Pharswan

We from our side escalated the issue to provide you a proper solution regarding the issue. / provide us your contact number and preferred time for a call back with time zone.

Cindy Haden

Okay, my number is 816-392-8260. I am available 8am-5pm Central Standard Time.

Tushar Pharswan

Thank you for the details. Kindly wait for our team to respond.

I deeply apologize for the inconvenience caused to you.

Cindy Haden

Thank you. Please let them know that I am unable to work until this is resolved. Take care.

Tushar Pharswan

Sure.

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70448 TERESA THORNTON

Email: teresa.thornton@saintandrewmemphis.org  901-948-3441

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: MEMPHIS

State: Tennessee

Country: UNITED STATES

Chat Transcript

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71364 Bonnie Crabtree

Email: bonnie@crabtreebookkeeping.com  12095526490

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 41 Secs

City: YUBA CITY

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

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

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

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

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

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

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

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

Rohan Prajapati has ended this chat session

