

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Feb, 11:02:43 PM

#72225 David Weinstein

Email: david@davidweinsteincpa.com 19149071180

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 10 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 3 Secs

David Weinstein	Hello, I am your Acebuddy	9 Feb, 11:02:45 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	11:02:46 PM
	Whom Would You Like to Connect With?	11:02:46 PM
David Weinstein	Technical Support (QB & App Hosting)	11:02:49 PM
Acebuddy	Welcome to Ace Support.	11:02:49 PM
	Please chose an option :	11:02:49 PM
David Weinstein	I'd like to raise a Request	11:02:55 PM
Acebuddy	Please select your request type.	11:02:55 PM
David Weinstein	Password Reset	11:03:00 PM
Acebuddy	Please select an option below	11:03:00 PM
David Weinstein	Already Enrolled to Selfcare Portal	11:03:07 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:03:07 PM
	Do you need any further assistance on the topic?	11:03:07 PM
David Weinstein	Yes	11:03:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:03:13 PM

Acebuddy (bot) forwarded the chat request

11:03:13 PM

David Weinstein It says i'm blocked

11:03:24 PM

Shashwat Verma accepted the chat transfer request.

11:03:53 PM

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

11:03:57 PM

David Weinstein also the password for <https://myportal.acecloudhosting.com/login> doesn't work

11:03:58 PM

Shashwat Verma Hello David

11:04:15 PM

Sure, I can help with that. Let me look into it for you.

11:04:44 PM

I will surely help you with this issue.

11:04:54 PM

Let me first assist you to reset the password by myportal

11:05:15 PM

Do you have the access of david@davidweinsteincpa.com?

11:05:55 PM

David Weinstein yes

11:06:13 PM

Shashwat Verma May I take the remote access of your local computer?

11:06:24 PM

David Weinstein yes

11:06:33 PM

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

11:06:44 PM

<https://assist.acecloudhosting.com/join/6112898964>

11:07:02 PM

Kindly Click on the link and open the downloaded file.

11:07:05 PM

Are we still connected here?

11:11:13 PM

We are connected on the remote session and will proceed with the troubleshooting on the 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.

11:11:45 PM

Do you need any further assistance?

11:15:22 PM

Are we still connected here?

11:16:17 PM

Are we still connected here?

11:18:09 PM

Are we still connected here?

11:28:33 PM

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.

11:28:41 PM

Shashwat Verma has ended this chat session

11:28:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 2:37:21 AM

#72342 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 19 Secs

City: SAN JOSE DEL CABO

State: Baja California Sur

Country: MEXICO

Chat Transcript

Chat Duration : 15 Mins 52 Secs

shari Hello, I am your Acebuddy 12 Feb, 2:37:22 AM

Acebuddy Hello Shari, I'm your Ace Buddy. I'll be happy to assist you! 2:37:23 AM

Whom Would You Like to Connect With? 2:37:23 AM

shari Technical Support (QB & App Hosting) 2:37:27 AM

Acebuddy Welcome to Ace Support. 2:37:27 AM

Please chose an option : 2:37:27 AM

shari I'd like to report an Issue 2:37:35 AM

Acebuddy Please select an option! 2:37:35 AM

shari QuickBooks Issue 2:37:39 AM

Acebuddy What type of QuickBooks Issue are you facing? 2:37:43 AM

shari QuickBooks Update 2:37:47 AM

Acebuddy Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances. 2:37:47 AM

If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email. 2:37:47 AM

Do you need any further assistance on the topic? 2:37:47 AM

shari Yes 2:37:57 AM

Acebuddy

	Please wait while we connect you to our Support Representative	2:37:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:37:57 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	2:38:12 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	2:38:16 AM
shari	Hi I have ticket 639012	2:38:21 AM
	are we able to sign back into the server yet	2:38:30 AM
Shubham Yadav	Yes Shari you are now able to login into the server	2:38:54 AM
	Quick Books is updated now	2:39:12 AM
shari	thank you	2:39:21 AM
Shubham Yadav	Welcome shari	2:39:30 AM
	Is there anything else I may help you with ?	2:39:31 AM
shari	I'm logging in now to check	2:39:47 AM
Shubham Yadav	Sure shari	2:39:53 AM
	Please check	2:39:55 AM
	Shari are you there ?	2:42:45 AM
shari	yes	2:43:16 AM
	it is very slow loading	2:43:35 AM
Shubham Yadav	Please let it open once	2:44:04 AM
shari	the updates show install pending	2:44:21 AM
	so when will they update so we can fix our issue in the file	2:44:31 AM
Shubham Yadav	Shari we updated the QB and it will reflect after a reboot.	2:44:54 AM
shari	when is the reboot? overnight	2:45:07 AM
Shubham Yadav	Yes shari	2:45:14 AM
shari	ok thank you!	2:45:19 AM
Shubham Yadav	You don't need to worry everything is updated. It's just showing	2:45:34 AM
	Is there anything else I may help you with ?	2:46:03 AM
	Are we still connected here?	2:48:10 AM
	Are we still connected here?	2:50:06 AM
	Are we still connected here?	2:53:10 AM
	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.	2:53:12 AM
	<i>Shubham Yadav has ended this chat session</i>	2:53:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Feb, 10:07:21 PM

#72089 portlargooffice

Email: portlargooffice@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: KEY LARGO

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 49 Secs

portlargooffice	Hello, I am your Acebuddy	6 Feb, 10:07:22 PM
Acebuddy	Hello Lissette Lopez, I'm your Ace Buddy. I'll be happy to assist you!	10:07:23 PM
	Whom Would You Like to Connect With?	10:07:23 PM
portlargooffice	Managed Security	10:07:38 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:07:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:07:38 PM
	<i>Shubham accepted the chat transfer request.</i>	10:07:49 PM
portlargooffice	Hello I need to reset the password as I am new with the position and do not have access to the old password	10:08:25 PM
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	10:08:34 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:08:41 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:08:44 PM

portlargooffice	Thank you can you send me a password reset	10:08:58 PM
Manish Singh	I will surely help you with this issue.	10:09:00 PM
portlargooffice	hello	10:10:14 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	10:10:19 PM
portlargooffice	what is the register email so I can send to the correct person please	10:10:47 PM
Manish Singh	Port Largo Club Condominium Association Inc is this your account name associated with us?	10:11:12 PM
portlargooffice	yes sir	10:11:54 PM
Manish Singh	portlargomanagement@gmail.com	10:12:21 PM
	jkorta@kortaco.com	10:12:29 PM
	These two are the registered email of this account.	10:12:44 PM
	Jack and Jessica	10:12:57 PM
	Just mention the username in the email for which you need the password reset.	10:15:10 PM
	Is there anything else I may help you with ?	10:15:14 PM
	Are we still connected here?	10:17:25 PM
	Are we still connected here?	10:18:42 PM
	Are we still connected here?	10:19:02 PM
	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.	10:19:09 PM
<i>Manish Singh has ended this chat session</i>		10:19:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Feb, 4:42:24 PM

#71810 Thinknextmunish

Email: thinknextmunish@gmail.com ☎ 9815994197

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: LOHGARH

State: Punjab

Country: INDIA

Chat Duration : 42 Mins 50 Secs

Chat Transcript

Thinknextmunish	Hello, I am your Acebuddy	2 Feb, 4:42:25 PM
Acebuddy	Hello Munish Mittal, I'm your Ace Buddy. I'll be happy to assist you!	4:42:26 PM
	Whom Would You Like to Connect With?	4:42:26 PM
Thinknextmunish	Technical Support (QB & App Hosting)	4:42:30 PM
Acebuddy	Welcome to Ace Support.	4:42:30 PM
	Please chose an option :	4:42:30 PM
Thinknextmunish	I'd like to raise a Request	4:42:37 PM
Acebuddy	Please select your request type.	4:42:37 PM
	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.	5:25:16 PM
	<i>Ended due to chat idle timeout</i>	5:25:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Feb, 1:10:12 AM

#72770 info

Email: info@brkimcpa.com 9729724930

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: 47 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 39 Secs

info	Hello, I am your Acebuddy	19 Feb, 1:10:13 AM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	1:10:13 AM
	Whom Would You Like to Connect With?	1:10:13 AM
info	Technical Support (QB & App Hosting)	1:10:16 AM
Acebuddy	Welcome to Ace Support.	1:10:16 AM
	Please chose an option :	1:10:16 AM
info	I'd like to report an Issue	1:10:23 AM
Acebuddy	Please select an option!	1:10:23 AM
info	QuickBooks Issue	1:10:27 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:10:27 AM
info	QuickBooks is Frozen	1:10:34 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:10:34 AM
	Was that helpful?	1:10:34 AM
info	No	1:10:40 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:10:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:10:40 AM
info	can't open the file	1:10:50 AM
	<i>1:11:08 AM info is sharing a file with you image.png - (Size:30.04 KB)</i>	1:11:08 AM
	when I log in, the screen is like this	1:11:27 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:12:05 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:12:09 AM
	Hello	1:12:14 AM
info	hello	1:12:32 AM
	I can't use QB, but my co-worker can open the same company file on her server.	1:12:55 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1:12:59 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:13:03 AM

	info	Bongryong.myrealdata.net. User name : Donna_BK	1:13:59 AM
Anurag Sharma		Thanks for the confirmation !	1:14:34 AM
		Kindly allow me 2-3 minutes to check the same.	1:14:47 AM
	info	okay	1:14:51 AM
		<i>1:16:34 AM info is sharing a file with you image.png - (Size:109.21 KB)</i>	1:16:34 AM
		<i>even this is not working. it is also freezed</i>	
Anurag Sharma		I am so sorry for the inconvenience. Kindly try to access the server now.	1:18:13 AM
	info	it still doesn't work	1:18:42 AM
		<i>1:19:03 AM info is sharing a file with you image.png - (Size:29.43 KB)</i>	1:19:03 AM
		I can give you the control if you need	1:19:17 AM
Anurag Sharma		Okay	1:19:22 AM
		May I take the remote access of your local computer?	1:19:28 AM
	info	sure	1:19:33 AM
Anurag Sharma		Prior providing the access, I would suggest you to close any important documents at your end.	1:20:13 AM
	info	okay	1:20:18 AM
Anurag Sharma		https://assist.acecloudhosting.com/join/2812957903	1:20:24 AM
		Kindly paste this link in the browser of local computer and join the session.	1:20:29 AM
	info	im trying	1:21:03 AM
		now we are connected	1:21:18 AM
		i can't close the web, too	1:21:31 AM
Anurag Sharma		We are connected on the remote session and will proceed with the troubleshooting on the 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.	1:21:38 AM
		Please try now.	1:25:02 AM
	info	are you still there?	1:25:18 AM
		do you want me to try it?	1:25:23 AM
Anurag Sharma		Yes	1:25:32 AM
	info	it doesn't work	1:25:53 AM
		do you want me to turn off the computer and restart?	1:26:20 AM
Anurag Sharma		Yes, please try that once	1:26:51 AM
	info		

	i will contact you soon	1:27:01 AM
	hold on	1:27:02 AM
Anurag Sharma	Okay	1:29:14 AM
info	i am back	1:30:20 AM
Anurag Sharma	This message has been deleted	1:30:41 AM
info	I can't	1:30:53 AM
	I only can see this chat	1:30:58 AM
Anurag Sharma	No problem.	1:31:05 AM
info	I think it won't be working	1:31:06 AM
	<i>1:31:17 AM info is sharing a file with you image.png - (Size:42.43 KB)</i>	1:31:17 AM
Anurag Sharma	I will surely assist you with this issue.	1:31:29 AM
info	no. it doesn't work	1:31:32 AM
	oh!	1:31:44 AM
	it works!!	1:31:47 AM
	now it is loading	1:31:57 AM
Anurag Sharma	I am glad to know that is is working now.	1:32:16 AM
	Is there anything else I may help you with ?	1:32:19 AM
info	nope. thanks	1:32:34 AM
Anurag Sharma	Thanks for the confirmation !	1:32:40 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:32:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:32:47 AM
	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!	1:32:50 AM
	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>Anurag Sharma has ended this chat session</i>	1:32:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Feb, 1:14:53 AM

#73214 office

Email: office@dacchilleconstruction.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: 59 Secs

City: BANNER ELK

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 31 Secs

office	Hello, I am your Acebuddy	27 Feb, 1:14:55 AM
Acebuddy	Hello Raven Frye, I'm your Ace Buddy. I'll be happy to assist you!	1:14:56 AM
	Whom Would You Like to Connect With?	1:14:56 AM
office	Technical Support (QB & App Hosting)	1:15:01 AM
Acebuddy	Welcome to Ace Support.	1:15:02 AM
	Please chose an option :	1:15:02 AM
office	I'd like to report an Issue	1:15:06 AM
Acebuddy	Please select an option!	1:15:06 AM
office	QuickBooks Issue	1:15:10 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:15:10 AM
office	Other QB related issue	1:15:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:15:17 AM
office	QB will not open or run	1:15:26 AM

Acebuddy	Please wait while we connect you to a Support Representative	1:15:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:15:27 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:17:08 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:17:10 AM
	Hello Raven	1:17:14 AM
office	hi	1:17:19 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1:18:43 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:18:47 AM
office	I believe the server name is 'PamelaC.Pro2'	1:19:21 AM
	unsure of username	1:19:37 AM
Anurag Sharma	Thanks for the confirmation !	1:21:05 AM
	Kindly allow me 2-3 minutes to check the same.	1:21:56 AM
	May I take the remote access of your server?	1:22:26 AM
office	sure	1:22:42 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	1:23:05 AM
office	nothing is open	1:23:15 AM
Anurag Sharma	Please accept the remote session request on the server.	1:23:47 AM
	We are connected on the remote session and will proceed with the troubleshooting on the 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.	1:24:03 AM
	We have scheduled a server reboot in order to resolve this issue.	1:33:08 AM
	Please stay connected	1:33:13 AM
office	okay	1:33:28 AM
Anurag Sharma	Please try to access the server now.	1:36:13 AM
	The issue seems to be resolved.	1:39:25 AM
	Is there anything else I may help you with ?	1:39:28 AM
office	no thank you	1:40:11 AM
Anurag Sharma	Thanks for the confirmation !	1:40:16 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:40:20 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:40:22 AM
	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!

1:40:24 AM

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

1:40:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb, 1:07:06 AM

#72426 Laurent Cohen

Email: laurent@mixware.net 18185784030

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 44 Secs

Laurent Cohen	Hello, I am your Acebuddy	13 Feb, 1:07:07 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1:07:26 AM
	Hello again, Laurent	1:07:36 AM
Laurent Cohen	Hi	1:07:41 AM
Sharath Kumar	May I take the remote access of your server?	1:07:50 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:07:57 AM

Laurent Cohen	Yes	1:08:01 AM
Sharath Kumar	bear with me for two minutes while I check some details	1:11:19 AM
Laurent Cohen	ok	1:11:27 AM
Sharath Kumar	Laurent, Could you please show me how exactly this error occurs. I need to see the steps	1:15:14 AM
Laurent Cohen	It doesn't happen every time. After I run some calculations or refresh data for a while.	1:15:50 AM
Sharath Kumar	understood, anybody else reported this issue on the server?	1:16:27 AM
Laurent Cohen	Yes, it mainly happens when we work in large excel files with live database connections.	1:16:58 AM
Sharath Kumar	got it	1:17:05 AM
Laurent Cohen	It just happened now.	1:17:12 AM
	It's on my screen.	1:17:16 AM
Sharath Kumar	Yes, I do see it	1:17:21 AM
	and has this been the case since day 1?	1:17:36 AM
Laurent Cohen	It happens when I do things like refresh connections, create table relationships, or anything that requires a connection.	1:17:57 AM
	Pretty much since day 1, yes. To clear the error I have to close Excel and start again.	1:18:14 AM
Sharath Kumar	oh, I see how frustrating that could be	1:18:34 AM
	I checked and found that all the Microsoft applications are in 32 bit, although, we installed the 64 bit version	1:19:25 AM
	not sure how that happened	1:19:32 AM
Laurent Cohen	Not sure	1:19:41 AM
Sharath Kumar	We will have to get O365 reinstalled to see if that resolves your concern	1:20:11 AM
	would it be okay if we get this corrected during afterhours tonight	1:20:32 AM
Laurent Cohen	Yes that would be great if you can do it after 6pm PST	1:21:36 AM
Sharath Kumar	noted, I will let the team know about this and will make sure that the 64 bit version is installed	1:22:06 AM
Laurent Cohen	Perfect, thanks so much for your help!	1:22:20 AM
Sharath Kumar	we will send you a confirmation about the same, you can test it out tomorrow and let us know if it resolves your concern	1:22:45 AM
Laurent Cohen	OK great	1:22:57 AM
Sharath Kumar	as of now, no need for extra RAM (Edited)	1:23:02 AM
Laurent Cohen	Sounds good, thank you.	1:23:15 AM
Sharath Kumar	anything else that I can assist you with in the meantime?	1:23:30 AM
Laurent Cohen	No, thank you. Have a good day.	1:23:46 AM
	<i>laurent has ended this chat session</i>	1:23:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 2:08:17 AM

#72525 Anais Dilger

Email: ezrad@rortax.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 52 Secs

Anais Dilger	Hello, I am your Acebuddy	14 Feb, 2:08:17 AM
Acebuddy	Hello Ezra Dilger, I'm your Ace Buddy. I'll be happy to assist you!	2:08:18 AM
	Whom Would You Like to Connect With?	2:08:18 AM
Anais Dilger	Technical Support (QB & App Hosting)	2:08:20 AM
Acebuddy	Welcome to Ace Support.	2:08:20 AM
	Please chose an option :	2:08:20 AM
Anais Dilger	I'd like to report an Issue	2:08:25 AM
Acebuddy	Please select an option!	2:08:25 AM
Anais Dilger	Other Issue	2:08:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:08:29 AM
Anais Dilger	Lacerte 2024 needs an update	2:08:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:08:38 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	2:08:38 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:09:46 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:09:49 AM
Anais Dilger	Hello!	2:09:55 AM
Shashwat Verma	Hello Ezra	2:09:59 AM
	I will surely help you with this issue.	2:10:10 AM
Anais Dilger	Looks like Lacerte 2024 needs an update	2:10:11 AM
	Ok!	2:10:13 AM
	Do you know roughly how long the process will take? Server name RORTax and Username RT_Anais	2:10:35 AM
Shashwat Verma	Sure, We have noted your request and will schedule it for night hours, approx. 4-5 hrs.	2:11:03 AM
Anais Dilger	Is it possible to do this now?	2:11:19 AM
Shashwat Verma	Okay	2:11:52 AM
	Kindly allow me two minutes to check the same.	2:11:55 AM
	But you need to logoff all other users	2:12:19 AM
	As it require server reboot.	2:12:29 AM
Anais Dilger	Once everyone is off the server, how long should this update take to install?	2:12:41 AM
Shashwat Verma	It might take 20 minutes.	2:13:03 AM
	As the Lacerte need time to run the update setup	2:13:40 AM
Anais Dilger	I see, ok! Give me two minutes to ask about this with the staff	2:14:12 AM
Shashwat Verma	Okay	2:15:09 AM
Anais Dilger	Ok. Will it be possible to schedule this update for an hour from now instead of overnight?	2:16:11 AM
Shashwat Verma	Sure, I'll try it after an hour	2:16:30 AM
	Is there anything else I may help you with ?	2:16:38 AM
Anais Dilger	Thank you, much appreciated	2:16:40 AM
	No, that will be all	2:16:44 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	2:17:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:17:04 AM
	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!	2:17:06 AM

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

2:17:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Feb, 5:56:02 AM

#73293 Mayqui Quintana

Email: mquintana@cloudeeds.com 17873769266

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: 22 Secs

City: ANASCO

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 12 Mins 39 Secs

Mayqui Quintana	Hello, I am your Acebuddy	28 Feb, 5:56:02 AM
Acebuddy	Hello Mquintana, I'm your Ace Buddy. I'll be happy to assist you!	5:56:04 AM
	Whom Would You Like to Connect With?	5:56:04 AM
Mayqui Quintana	VDI/DaaS Support	5:57:14 AM
Acebuddy	Please wait while we connect you to an available Representative.	5:57:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:57:14 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	5:57:32 AM
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?	5:57:48 AM

Mayqui Quintana	I can access to remote desktop but when I try of make the login in myportal site I never received the sms to my cell phone.	5:59:05 AM
Pradeep Kumar	Alright, let me transfer the chat to the concerned team.	5:59:35 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	5:59:50 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:00:21 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:00:24 AM
	Hello	6:00:27 AM
	I will surely help you with this issue.	6:00:45 AM
	May I take the remote access of your local computer?	6:01:04 AM
	Are we still connected here?	6:02:21 AM
	Are we still connected here?	6:04:08 AM
	Are we still connected here?	6:06:06 AM
	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.	6:08:07 AM
	<i>Shashwat Verma has ended this chat session</i>	6:08:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb, 9:01:08 AM

#72927 Gita Faust

Email: gita@fasttracconsulting.com ☎ na

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: 21 Secs

City: CHALFON

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 3 Secs

Gita Faust	Hello, I am your Acebuddy	21 Feb, 9:01:09 AM
Acebuddy	Hello Gita, I'm your Ace Buddy. I'll be happy to assist you!	9:01:11 AM
	Whom Would You Like to Connect With?	9:01:11 AM
Gita Faust	Technical Support (QB & App Hosting)	9:01:19 AM
Acebuddy	Welcome to Ace Support.	9:01:20 AM
	Please chose an option :	9:01:20 AM
Gita Faust	I'd like to report an Issue	9:01:25 AM
Acebuddy	Please select an option!	9:01:25 AM
Gita Faust	Other Issue	9:01:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:01:30 AM
Gita Faust	Cannot log into Hosting - non of the user work	9:01:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:01:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:01:54 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:02:04 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:02:11 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:02:17 AM
Gita Faust	Hey Tushar	9:02:19 AM
Tushar Pharswan	hello Gita.	9:02:34 AM
Gita Faust	CID73398 Kathleen, Max, Ana. I cannot log in	9:02:39 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	9:03:00 AM
	May I take the remote access of your local computer?	9:03:43 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:03:45 AM
Gita Faust	yes	9:03:50 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/7762872119	9:04:13 AM
	Kindly Click on the link and open the downloaded file.	9:04:15 AM
Gita Faust	can you see my computer	9:05:29 AM
Tushar Pharswan	Yes, we are connected.	9:05:45 AM
	Do you know the password for these 3 profiles you mentioned above?	9:06:08 AM
Gita Faust	yes	9:06:17 AM
Tushar Pharswan	Okay let's try to login one of them.	9:06:38 AM

Gita Faust	That is so weird	9:07:08 AM
	I just set this one up... can you check the setting please	9:07:47 AM
Tushar Pharswan	What we can do is for future occurrence you can take the screen shot of the error messages that would help.	9:08:18 AM
	Kindly show me.	9:08:28 AM
	This profile is also working now.	9:09:54 AM
Gita Faust	Yes. it is. I know the other two did not work earlier. Anyway appreciate your help.	9:10:31 AM
	Have a great day!	9:10:39 AM
Tushar Pharswan	If you face any issue, we are always there to assist.	9:10:48 AM
	Is there anything else I may help you with ?	9:10:49 AM
Gita Faust	nope	9:10:55 AM
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:11:01 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:11:08 AM
	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!	9:11:11 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	9:11:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Feb, 2:53:07 AM

#72188 North

Email: cindy@thehearingcenter-ca.com  4087782114

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: GILROY

State: California

Country: UNITED STATES

Chat Duration : 36 Mins 31 Secs

Chat Transcript

North	Hello, I am your Acebuddy	8 Feb, 2:53:09 AM
Acebuddy	Hello Cindy North, I'm your Ace Buddy. I'll be happy to assist you!	2:53:10 AM
	Whom Would You Like to Connect With?	2:53:10 AM
North	Technical Support (QB & App Hosting)	2:53:18 AM
Acebuddy	Welcome to Ace Support.	2:53:18 AM
	Please chose an option :	2:53:18 AM
North	I'd like to raise a Request	2:53:30 AM
Acebuddy	Please select your request type.	2:53:30 AM
North	Other Request	2:53:40 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:53:40 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:53:40 AM
North	Restart	2:58:00 AM
Acebuddy	Hello Cindy North, I'm your Ace Buddy. I'll be happy to assist you!	2:58:01 AM
	Whom Would You Like to Connect With?	2:58:01 AM
North	Technical Support (QB & App Hosting)	2:58:11 AM
Acebuddy	Welcome to Ace Support.	2:58:11 AM
	Please chose an option :	2:58:11 AM
North	I'd like to raise a Request	2:58:25 AM
Acebuddy	Please select your request type.	2:58:25 AM
North	Other Request	2:58:33 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:58:33 AM

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

2:58:33 AM

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.

3:29:41 AM

Ended due to chat idle timeout

3:29:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 10:22:40 PM

#73140 Jay Sincoff

Email: sincoff@aol.com 19084891579

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: 32 Secs

City: MONROE TOWNSHIP

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 42 Secs

Jay Sincoff	Hello, I am your Acebuddy	25 Feb, 10:22:42 PM
Acebuddy	Hello Sincoff, I'm your Ace Buddy. I'll be happy to assist you!	10:22:43 PM
	Whom Would You Like to Connect With?	10:22:43 PM
Jay Sincoff	Technical Support (QB & App Hosting)	10:22:54 PM
Acebuddy	Welcome to Ace Support.	10:22:54 PM
	Please chose an option :	10:22:54 PM
Jay Sincoff	I'd like to report an Issue	10:23:02 PM
Acebuddy	Please select an option!	10:23:02 PM

Jay Sincoff	Other Issue	10:23:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:23:08 PM
Jay Sincoff	ticket ID 647623	10:23:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:23:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:23:19 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:25:04 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:25:08 PM
	Hello Sincoff	10:25:15 PM
Jay Sincoff	i have probelms getting on this is absurb	10:25:30 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:27:05 PM
Jay Sincoff	sent you what is say is the problem	10:27:09 PM
Anurag Sharma	Kindly allow me 2-3 minutes to check the same.	10:27:18 PM
Jay Sincoff	well i am on now put do it please on your end	10:27:41 PM
Anurag Sharma	I will surely help you with this issue.	10:28:15 PM
	May I take the remote access of your local computer?	10:28:19 PM
Jay Sincoff	yes	10:28:40 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	10:29:00 PM
	https://assist.acecloudhosting.com/join/7582092296	10:29:51 PM
	Kindly paste this link in the browser of local computer and join the session.	10:29:54 PM
	We are connected on the remote session and will proceed with the troubleshooting on the 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.	10:32:51 PM
	Please stay connected. I am working on the issue.	10:38:00 PM
	Are we still connected here?	10:51:17 PM
	Are we still connected here?	10:53:53 PM
	Are we still connected here?	10:54:18 PM
	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.	10:54:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:54:23 PM
	<i>Anurag Sharma has ended this chat session</i>	10:54:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb, 3:07:25 AM

#72910 Courtney Weaver

Email: cweaver@vintegritywineks.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: KANSAS CITY

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 8 Secs

Courtney Weaver	Hello, I am your Acebuddy	21 Feb, 3:07:27 AM
Acebuddy	Hello Courtney Weaver, I'm your Ace Buddy. I'll be happy to assist you!	3:07:28 AM
	Whom Would You Like to Connect With?	3:07:28 AM
Courtney Weaver	Technical Support (QB & App Hosting)	3:07:47 AM
Acebuddy	Welcome to Ace Support.	3:07:47 AM
	Please chose an option :	3:07:47 AM
Courtney Weaver	I'd like to raise a Request	3:07:56 AM
Acebuddy	Please select your request type.	3:07:56 AM
Courtney Weaver	Password Reset	3:08:00 AM
Acebuddy	Please select an option below	3:08:00 AM
Courtney Weaver	Not Enrolled to Selfcare Portal	3:08:06 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	3:08:06 AM
	Do you need any further assistance on the topic?	3:08:06 AM
	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.	3:43:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Feb, 8:52:21 PM

#72621 Gita Faust

Email: gita@fasttracconsulting.com na

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: CHALFON

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 39 Secs

Gita Faust	Hello, I am your Acebuddy	16 Feb, 8:52:23 PM
Acebuddy	Hello Gita, I'm your Ace Buddy. I'll be happy to assist you!	8:52:24 PM
	Whom Would You Like to Connect With?	8:52:24 PM
Gita Faust	Technical Support (QB & App Hosting)	8:52:37 PM
Acebuddy	Welcome to Ace Support.	8:52:37 PM
	Please chose an option :	8:52:37 PM
Gita Faust	I'd like to report an Issue	8:53:10 PM
Acebuddy	Please select an option!	8:53:10 PM
Gita Faust	Other Issue	8:53:23 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:53:23 PM
Gita Faust	Ticket 641548	8:54:09 PM

Acebuddy	Please wait while we connect you to a Support Representative	8:54:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:54:10 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	8:56:04 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	8:56:08 PM
	Thank you for the information and allow 2 minutes to check the same.	8:56:18 PM
	Gita as I can check you want us to install an application on the server ?	8:59:26 PM
	Are we still connected here?	9:01:51 PM
	Are we still connected here?	9:03:31 PM
Gita Faust	Oh yes	9:04:24 PM
	Yes and you got an approval from Kathleen	9:04:40 PM
Shubham Yadav	Thanks for the confirmation Gita	9:05:03 PM
	We will install the application and will inform you the same over the mail	9:05:20 PM
Gita Faust	AND qb update also need to be installed on all users	9:05:24 PM
	Please install the app on all users	9:05:36 PM
	Why does it take so many days to get something installed?	9:06:00 PM
Shubham Yadav	Alright gita, we are proceeding with it.	9:06:08 PM
	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	9:06:33 PM
	We are working on it and we were waiting for the approval	9:06:54 PM
Gita Faust	Approaval was send	9:07:10 PM
Shubham Yadav	Yes Gita. We will mail you just after the installation get completes as soon as possible.	9:07:47 PM
	Can you please confirm the server name please ?	9:07:56 PM
Gita Faust	What about install on QuickBooks.	9:08:01 PM
	I gave you the ticket number. Check it	9:08:11 PM
Shubham Yadav	Gita as I can check you have two accounts HammerZen and Fasttrackaccounting server names	9:09:53 PM
Gita Faust	I did not know that. Company name is SICB Management CID 73398	9:10:54 PM
Shubham Yadav	Thanks for the confirmation Gita	9:11:32 PM
	We are working on this and will update you over the mail shortly.	9:11:59 PM
Gita Faust	What about QB update install?	9:12:16 PM
Shubham Yadav	We will install the QB updates on the server.	9:12:51 PM
Gita Faust	AND the Axis App	9:13:32 PM
Shubham Yadav	Yes Gita	9:13:44 PM

Gita Faust	Perfect. I am looking forward to your email Hoping with two hours?	9:14:01 PM
Shubham Yadav	Sure Gita.	9:14:16 PM
	We are working on it and will mail with in 2 hours.	9:14:25 PM
Gita Faust	Thank You!	9:14:31 PM
Shubham Yadav	Welcome Gita	9:14:37 PM
	Is there anything else I may help you with ?	9:14:39 PM
Gita Faust	No thanks. Have a great Sunday!	9:14:51 PM
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:14:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:14:57 PM
	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!	9:14:59 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Shubham Yadav has ended this chat session

9:15:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 10:13:26 PM

#73136 AMorales

Email: amorales@ulpdx.org

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 47 Secs

City: SANTEE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 36 Secs

AMorales	Hello, I am your Acebuddy	25 Feb, 10:13:28 PM
Acebuddy	Hello Amorales, I'm your Ace Buddy. I'll be happy to assist you!	10:13:29 PM
	Whom Would You Like to Connect With?	10:13:29 PM
AMorales	Technical Support (QB & App Hosting)	10:13:35 PM
Acebuddy	Welcome to Ace Support.	10:13:35 PM
	Please chose an option :	10:13:35 PM
AMorales	I'd like to raise a Request	10:13:42 PM
Acebuddy	Please select your request type.	10:13:42 PM
AMorales	Other Request	10:13:48 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:13:48 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:13:48 PM
AMorales	Restart	10:14:05 PM
Acebuddy	Hello Amorales, I'm your Ace Buddy. I'll be happy to assist you!	10:14:05 PM
	Whom Would You Like to Connect With?	10:14:05 PM
AMorales	Technical Support (QB & App Hosting)	10:14:14 PM
Acebuddy	Welcome to Ace Support.	10:14:14 PM
	Please chose an option :	10:14:14 PM
AMorales	I'd like to report an Issue	10:14:21 PM
Acebuddy	Please select an option!	10:14:21 PM
AMorales	Password Reset	10:14:33 PM
Acebuddy	Please select an option below	10:14:33 PM
AMorales	Not Enrolled to Selfcare Portal	10:14:37 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	10:14:37 PM
	Do you need any further assistance on the topic?	10:14:37 PM

AMorales	Yes	10:14:44 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:14:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:14:44 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	10:14:56 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	10:15:00 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:15:11 PM
AMorales	Where do I find the server name?	10:15:30 PM
	user name: amorales@ulpdx.org	10:15:42 PM
Shubham Yadav	Kindly let me know the business name.	10:15:52 PM
AMorales	Urban League of Portland	10:16:00 PM
	I just need to reset my QB password	10:16:37 PM
Shubham Yadav	Could you please let me know if you would like to reset the password for QuickBooks or server access?	10:18:02 PM
AMorales	Just for Quickbooks, please	10:18:52 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	10:19:24 PM
	Amorales for QB password reset. Only admin can reset the password.	10:21:42 PM
	Please contact the admin of your QB file to reset the password.	10:22:05 PM
AMorales	Who's set up as the admin?	10:22:30 PM
Shubham Yadav	Amorales please contact the POC for password reset.	10:24:06 PM
AMorales	Ah, just checked in with supervisor. Thank you	10:24:22 PM
Shubham Yadav	Welcome Amorales	10:24:33 PM
	Is there anything else I may help you with ?	10:24:35 PM
	Are we still connected here?	10:26:06 PM
	Are we still connected here?	10:28:05 PM
	Are we still connected here?	10:30:01 PM
	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.	10:30:02 PM
	<i>Shubham Yadav has ended this chat session</i>	10:30:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 9:11:46 PM

#72395 Holmberg

Email: jack.b.holmberg@gmail.com ☎ 18142032931

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: ROULETTE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 29 Secs

Holmberg	Hello, I am your Acebuddy	12 Feb, 9:11:47 PM
Acebuddy	Hello Jack Holmberg, I'm your Ace Buddy. I'll be happy to assist you!	9:11:48 PM
	Whom Would You Like to Connect With?	9:11:48 PM
	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.	9:57:16 PM
	<i>Ended due to chat idle timeout</i>	9:57:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Feb, 9:30:54 PM

#71994 jgiuliani

Email: jgiuliani@montanatimberproducts.com ☎ 4065461331

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: MISSOULA

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 37 Secs

jgiuliani	Hello, I am your Acebuddy	5 Feb, 9:30:54 PM
Acebuddy	Hello Jgiuliani, I'm your Ace Buddy. I'll be happy to assist you!	9:30:57 PM
	Whom Would You Like to Connect With?	9:30:57 PM
jgiuliani	Technical Support (QB & App Hosting)	9:31:11 PM
Acebuddy	Welcome to Ace Support.	9:31:11 PM
	Please chose an option :	9:31:11 PM
jgiuliani	Setback	9:31:23 PM
Acebuddy	Hello Jgiuliani, I'm your Ace Buddy. I'll be happy to assist you!	9:31:23 PM
	Whom Would You Like to Connect With?	9:31:23 PM
jgiuliani	Technical Support (QB & App Hosting)	9:31:39 PM
Acebuddy	Welcome to Ace Support.	9:31:39 PM
	Please chose an option :	9:31:39 PM
jgiuliani	I'd like to report an Issue	9:31:44 PM
Acebuddy	Please select an option!	9:31:44 PM
jgiuliani	Password Reset	9:31:48 PM
Acebuddy	Please select an option below	9:31:48 PM
jgiuliani	Not Enrolled to Selfcare Portal	9:32:11 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:32:11 PM
	Do you need any further assistance on the topic?	9:32:11 PM
jgiuliani	No	9:32:32 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:32:32 PM
	<i>Acebuddy has ended this chat session</i>	9:32:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb, 3:49:44 AM

#72696 Jeremy.primus

Email: jeremy.primus@novaflexled.com ☎ 320-407-0925

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: MADISON

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 40 Secs

Jeremy.primus	Hello, I am your Acebuddy	18 Feb, 3:49:45 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	3:50:35 AM
Jeremy.primus	Hello Shubham Can you please Unlock Arbie	3:50:48 AM
Shubham Yadav	Jeremy arbie is already unlocked	3:51:59 AM
Jeremy.primus	one second	3:53:17 AM
Shubham Yadav	Yes please try again	3:54:08 AM
Jeremy.primus	She is still getting an error	3:56:47 AM
	I apologize I am trying to assist with another user as well as help with this	3:57:00 AM
Shubham Yadav	No worries jeremy, I will guide you on this	3:57:29 AM
	Is she getting the same error ?	3:57:38 AM
Jeremy.primus	Can you please reset Arbie's password?	3:57:52 AM
Shubham Yadav	Yes jeremy we can, we need a mail for that.	3:58:16 AM

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

3:58:19 AM

Jeremy are we still connected here?

4:00:26 AM

Jeremy.primus One Sec

4:02:08 AM

Shubham Yadav Sure

4:02:26 AM

Jeremy.primus Sent you an email

4:03:22 AM

Shubham Yadav Thanks for the confirmation

4:04:18 AM

We will be sharing you a new password over the email

4:04:31 AM

Are we still connected here?

4:06:06 AM

Are we still connected here?

4:08:06 AM

Are we still connected here?

4:09:04 AM

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.

4:09:08 AM

Shubham Yadav has ended this chat session

4:09:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Feb, 8:45:35 PM

#72198 Christopher Gore

Email: chris@c3energypartners.com ☎ 14063660622

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Christopher Gore	Hello, I am your Acebuddy	8 Feb, 8:45:37 PM
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!	8:45:38 PM
	Whom Would You Like to Connect With?	8:45:38 PM
Christopher Gore	Technical Support (QB & App Hosting)	8:45:42 PM
Acebuddy	Welcome to Ace Support.	8:45:43 PM
	Please chose an option :	8:45:43 PM
Christopher Gore	I'd like to raise a Request	8:45:48 PM
Acebuddy	Please select your request type.	8:45:48 PM
Christopher Gore	Application Update	8:45:58 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	8:45:58 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	8:45:58 PM
Christopher Gore	Yes	8:46:07 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:46:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:46:07 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	8:46:15 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	8:46:19 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:46:27 PM
Christopher Gore	C3_Energy	8:46:40 PM
	C3_Chris	8:46:50 PM
	i bought QB Diamond and i need you to download it to our server, i dont have the permission	8:47:31 PM
Shubham Yadav	Thank you for the information chris.	8:47:54 PM
	You can mail us the same with license code and product code and we will proceed further.	8:48:26 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	8:48:32 PM
Christopher Gore	i just sent the email	8:49:23 PM
Shubham Yadav	Thanks for the confirmation.	8:49:36 PM
	We will proceed with it and will update you on the mail.	8:49:48 PM
Christopher Gore	when will this happen? are we done? can i go eat breakfast and come back later and it will be downloaded?	8:51:13 PM

Shubham Yadav	Sure Chris, we will download it in and will update you in an hour or 2.	8:51:59 PM
Christopher Gore	ok	8:52:33 PM
Shubham Yadav	Is there anything else I may help you with ?	8:52:39 PM
	This message has been deleted	8:54:18 PM
	Are we still connected here?	8:54:31 PM
	Are we still connected here?	8:56:02 PM
	Are we still connected here?	8:58:47 PM
	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.	8:59:37 PM
	<i>Shubham Yadav has ended this chat session</i>	8:59:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 1:40:45 AM

#72522 megan Kerns

Email: mkerns@confluenceenvironmental.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 2 Mins 4 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 34 Secs

megan Kerns	Hello, I am your Acebuddy	14 Feb, 1:40:46 AM
Acebuddy	Hello Megan Kerns, I'm your Ace Buddy. I'll be happy to assist you!	1:40:47 AM

	Whom Would You Like to Connect With?	1:40:47 AM
megan Kerns	Technical Support (QB & App Hosting)	1:40:53 AM
Acebuddy	Welcome to Ace Support.	1:40:56 AM
	Please chose an option :	1:40:56 AM
megan Kerns	I'd like to report an Issue	1:41:03 AM
Acebuddy	Please select an option!	1:41:03 AM
megan Kerns	Other Issue	1:41:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:41:10 AM
megan Kerns	accessing the remote server	1:41:27 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:41:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:41:27 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	1:42:21 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1:42:41 AM
megan Kerns	hello	1:42:50 AM
Sharath Kumar	Hi Megan, how may assist you today	1:44:09 AM
megan Kerns	At some point my connection would not let me print pdf's from the server to my local computer. I thought perhaps it was a glitch post update of my local computer. So I had the idea to delete RDP and redownload. I now have no access to the remote server	1:44:42 AM
Sharath Kumar	Understood, what is the error message that you receive when signing into the server?	1:45:42 AM
megan Kerns	no error message, simply looks like it is connecting but never does	1:46:22 AM
	RDP is now "windows App" so I wasn't sure if there is an incompatibility that I am now working with	1:46:57 AM
Sharath Kumar	not sure, why that happened. Would you be comfortable with providing remote access of your local computer	1:49:18 AM
megan Kerns	yes	1:49:28 AM
Sharath Kumar	https://assist.acecloudhosting.com/join/3722420190	1:50:34 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:50:37 AM
	Megan, are we still connected here?	2:18:50 AM
megan Kerns	yes	2:18:53 AM
Sharath Kumar	ok, could you please fill in the rest	2:20:10 AM
megan Kerns	done	2:21:31 AM
Sharath Kumar	we are disconnecting since the system required a reboot	2:28:05 AM
	Please let us know if the issue still persists	2:28:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:28:18 AM

Sharath Kumar has ended this chat session

2:28:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 6:32:02 AM

#72359 Stephanie

Email: stephanie@tworiverstax.com 17326181441

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: 2 Mins 1 Sec

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 3 Secs

Stephanie	Hello, I am your Acebuddy	12 Feb, 6:32:04 AM
Acebuddy	Hello Stephanie, I'm your Ace Buddy. I'll be happy to assist you!	6:32:05 AM
	Whom Would You Like to Connect With?	6:32:05 AM
Stephanie	Technical Support (QB & App Hosting)	6:32:14 AM
Acebuddy	Welcome to Ace Support.	6:32:16 AM
	Please chose an option :	6:32:16 AM
Stephanie	I'd like to report an Issue	6:32:24 AM
Acebuddy	Please select an option!	6:32:24 AM
Stephanie	Other Issue	6:32:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:32:29 AM
Stephanie	I am unable to connect to my ATX Payroll Server for 2023 and I cannot rollover prior year Payroll	6:35:14 AM

	Returns (2023) when I am in ATX Payroll 2024.	
Acebuddy	Please wait while we connect you to a Support Representative	6:35:15 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:35:15 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	6:37:13 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	6:37:46 AM
Stephanie	hello	6:37:54 AM
Tushar Pharswan	Hello Stephanie.	6:38:48 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:38:59 AM
Stephanie	TworiversATX1	6:39:19 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	6:40:37 AM
Stephanie	ok thank you	6:40:46 AM
Tushar Pharswan	Thank you for waiting.	6:42:56 AM
	May I take the remote access of your local computer?	6:43:18 AM
Stephanie	yes please	6:43:31 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	6:43:55 AM
Stephanie	done	6:44:18 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/3292038774	6:44:53 AM
	Kindly Click on the link and open the downloaded file.	6:44:55 AM
Stephanie	Where did you go? Should I start over?	6:50:01 AM
Tushar Pharswan	Did you click on the link?	6:50:50 AM
Stephanie	Yes. I'll do it again.	6:51:15 AM
	It says initializing remote session then nothing happens.	6:52:23 AM
Tushar Pharswan	That should not happen.	6:52:57 AM
	May I share a new link?	6:53:33 AM
Stephanie	yes please	6:53:38 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/6862595065	6:54:37 AM
	This is the new link kindly try on this.	6:54:55 AM
Stephanie	Hi Tushar...I tried the link and now it says out of storage and I cannot download it.	6:56:15 AM
	I'll try again	6:56:53 AM
Tushar Pharswan	Are you trying to access the link from your local system or server side?	6:57:10 AM
Stephanie	server side	6:57:45 AM
	I've been have storage issue on the server side.	6:58:13 AM

	Still says Initializing remote session	6:58:29 AM
	<i>6:59:35 AMStephanie is sharing a file with you TRATX1 server message.PNG - (Size:264.22 KB)</i>	6:59:35 AM
Tushar Pharswan	I just checked on server end cleaned some unwanted files and was able to free up around 2 GB of space.	7:01:08 AM
Stephanie	Thank you.	7:01:28 AM
Tushar Pharswan	This will fill up again as you work, as for now kindly try to access the link again.	7:01:56 AM
Stephanie	ok	7:02:08 AM
Tushar Pharswan	After this chat ends, I will share you the storage plans which you can choose if you wish to increase your storage.	7:02:53 AM
	We are connected now.	7:03:03 AM
Stephanie	ok	7:03:07 AM
	This is where it stops	7:04:22 AM
	I cannot connect to Payroll 2023 either.	7:05:43 AM
Tushar Pharswan	I will fix it.	7:06:30 AM
Stephanie	Thank you	7:06:49 AM
Tushar Pharswan	Stephanie we will have to reinstall the Payroll2024 on the server end after that this issue will resolve. (Edited)	7:23:43 AM
Stephanie	Ok thank you. What about 2023?	7:24:00 AM
Tushar Pharswan	Let me reboot the server once it will restart the ATX services.	7:24:47 AM
	including the payroll services as well.	7:25:06 AM
Stephanie	ok	7:25:22 AM
	DO ned o do anything on my end?	7:25:33 AM
	Do I need to do anything on my end? Sorry	7:25:51 AM
Tushar Pharswan	Yes, as this chat might get disconnected do you have the setup file for payroll 2024?	7:26:15 AM
Stephanie	What is the setup file?	7:27:30 AM
	Can you call me back if we get disconnected 732-618-1441	7:28:22 AM
Tushar Pharswan	It is the file through which we install the application.	7:28:52 AM
	sure.	7:28:56 AM
	I will try to reboot now.	7:29:04 AM
Stephanie	The activation codes. Yes I have them.	7:29:19 AM
Tushar Pharswan	We have the activation codes on the ticket you had first installed the application.	7:29:55 AM
Stephanie	yes	7:30:08 AM

Tushar Pharswan Server is rebooting and as this chat will get disconnected, we will see if the remote session is still accessible or not if not, we will call you on the number that you provided. 7:31:58 AM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 7:32:03 AM

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! 7:32:04 AM

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

7:32:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 22 Feb, 1:13:27 AM

#72981 Desiriah Mabray

Email: caoffice@elevators.com 9169333550

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: 7 Secs

City: OAKLAND

State: California

Country: UNITED STATES

Chat Transcript Chat Duration : 17 Mins 2 Secs

Desiriah Mabray Hello, I am your Acebuddy

22 Feb, 1:13:28 AM

Acebuddy	Hello Desiriah Mabray, I'm your Ace Buddy. I'll be happy to assist you!	1:13:29 AM
	Whom Would You Like to Connect With?	1:13:29 AM
Desiriah Mabray	Technical Support (QB & App Hosting)	1:13:58 AM
Acebuddy	Welcome to Ace Support.	1:13:58 AM
	Please chose an option :	1:13:58 AM
Desiriah Mabray	I'd like to report an Issue	1:14:04 AM
Acebuddy	Please select an option!	1:14:04 AM
Desiriah Mabray	QuickBooks Issue	1:14:08 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:14:08 AM
Desiriah Mabray	QuickBooks Login Issue	1:14:20 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	1:14:20 AM
	Was that helpful?	1:14:20 AM
Desiriah Mabray	No	1:14:25 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:14:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:14:25 AM
Desiriah Mabray	GB saying i do not necessary administrator permissions	1:15:03 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:15:45 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:15:49 AM
	Hello Desiriah	1:16:26 AM
	I will surely help you with this issue.	1:16:38 AM
	Kindly confirm the QB version you are facing issue with. (Edited)	1:17:33 AM
	Are we still connected here?	1:19:30 AM
Desiriah Mabray	QB solutions 24.0	1:19:38 AM
Shashwat Verma	Thanks for the confirmation !	1:19:47 AM
	Kindly logoff and re-login to server to make the changes reflected on your side.	1:20:52 AM
Desiriah Mabray	i just did this, the issue is still there	1:23:29 AM
Shashwat Verma	May I take the remote access of your local computer?	1:23:40 AM
Desiriah Mabray	yes	1:23:49 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:23:55 AM
	https://assist.acecloudhosting.com/join/9852039535	1:23:56 AM
	Kindly Click on the link and open the downloaded file.	1:24:00 AM

We are connected on the remote session and will proceed with the troubleshooting on the 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.

1:25:45 AM

issue resolved on remote session by restarting the services and updating the Qb Enterprise2024

1:30:21 AM

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

1:30:24 AM

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

1:30:26 AM

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!

1:30:28 AM

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

1:30:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 11:24:38 PM

#73145 Miriam Davis

Email: miriam@rondopoolstn.com 16154426945

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: THOMPSONS STATION

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 53 Mins 13 Secs

Miriam Davis	Hello, I am your Acebuddy	25 Feb, 11:24:39 PM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	11:24:41 PM
	Whom Would You Like to Connect With?	11:24:41 PM
Miriam Davis	Technical Support (QB & App Hosting)	11:31:34 PM
Acebuddy	Welcome to Ace Support.	11:31:34 PM
	Please chose an option :	11:31:34 PM
Miriam Davis	I'd like to raise a Request	11:32:13 PM
Acebuddy	Please select your request type.	11:32:13 PM
Miriam Davis	Change in Users	11:32:21 PM
Acebuddy	Please select your desired option!	11:32:21 PM
Miriam Davis	User Replacement	11:32:27 PM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	11:32:27 PM
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	11:32:27 PM
	Do you need any further assistance on the topic?	11:32:27 PM
	<i>The visitor's email address was changed to miriam@rondopoolstn.com.</i>	11:35:32 PM
	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.	26 Feb, 12:17:53 AM
	<i>Ended due to chat idle timeout</i>	12:17:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Feb, 11:44:01 AM

#72139 justin carpenter

Email: jcarpenter1906@gmail.com ☎ 14432203368

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: BALTIMORE

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 12 Secs

justin carpenter	Hello, I am your Acebuddy	7 Feb, 11:44:04 AM
Acebuddy	Hello Justin Carpenter, I'm your Ace Buddy. I'll be happy to assist you!	11:44:05 AM
	Whom Would You Like to Connect With?	11:44:05 AM
justin carpenter	Technical Support (QB & App Hosting)	11:44:47 AM
Acebuddy	Welcome to Ace Support.	11:44:47 AM
	Please chose an option :	11:44:47 AM
justin carpenter	I'd like to raise a Request	11:44:52 AM
Acebuddy	Please select your request type.	11:44:53 AM
justin carpenter	Setup Ace Server	11:45:04 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	11:45:04 AM
justin carpenter	MacOS	11:45:08 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	11:45:08 AM
	Do you need any further assistance on the topic?	11:45:08 AM
justin carpenter	Restart	11:45:13 AM
Acebuddy	Hello Justin Carpenter, I'm your Ace Buddy. I'll be happy to assist you!	11:45:13 AM
	Whom Would You Like to Connect With?	11:45:13 AM
	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.	12:22:16 PM
	<i>Ended due to chat idle timeout</i>	12:22:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 6:25:23 AM

#72358 taxinfo

Email: taxinfo@davidweinsteincpa.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: 34 Secs

City: HIGHLAND PARK

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 47 Secs

taxinfo	Hello, I am your Acebuddy	12 Feb, 6:25:24 AM
Acebuddy	Hello Taxinfo, I'm your Ace Buddy. I'll be happy to assist you!	6:25:26 AM
	Whom Would You Like to Connect With?	6:25:26 AM
taxinfo	Managed IT	6:26:24 AM
Acebuddy	Please wait while we connect you to an available Representative.	6:26:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:26:24 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	6:26:33 AM
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?	6:26:48 AM
taxinfo	can you help with setting up split monitor sharing within the VPN	6:27:05 AM
Pradeep Kumar	Alright, Let me transfer the chat to the concerned Team.	6:27:42 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	6:27:50 AM
taxinfo	My laptop is set up with monitor share - no issues going back and forth. However within VPN i can not share monitors	6:28:09 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	6:28:23 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	6:28:36 AM
taxinfo	My laptop is set up with monitor share - no issues going back and forth. However within VPN i can not	

	share monitors	6:28:52 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:29:19 AM
taxinfo	David Weinstein CPA - user taxinfo@davidweinsteincpa.com	6:30:42 AM
	David@davidweinsteincpa.com	6:31:20 AM
Tushar Pharswan	Thank you for the details.	6:31:46 AM
	May I take the remote access of your local computer?	6:31:49 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:31:51 AM
taxinfo	ok good to go	6:32:37 AM
	I have the VPn on my desktop and open on monitor 2	6:33:20 AM
Tushar Pharswan	Okay.	6:33:49 AM
	https://assist.acecloudhosting.com/join/1242133051	6:33:51 AM
	Kindly Click on the link and open the downloaded file.	6:33:54 AM
	Kindly guide me to the icon through which you login.	6:39:19 AM
	Kindly right click on the icon and select show more options.	6:44:15 AM
	It is not letting me do it so I will guide you through the process.	6:44:31 AM
taxinfo	ok	6:44:51 AM
Tushar Pharswan	Kindly right click on the icon and select show more options.	6:45:20 AM
	After that click on edit.	6:45:28 AM
	click on display tab now.	6:46:33 AM
	click on use all my monitors and try to login.	6:48:16 AM
	If the issue arises again then you can select the same settings and click save.	6:49:52 AM
	As of now dual monitor is set up now.	6:50:04 AM
	Is there anything else I may help you with ?	6:50:30 AM
taxinfo	nothing else thank you	6:51:00 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:51:06 AM
	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!	6:51:08 AM
	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

6:51:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Feb, 3:34:39 AM

#71819 Gloria Phillips

Email: gphillips@gpacnt.com 15804783686

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 2 Secs

City: KANSAS CITY

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 3 Secs

Gloria Phillips	Hello, I am your Acebuddy	3 Feb, 3:34:41 AM
Acebuddy	Hello Gphillips, I'm your Ace Buddy. I'll be happy to assist you!	3:34:42 AM
	Whom Would You Like to Connect With?	3:34:42 AM
Gloria Phillips	Technical Support (QB & App Hosting)	3:35:17 AM
Acebuddy	Welcome to Ace Support.	3:35:18 AM
	Please chose an option :	3:35:18 AM
Gloria Phillips	I'd like to report an Issue	3:35:24 AM
Acebuddy	Please select an option!	3:35:24 AM
Gloria Phillips	Other Issue	3:35:32 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:35:32 AM

Gloria Phillips	I keep getting loosing connection and it states will try and rest and then it will reset and then it happens again and again. I checked I have great internet . there it goes again.	3:37:27 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:37:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:37:28 AM
Gloria Phillips	Connection has been lost.	3:37:43 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	3:38:08 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	3:38:22 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:38:25 AM
Gloria Phillips	GPAccounting	3:39:09 AM
	GloriaP	3:39:15 AM
	it's lost connection and now reconnected	3:40:19 AM
Tushar Pharswan	Kndly stay connected for 2-3 minutes and lets see if the issue persist or not.	3:40:44 AM
Gloria Phillips	Agaoin	3:40:46 AM
Tushar Pharswan	May I take the remote access of your local computer?	3:40:54 AM
Gloria Phillips	YESS!	3:41:02 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	3:41:10 AM
	After that.	3:41:39 AM
	https://assist.acecloudhosting.com/join/8682748909	3:41:42 AM
	Kindly Click on the link and open the downloaded file.	3:41:44 AM
	We are connected on the remote session and will proceed with the troubleshooting on the 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.	3:43:09 AM
Gloria Phillips	do you see on othe screen	3:44:09 AM
Tushar Pharswan	Yes, Kindly guide me to the login icon.	3:44:34 AM
Gloria Phillips	do you want me to shut it down	3:45:03 AM
Tushar Pharswan	Kindly click on the edit button as it is not letting me.	3:47:59 AM
Gloria Phillips	I did	3:52:11 AM
Tushar Pharswan	There seems to be a technical issue with the remote session could you provide us your contact number so that we can schedule a call back or You may contact us on our 24/7 helpline on 888-415-5240 (toll-free)	3:53:42 AM
	I deeply apologize for the inconvenience caused to you.	3:53:49 AM
Gloria Phillips	1-580-478-3686	3:54:29 AM
	So someone will call me back? Or am I to all them?	3:55:23 AM
Tushar Pharswan	Thank you for the number I will schedule a call back or you may call us which ever you want.	3:56:24 AM

	Is there anything else I may help you with ?	3:56:28 AM
Gloria Phillips	No. When will they call back?	3:57:05 AM
Tushar Pharswan	As soon as this chat ends, I will email you as well as inform the team to call you back a ticket will be generated for the same.	3:58:03 AM
	May I disconnect this chat so that we can proceed with the further steps?	3:59:22 AM
Gloria Phillips	yes	3:59:59 AM
Tushar Pharswan	Okay thank you for understanding, I will schedule a call back for the same.	4:00:34 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:00:36 AM
	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!	4:00:40 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	4:00:44 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Feb, 1:28:15 PM

#71977 jackhung

Email: jackhung@jonaglobal.com ☎ 16265893869

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: DIAMOND BAR

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 26 Secs

jackhung	Hello, I am your Acebuddy	5 Feb, 1:28:16 PM
Acebuddy	Hello Jackhung, I'm your Ace Buddy. I'll be happy to assist you!	1:28:18 PM
	Whom Would You Like to Connect With?	1:28:18 PM
	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.	2:13:42 PM
	<i>Ended due to chat idle timeout</i>	2:13:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Feb, 4:04:10 AM

#71803 Lewisville

Email: lewisville@eaglefintax.com ☎ 4696098829

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: 25 Secs

City: HYDERABAD

State: Telangana

Country: INDIA

Chat Transcript

Chat Duration : 15 Mins 6 Secs

Lewisville	Hello, I am your Acebuddy	2 Feb, 4:04:12 AM
Acebuddy	Hello Supervisor, I'm your Ace Buddy. I'll be happy to assist you!	4:04:12 AM
	Whom Would You Like to Connect With?	4:04:12 AM

Lewisville	Technical Support (QB & App Hosting)	4:04:15 AM
Acebuddy	Welcome to Ace Support.	4:04:15 AM
	Please chose an option :	4:04:15 AM
Lewisville	I'd like to report an Issue	4:04:21 AM
Acebuddy	Please select an option!	4:04:21 AM
Lewisville	Other Issue	4:04:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:04:26 AM
Lewisville	unable to update drake 2024	4:04:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:04:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:04:38 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	4:05:00 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	4:05:04 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:05:11 AM
Lewisville	hi tushar	4:05:12 AM
Tushar Pharswan	Hello Supervisor.	4:05:24 AM
Lewisville	can you help out with above issue	4:05:38 AM
Tushar Pharswan	Yes, I will.	4:06:10 AM
	May I know your user name and company name.	4:06:22 AM
Lewisville	lewisvilleeagle1	4:06:46 AM
	eagle fintax	4:06:55 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	4:07:19 AM
Lewisville	okay	4:07:38 AM
Tushar Pharswan	I see LewisvilleEagle5 user logged in not LewisvilleEagle1.	4:08:06 AM
	Is LewisvilleEagle5 you?	4:08:18 AM
Lewisville	yes	4:08:23 AM
Tushar Pharswan	Okay.	4:08:29 AM
	Kindly log off and relogin.	4:09:26 AM
Lewisville	okay	4:10:05 AM
	i relogin	4:10:37 AM
	can you check	4:10:45 AM
Tushar Pharswan	May I log you log from back end just in case everything works fine proceeding further?	4:11:24 AM

	After that I will share a pop kindly accept that so that I can have remote access of your server.	4:11:40 AM
Lewisville	can you take my screen	4:11:43 AM
Tushar Pharswan	Yes I will after that.	4:11:56 AM
	Kindly relogin.	4:12:10 AM
	Let's update the application now.	4:13:00 AM
	Kindly open the application that you want to update.	4:13:28 AM
	The application is updated, lets reboot the server once just to make sure everything works fine.	4:15:17 AM
	I will reboot the server kindly login again after 2 minutes.	4:15:48 AM
	It is rebooted.I	4:17:13 AM
	Is there anything else I may help you with ?	4:17:17 AM
	Are we still connected here?	4:17:54 AM
	Are we still connected here?	4:18:15 AM
	Are we still connected here?	4:19:03 AM
	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.	4:19:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:19:11 AM
	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!	4:19:12 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	4:19:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72339 RENEE RINI

Email: renee.rini@irontoncapital.com ☎ 2166596889**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:** 2 Mins 14 Secs**City:** BROOMFIELD**State:** Colorado**Country:** UNITED STATES

Chat Duration : 25 Mins 27 Secs

Chat Transcript

RENEE RINI	Hello, I am your Acebuddy	12 Feb, 2:00:43 AM
Acebuddy	Hello Renee Rini, I'm your Ace Buddy. I'll be happy to assist you!	2:00:44 AM
	Whom Would You Like to Connect With?	2:00:44 AM
RENEE RINI	Technical Support (QB & App Hosting)	2:00:47 AM
Acebuddy	Welcome to Ace Support.	2:00:47 AM
	Please chose an option :	2:00:47 AM
RENEE RINI	I'd like to report an Issue	2:00:54 AM
Acebuddy	Please select an option!	2:00:54 AM
RENEE RINI	Password Reset	2:00:58 AM
Acebuddy	Please select an option below	2:00:59 AM
RENEE RINI	Already Enrolled to Selfcare Portal	2:01:03 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:01:03 AM
	Do you need any further assistance on the topic?	2:01:03 AM
RENEE RINI	Yes	2:01:08 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:01:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:01:08 AM
RENEE RINI	I cannot login to the server or ace support.	2:01:30 AM
	agent	2:02:17 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:02:53 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:02:56 AM

	Hello Renee	2:03:00 AM
RENEE RINI	Hi, I need assistance logging into the server and the self care portal.	2:03:55 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:04:04 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:04:09 AM
RENEE RINI	2 options for remote connection IrontonCapital.myrealdata.net and Ironton.myrealdata.net	2:05:40 AM
	2 options for user name. Ree	2:06:26 AM
	<i>2:06:36 AM RENEE RINI is sharing a file with you <u>1_image.png</u> - (Size:21.21 KB)</i>	2:06:36 AM
	<i>2:07:39 AM RENEE RINI is sharing a file with you <u>1_image.png</u> - (Size:3.43 KB)</i>	2:07:39 AM
	this is what is on my desktop that ace told me to connect with	2:07:40 AM
	can you connect and fix this?	2:07:58 AM
Anurag Sharma	Thanks for the confirmation !	2:07:59 AM
	May I take the remote access of your local computer?	2:08:03 AM
RENEE RINI	yes	2:08:09 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:08:28 AM
RENEE RINI	ok	2:08:35 AM
Anurag Sharma	https://assist.acecloudhosting.com/join/8562650580	2:08:40 AM
	Kindly paste this link in the browser of local computer and join the session.	2:08:44 AM
	We are connected on the remote session and will proceed with the troubleshooting on the 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.	2:09:39 AM
RENEE RINI	resolved	2:11:27 AM
Anurag Sharma	Please stay connected	2:21:57 AM
	The issue seems to be resolved now.	2:22:49 AM
	Is there anything else I may help you with ?	2:22:51 AM
	Are we still connected here?	2:24:13 AM
	Are we still connected here?	2:25:35 AM
	Are we still connected here?	2:26:04 AM
	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.	2:26:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:26:08 AM
	<i>Anurag Sharma has ended this chat session</i>	2:26:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 12:52:08 AM

#71862 jend

Email: jend@taxproak.com ☎ 19077431040

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: EAGLE RIVER

State: Alaska

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 38 Secs

jend	Hello, I am your Acebuddy	4 Feb, 12:52:08 AM
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!	12:52:09 AM
	Whom Would You Like to Connect With?	12:52:09 AM
jend	Technical Support (QB & App Hosting)	12:52:15 AM
Acebuddy	Welcome to Ace Support.	12:52:15 AM
	Please chose an option :	12:52:15 AM
jend	I'd like to raise a Request	12:52:23 AM
Acebuddy	Please select your request type.	12:52:23 AM
jend	Application Update	12:52:37 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:52:37 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:52:37 AM

jend	Yes	12:52:44 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:52:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:52:45 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	12:54:39 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	12:54:43 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:54:53 AM
jend	hi Shubham	12:54:56 AM
	Jennifer Desroches	12:55:05 AM
	Tax Professionals of Alaska	12:55:11 AM
Shubham Yadav	Hey Jend how are you doing ?	12:55:26 AM
	Kindly allow me two minutes to check the same.	12:55:33 AM
jend	good... the support phone is not taking calls can you call me?	12:55:48 AM
Shubham Yadav	Can you please mention the problem so that I can proceed accordingly	12:56:42 AM
jend	ok I have several	12:56:58 AM
	I need three apps removed	12:57:20 AM
	i need the connection to my local (physical in Alaska) server disconnected from the cloud server	12:57:59 AM
	i need to know how to print to onedrive	12:58:08 AM
	and i need to add users	12:58:17 AM
Shubham Yadav	Kindly allow me two minutes to check the same.	12:58:51 AM
	Jend can you please mail us the same for all the requests.	1:02:37 AM
	Also please mention the application name.	1:02:59 AM
jend	ok standby	1:04:32 AM
Shubham Yadav	yes please	1:05:08 AM
jend	what email address	1:05:45 AM
Shubham Yadav	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	1:06:55 AM
	Jend can you please let me know what printing problem you are facing with onedrive ?	1:10:34 AM
jend	i just dont know how to set it up so that inside the atx app it pdf s to one drive	1:11:10 AM
	ok email sent	1:12:43 AM
Shubham Yadav	Thanks for the confirmation	1:12:54 AM
	Let me check	1:12:59 AM
jend	ok im going to keep working till you get back to me....	1:15:02 AM

Shubham Yadav	Jend can you please let me know have you printed before from the server to local ?	1:15:48 AM
jend	standby let me try	1:16:06 AM
Shubham Yadav	Yes please	1:17:05 AM
	Let me know	1:17:07 AM
jend	yes	1:19:13 AM
Shubham Yadav	Are you able to print from the server ?	1:20:31 AM
jend	yes, here in the one location, when i get to the other location i will have to call again to set up	1:21:25 AM
	let me check 2023 atx	1:21:48 AM
Shubham Yadav	Jennifer if you are able to print from the server, you can print that from anywhere using the same RDP app you use to connect to the server.	1:23:37 AM
jend	ok great, i will test it when i get to the other location	1:24:24 AM
Shubham Yadav	sure	1:24:43 AM
jend	my printers were not listed when i tried	1:24:50 AM
Shubham Yadav	Jennifer we will set it up whenever you need to	1:25:32 AM
jend	did you get the email?	1:26:07 AM
Shubham Yadav	Yes Jennifer, we have received the mail	1:26:31 AM
	for OneDrive to print. https://answers.microsoft.com/en-us/windows/forum/all/how-to-print-in-one-drive/a37e0330-5c18-4724-bd32-b4f3c6100bd5	1:26:46 AM
	You can follow the link for basic steps to do so.	1:27:06 AM
jend	please when you are ready to can you call the phone?	1:27:10 AM
Shubham Yadav	Sure Jennifer if you are comfortable with call	1:27:58 AM
jend	phone number is 907-229-7833	1:28:05 AM
Shubham Yadav	I can schedule a call for you. Please let me know the best time to reach you.	1:28:18 AM
jend	right now is the best time what is your next available	1:28:41 AM
	im on Alaska time so you guys close earlier than me.	1:29:14 AM
	its 11am here	1:29:31 AM
Shubham Yadav	Sure Jennifer we will reach you in one hour	1:29:54 AM
jend	ok i will keep working	1:30:07 AM
Shubham Yadav	Alright, we will contact you soon.	1:30:17 AM
jend	what area code does number come from	1:30:17 AM
Shubham Yadav	It will be a US number (Edited)	1:30:48 AM
jend	ok that is fine.... but alot of sales calls from the us	1:31:23 AM
	its ok i will pick up	1:31:41 AM

Shubham Yadav	1-888-415-5240	1:31:52 AM
jend	ahh thank you	1:32:00 AM
Shubham Yadav	This is the number	1:32:04 AM
	Welcome	1:32:09 AM
	Jennifer (Edited)	1:32:18 AM
	Is there anything else I may help you with ?	1:32:25 AM
jend	will it be you calling?	1:32:36 AM
Shubham Yadav	Jennifer an engineer will be assigned to you.	1:33:07 AM
jend	ok, well then have a nice day chat ya later	1:33:33 AM
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:33:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:33:42 AM
	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!	1:33:44 AM
	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>Shubham Yadav has ended this chat session</i>	1:33:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb, 11:36:42 AM

#72455 Bonnie Crabtree

Email: bonnie@crabtreebookkeeping.com ☎ 12095526490

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: YUBA CITY

State: California

Country: UNITED STATES

Chat Duration : 48 Mins 57 Secs

Chat Transcript

Bonnie Crabtree	Hello, I am your Acebuddy	13 Feb, 11:36:44 AM
Acebuddy	Hello Bonnie Crabtree, I'm your Ace Buddy. I'll be happy to assist you!	11:36:46 AM
	Whom Would You Like to Connect With?	11:36:46 AM
Bonnie Crabtree	Technical Support (QB & App Hosting)	11:36:51 AM
Acebuddy	Welcome to Ace Support.	11:36:51 AM
	Please chose an option :	11:36:51 AM
Bonnie Crabtree	I'd like to report an Issue	11:36:57 AM
Acebuddy	Please select an option!	11:36:57 AM
Bonnie Crabtree	QuickBooks Issue	11:37:02 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:37:02 AM
Bonnie Crabtree	Setback	11:37:13 AM
Acebuddy	Please select an option!	11:37:13 AM
Bonnie Crabtree	Other Issue	11:37:16 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:37:16 AM
Bonnie Crabtree	One of my employees virtual machines has a lot of lag issues and reconnects periodically AND it's even worse when we have OneDrive syncing.	11:38:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:38:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:38:09 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:39:14 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:39:26 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:39:34 AM
Bonnie Crabtree	Laura.T	11:39:49 AM
	rabtree/myrealdata.net	11:40:33 AM
	Crabtree/myrealdata.net	11:40:39 AM

Tushar Pharswan	Thank you for the details.	11:40:54 AM
	Could you kindly provide the contact number of the employee experiencing the issue? This will allow us to arrange a callback accordingly. Alternatively, you can reach us at our 24/7 helpline at 888-415-5240 (toll-free), or the employee can initiate a chat, just as you did. We will need to check the system to identify what's causing the issue.	11:43:27 AM
Bonnie Crabtree	I can connect to that machine if needed. I would like to get this resolved before tomorrow morning	11:43:53 AM
Tushar Pharswan	Okay.	11:44:09 AM
	May I take the remote access of the employee local computer?	11:44:21 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:44:27 AM
Bonnie Crabtree	Let me get logged in first	11:44:34 AM
Tushar Pharswan	I will be needing the access of the local system not the remote server.	11:45:31 AM
	Kindly provide me with the email address to which I can share the remote access link.	11:46:07 AM
Bonnie Crabtree	I don't understand what you mean	11:47:23 AM
	it's remote machine that is lagging	11:47:50 AM
Tushar Pharswan	Yes, I get that but we will have to check the local system to see how it is communicating with server for example we will check the network status, ping the connection to our server and much more steps to troubleshoot the issue.	11:50:00 AM
Bonnie Crabtree	but shouldn't we start at the vm first	11:50:23 AM
Tushar Pharswan	We will need to check the login icon as well as it contains the details of domain name and connection port.	11:52:17 AM
Bonnie Crabtree	Ok. Let me check with her right now	11:52:39 AM
Tushar Pharswan	Sure, please take your time	11:52:48 AM
Bonnie Crabtree	can you send the link here	11:55:22 AM
Tushar Pharswan	Yes. (Edited)	11:55:46 AM
	https://assist.acecloudhosting.com/join/9252225084	11:55:50 AM
	Kindly Click on the link and open the downloaded file.	11:55:53 AM
	Are we still connected here?	11:58:34 AM
Bonnie Crabtree	yes	11:59:43 AM
	yes	12:00:04 PM
Tushar Pharswan	Okay	12:00:30 PM
Bonnie Crabtree	Yes	12:00:41 PM
Tushar Pharswan	We are connected now.	12:00:42 PM
Bonnie Crabtree	FYI... I am remotely connected to Laura's computer	12:03:11 PM
Tushar Pharswan	The system is responding slow.	12:03:59 PM

	LEt me check few other things as well.	12:04:11 PM
Bonnie Crabtree	very	12:06:00 PM
	you can hide that bar in the midle of the screen.	12:07:18 PM
Tushar Pharswan	Thank you for waiting Bonnie.	12:18:31 PM
	As I checked everything is normal, we check the server end as well it is working normal at the time including the OneDrive sync.	12:20:43 PM
	The only possible probable cause of your issue seems to be with the RAM of your local system as it is on high utilization and as you could also see how slow the local system was.	
Bonnie Crabtree	The interesting thing is when she is connected to the VM her local system seems to work fine. I am currently remotely connected to her machine like you	12:21:34 PM
Tushar Pharswan	What you can do is you can work normally and if the issue occurs again, you may call us at 888-415-5240 and then we will be able to monitor the issue in real time when the issue occurs.	12:22:33 PM
Bonnie Crabtree	I will let her know.	12:22:55 PM
Tushar Pharswan	Yes I get that.	12:23:00 PM
Bonnie Crabtree	I let her know and she should contact you when she encounters the issue, which seems to be most of the time lately.	12:24:19 PM
Tushar Pharswan	As I suggested for now the server is working normally as soon as the issue reoccurs kindly call us at 888-415-5240 and then we will be able to pinpoint the issue.	12:24:22 PM
	We are available 24/7 to help you.	12:24:51 PM
	Is there anything else I may help you with for now?	12:25:01 PM
Bonnie Crabtree	Thank you!	12:25:27 PM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:25:35 PM
	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!	12:25:37 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	12:25:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb, 1:12:47 AM

#72683 Vu Chau

Email: cpaoffice7377@gmail.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 27 Secs

Vu Chau	Hello, I am your Acebuddy	18 Feb, 1:12:48 AM
Acebuddy	Hello Vu Chau, I'm your Ace Buddy. I'll be happy to assist you!	1:12:50 AM
	Whom Would You Like to Connect With?	1:12:50 AM
Vu Chau	Technical Support (QB & App Hosting)	1:13:06 AM
Acebuddy	Welcome to Ace Support.	1:13:06 AM
	Please chose an option :	1:13:06 AM
Vu Chau	I'd like to report an Issue	1:13:22 AM
Acebuddy	Please select an option!	1:13:22 AM
Vu Chau	Other Issue	1:13:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:13:29 AM
Vu Chau	Downloading will not finish.	1:14:03 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:14:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:14:04 AM
Vu Chau	ty	1:14:46 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	1:15:20 AM

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	1:15:25 AM
Vu Chau	TY	1:15:31 AM
Shubham Yadav	Hello Vu	1:15:35 AM
Vu Chau	Hi Shubham.	1:15:43 AM
Shubham Yadav	Can you please elaborate the issue ? (Edited)	1:16:01 AM
Vu Chau	Downloading will not finish. Possible firewall.	1:16:03 AM
Shubham Yadav	Vu can you please let me know which application ?	1:16:27 AM
Vu Chau	2024 ATX	1:16:45 AM
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:17:11 AM
Vu Chau	Server name is Syriac14.myrealdatal.net Tax_1	1:18:03 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	1:18:22 AM
Vu Chau	Thank you.	1:18:31 AM
Shubham Yadav	Can you please let me know since when are you facing this issue ?	1:20:39 AM
Vu Chau	I'm trying to sign in for the 1st time on this app. I'm trying to get access for the first time.	1:21:19 AM
Shubham Yadav	Alright let me check	1:22:20 AM
Vu Chau	TY	1:22:28 AM
Shubham Yadav	May I take the remote access of your server?	1:24:28 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:24:36 AM
	Vu it's working now	1:25:10 AM
Vu Chau	Wow	1:25:32 AM
Shubham Yadav	Yes you can use now	1:25:44 AM
Vu Chau	Let me check	1:26:46 AM
Shubham Yadav	sure	1:27:05 AM
Vu Chau	Alright, this is where it went south	1:27:59 AM
	See, did not complete download	1:28:23 AM
Shubham Yadav	Let me check	1:28:34 AM
Vu Chau	Vu I have provided you admin rights. Please try to log out from the server and login again.	1:33:11 AM
Shubham Yadav	Vu please try log out and login again	1:33:52 AM
Vu Chau	Just did it	1:33:59 AM
Shubham Yadav	You will be able to install the application now	1:34:02 AM
Vu Chau	Let me check	1:34:14 AM
Shubham Yadav	sure	1:34:17 AM

Vu Chau	Did not complete	1:35:47 AM
Shubham Yadav	Can you please provide me the credentials let me try to update it from my side.	1:36:19 AM
	Please log out and login again	1:38:40 AM
	Are we still connected here?	1:41:03 AM
	As per remote session ATX 2024 is now updated.	1:41:53 AM
	Are we still connected here?	1:41:57 AM
	Are we still connected here?	1:43:52 AM
	Are we still connected here?	1:45:09 AM
	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.	1:45:11 AM
	<i>Shubham Yadav has ended this chat session</i>	1:45:16 AM



Chat Transcript

Ultra tax not working

Visitor Details

17 Feb, 5:50:10 PM

#72650 n.ahmed

Email: n.ahmed@innercircle.cpa ☎ 9901023289

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/contact-us/>

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 58 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

Chat Duration : 18 Mins 30 Secs

n.ahmed

Ultra tax not working

17 Feb, 5:50:12 PM

Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	5:50:24 PM
	Hello!	5:50:37 PM
n.ahmed	Manish was helping me and chat got closed	5:50:40 PM
	Can u please looking it	5:50:47 PM
Rishabh Gogia	May I confirm your registered account name with us?	5:50:47 PM
n.ahmed	I was enquiring on this id n.ahmed@innercircle.cpa	5:51:20 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>	5:51:29 PM
	<i>Manish Singh accepted the chat transfer request.</i>	5:51:37 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:51:44 PM
	Hii Ahmed, let me arrange a callback for you, as I have already cleared the temporary files on your end and repaired the application. I'll have my Senior assist you further.	5:52:02 PM
	As you are not able to access the remote access.	5:52:23 PM
n.ahmed	After I click agree and download	5:52:43 PM
	It's not download	5:52:54 PM
	1min my local IT team is helping	5:53:06 PM
Manish Singh	Alright	5:53:13 PM
n.ahmed	Sorted	5:53:13 PM
	I have downloaded the file	5:53:25 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the 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.	5:54:05 PM
n.ahmed	Ok	5:54:16 PM
Manish Singh	Are we still connected here?	6:03:59 PM
	Are we still connected here?	6:06:42 PM
	Are we still connected here?	6:08:43 PM
	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.	6:08:53 PM
	<i>Manish Singh has ended this chat session</i>	6:08:55 PM



Chat Transcript

Good morning I needed assistance deleting a user from my account

Visitor Details

12 Feb, 8:55:41 PM

#72389 Ximena

Email: ximena.atcost@gmail.com ☎ 432-924-1503

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 38 Secs

City: ODESSA

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 43 Secs

Ximena	Good morning I needed assistance deleting a user from my account	12 Feb, 8:55:43 PM
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.	8:55:48 PM
	Hi Ximena, I am forwarding this chat to the support team for further assistance	8:56:08 PM
	<i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>	8:56:18 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	8:56:58 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	8:57:09 PM
Ximena	thank you	8:57:18 PM
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:57:18 PM
Ximena	wittassociates.myreldata.net	8:57:41 PM
	XIMENA.A@MYREALDATA.NET	8:58:02 PM
	XIMENA.A@myreldata.net	8:58:20 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	8:58:32 PM
Ximena	thank you	8:58:38 PM
Shubham Yadav	Ximena can you please let me know which user you want to remove from the account ?	8:59:52 PM
Ximena	the one under the Paloma name	9:00:15 PM

Shubham Yadav	Ximena can you please let me know the user name?	9:01:21 PM
Ximena	Ximena.a@myrealdata.net	9:01:47 PM
Shubham Yadav	Let me check	9:02:32 PM
Ximena	I think I was already able to delete it. Now I just need assistance logging in	9:04:00 PM
Shubham Yadav	Ximena do you want to login into the server ?	9:05:12 PM
Ximena	yes\	9:05:23 PM
Shubham Yadav	Alright	9:05:36 PM
	May I take the remote access of your local computer?	9:05:41 PM
Ximena	yes	9:06:21 PM
Shubham Yadav	https://assist.acecloudhosting.com/join/5992338562	9:06:50 PM
	Kindly Click on the link and open the downloaded file.	9:06:52 PM
	Ximena kindly provide accessibility permission	9:08:41 PM
Ximena	Are you able to take remote control?	9:08:44 PM
Shubham Yadav	Yes we are connected but I am not able to access	9:09:12 PM
Ximena	now?	9:09:40 PM
Shubham Yadav	Yes	9:09:58 PM
	It is working now	9:10:02 PM
	Ximena are you able to login now?	9:18:12 PM
	Are we still connected here?	9:20:51 PM
	Are we still connected here?	9:22:15 PM
	Are we still connected here?	9:24:21 PM
	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.	9:24:29 PM
<i>Shubham Yadav has ended this chat session</i>		9:24:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#72442 jordan.tucker****Email:** jordan.tucker@taxsamaritan.com ☎ 7754550964**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:** LADERA RANCH**State:** California**Country:** UNITED STATES

Chat Duration : 39 Mins 48 Secs

Chat Transcript

jordan.tucker	Hello, I am your Acebuddy	13 Feb, 3:56:55 AM
Acebuddy	Hello Jordan.tucker, I'm your Ace Buddy. I'll be happy to assist you!	3:56:56 AM
	Whom Would You Like to Connect With?	3:56:56 AM
jordan.tucker	Technical Support (QB & App Hosting)	3:57:00 AM
Acebuddy	Welcome to Ace Support.	3:57:00 AM
	Please chose an option :	3:57:00 AM
jordan.tucker	I'd like to report an Issue	3:57:07 AM
Acebuddy	Please select an option!	3:57:08 AM
jordan.tucker	Password Reset	3:57:15 AM
Acebuddy	Please select an option below	3:57:15 AM
jordan.tucker	Not Enrolled to Selfcare Portal	3:57:20 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	3:57:20 AM
	Do you need any further assistance on the topic?	3:57:20 AM
	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.	4:36:43 AM
	<i>Ended due to chat idle timeout</i>	4:36:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Feb, 2:46:27 AM

#72125 Mike Munksgaard

Email: mike@centerelectric.net 19518307411

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: 5 Secs

City: RIVERSIDE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 24 Secs

Mike Munksgaard	Hello, I am your Acebuddy	7 Feb, 2:46:29 AM
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!	2:46:29 AM
	Whom Would You Like to Connect With?	2:46:29 AM
Mike Munksgaard	Technical Support (QB & App Hosting)	2:46:49 AM
Acebuddy	Welcome to Ace Support.	2:46:49 AM
	Please chose an option :	2:46:49 AM
Mike Munksgaard	I'd like to report an Issue	2:47:08 AM
Acebuddy	Please select an option!	2:47:08 AM
Mike Munksgaard	Other Issue	2:47:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:47:16 AM
Mike Munksgaard	Can't login	2:47:31 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:47:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:47:32 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:47:48 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:47:52 AM

	hello	2:48:01 AM
	I will surely help you with this issue.	2:48:11 AM
	May I take the remote access of your local computer?	2:48:25 AM
Mike Munksgaard	yes	2:48:57 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	2:49:04 AM
	https://assist.acecloudhosting.com/join/2502913027	2:49:11 AM
	Kindly Click on the link and open the downloaded file.	2:49:19 AM
	We are connected on the remote session and will proceed with the troubleshooting on the 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.	2:50:50 AM
	issue resolved on remote session	2:56:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:56:48 AM
	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!	2:56:50 AM
	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>Shashwat Verma has ended this chat session</i>	2:56:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 9:02:07 PM

#72391 Lynn Durkin

Email: lynn@lynndurkincpa.com ☎ 17813781845

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 38 Secs

Lynn Durkin	Hello, I am your Acebuddy	12 Feb, 9:02:07 PM
Acebuddy	Hello Lynn, I'm your Ace Buddy. I'll be happy to assist you!	9:02:09 PM
	Whom Would You Like to Connect With?	9:02:09 PM
Lynn Durkin	Technical Support (QB & App Hosting)	9:02:17 PM
Acebuddy	Welcome to Ace Support.	9:02:17 PM
	Please chose an option :	9:02:17 PM
Lynn Durkin	I'd like to report an Issue	9:02:29 PM
Acebuddy	Please select an option!	9:02:29 PM
	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.	9:41:46 PM
	<i>Ended due to chat idle timeout</i>	9:41:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 3:31:26 AM

#71877 Designcoordinator

Email: designcoordinator@edballdesigns.com 202-415-6995

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 31 Secs

City: HAYMARKET

State: Virginia

Country: UNITED STATES

Chat Duration : 44 Mins 19 Secs

Chat Transcript

Designcoordinator	Hello, I am your Acebuddy	4 Feb, 3:31:27 AM
Acebuddy	Hello Carly Alexiades, I'm your Ace Buddy. I'll be happy to assist you!	3:31:29 AM
	Whom Would You Like to Connect With?	3:31:29 AM
Designcoordinator	Technical Support (QB & App Hosting)	3:31:33 AM
Acebuddy	Welcome to Ace Support.	3:31:33 AM
	Please chose an option :	3:31:33 AM
Designcoordinator	I'd like to report an Issue	3:31:41 AM
Acebuddy	Please select an option!	3:31:41 AM
Designcoordinator	Other Issue	3:31:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:31:45 AM
Designcoordinator	not getting calls or texts	3:31:56 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:31:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:31:56 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	3:32:03 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	3:32:08 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:32:15 AM
Designcoordinator	CID: CID60795 Account Name: CID60795 User added: Ed Ball Office (Ed Ball.O@myrealdatal.net)	3:32:44 AM
	I just sent an email stating I am not getting calls and I got the above information sent to me	3:33:09 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	3:33:38 AM
Designcoordinator	designcoordinator@edballdesigns.com	3:34:47 AM
	never mind that was for QB access. The above is my username	3:35:01 AM
Shubham Yadav	Carly can you please confirm do you want to set up a new remote access on the your computer ?	3:35:53 AM
Designcoordinator	Yes I guess as it was working and is not anymore. I also can't login to the app for texts	3:37:02 AM
Shubham Yadav	Can you please show me the issue over screen share ?	3:37:36 AM
Designcoordinator	sure	3:37:45 AM
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.	3:37:58 AM

Designcoordinator	ok	3:38:23 AM
Shubham Yadav	https://assist.acecloudhosting.com/join/4502708281	3:38:39 AM
	Kindly Click on the link and open the downloaded file on your Local computer.	3:38:51 AM
	We are connected on the remote session and will proceed with the troubleshooting on the 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.	3:41:06 AM
	We are processing with troubleshooting.	3:54:51 AM
	Are we still connected here?	4:08:54 AM
	As per remote session you got disconnected from the remote.	4:09:11 AM
	Are we still connected here?	4:12:20 AM
	Are we still connected here?	4:14:20 AM
	Are we still connected here? (Edited)	4:15:20 AM
	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.	4:15:45 AM
	<i>Shubham Yadav has ended this chat session</i>	4:15:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb, 8:51:58 PM

#72956 Michael Hutchinson

Email: michael@chinsonsgrillshack.com 16494326543

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: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Michael Hutchinson	Hello, I am your Acebuddy	21 Feb, 8:51:58 PM
Acebuddy	Hello Michael Hutchinson, I'm your Ace Buddy. I'll be happy to assist you!	8:52:00 PM
	Whom Would You Like to Connect With?	8:52:00 PM
Michael Hutchinson	Technical Support (QB & App Hosting)	8:52:07 PM
Acebuddy	Welcome to Ace Support.	8:52:07 PM
	Please chose an option :	8:52:07 PM
Michael Hutchinson	I'd like to raise a Request	8:52:12 PM
Acebuddy	Please select your request type.	8:52:12 PM
Michael Hutchinson	Other Request	8:53:28 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:53:28 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:53:28 PM
Michael Hutchinson	No, That'll be all!	8:53:40 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	8:53:40 PM
	<i>Acebuddy has ended this chat session</i>	8:53:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Feb, 10:55:40 AM

#72796 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

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: 41 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 32 Secs

Mohita Chadha	Hello, I am your Acebuddy	19 Feb, 10:55:41 AM
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	10:55:43 AM
	Whom Would You Like to Connect With?	10:55:43 AM
Mohita Chadha	Technical Support (QB & App Hosting)	10:55:49 AM
Acebuddy	Welcome to Ace Support.	10:55:49 AM
	Please chose an option :	10:55:49 AM
Mohita Chadha	I'd like to report an Issue	10:55:56 AM
Acebuddy	Please select an option!	10:55:56 AM
Mohita Chadha	Other Issue	10:56:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:56:03 AM
Mohita Chadha	Hello - My lacerte 2023 needs an update. Can you please help with that?	10:56:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:56:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:56:23 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:57:42 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:57:45 AM
Mohita Chadha	Hi!	10:57:57 AM
	Can you please help with updating 2023 Lacerte?	10:58:05 AM
Tushar Pharswan	Yes, Kindly log of from the server and I will update it for you.	10:58:33 AM
	Currently one user is logged in Symbiosis.	10:59:27 AM
Mohita Chadha	I will need to message them	10:59:45 AM
Tushar Pharswan	Yes, kindly do it will take around 10 min to update.	11:00:33 AM
	This message has been deleted	11:00:37 AM
Mohita Chadha	Okay I have sent them an email	11:01:39 AM
Tushar Pharswan	I have also sent a pop up message to there screen.	11:02:35 AM
	As soon as the user log off, I will proceed with the update.	11:03:01 AM
	KPTC_Symbiosis is still logged in, what we can do is we will actively check the server and as soon as the user log off we will then proceed with the update and will email you once it is completed.	11:06:20 AM

	Is there anything else I may help you with ?	11:06:27 AM
	Are we still connected here?	11:06:56 AM
Mohita Chadha	would it be possible to just automatically kick them out	11:07:09 AM
Tushar Pharswan	We can do that but as I can see they are working, the server reboot which is required to complete the update can cause their unsaved data to be deleted. (Edited)	11:08:31 AM
	Also, as I can see you are the authorised person of your account kindly email us at support@acecloudhosting.com stating to reboot the server for Lacerte 23 update even if the users are active.	11:10:38 AM
	After which we can proceed with your request.	11:10:54 AM
	Are we still connected here?	11:12:15 AM
Mohita Chadha	yes	11:12:50 AM
Tushar Pharswan	May I know how you would like to proceed further with your request.	11:13:24 AM
	Are we still connected here?	11:16:52 AM
Mohita Chadha	sorry I was on a call. yes, connected	11:17:46 AM
	is there a way to send another pop up message to them?	11:18:12 AM
Tushar Pharswan	I have sent multiple pop ups till now.	11:18:29 AM
Mohita Chadha	ah okay, thank you	11:18:36 AM
	i will message you on this chat again as to when they are offline	11:18:46 AM
Tushar Pharswan	I will email you after this chat ends on that same email you can notify us.	11:19:35 AM
	Is there anything else I may help you with ?	11:19:40 AM
Mohita Chadha	that's it	11:19:54 AM
	thank you	11:19:55 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:20:01 AM
	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!	11:20:10 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	11:20:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Feb, 1:35:24 AM

#72262 steven

Email: steven@lynncpas.com 17204703581

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 30 Secs

steven	Hello, I am your Acebuddy	11 Feb, 1:35:25 AM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	1:35:26 AM
	Whom Would You Like to Connect With?	1:35:26 AM
steven	Technical Support (QB & App Hosting)	1:35:28 AM
Acebuddy	Welcome to Ace Support.	1:35:28 AM
	Please chose an option :	1:35:28 AM
steven	I'd like to raise a Request	1:35:34 AM
Acebuddy	Please select your request type.	1:35:34 AM
steven	Application Update	1:35:41 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	1:35:41 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	1:35:41 AM
steven		

	Yes	1:35:47 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:35:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:35:47 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	1:36:21 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	1:36:27 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:36:32 AM
steven	I submitted a request this morning	1:36:37 AM
	638025	1:36:38 AM
	and it has not been done	1:36:43 AM
	I need the app updated to file the returns to the state so i need this updated asap	1:36:56 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	1:37:13 AM
steven	ok	1:37:18 AM
Shubham Yadav	Steven we are updating the application and we will update you shortly on the mail.	1:39:53 AM
steven	ok	1:40:05 AM
Shubham Yadav	Is there anything else I may help you with ?	1:41:51 AM
	Are we still connected here?	1:44:53 AM
	Are we still connected here?	1:46:25 AM
	Are we still connected here?	1:48:50 AM
	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.	1:48:53 AM
	<i>Shubham Yadav has ended this chat session</i>	1:48:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Feb, 6:11:03 AM

#71893 Yitzac Goldstein

Email: yitzac@earthprotex.com ☎ 16049681671

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: VANCOUVER

State: British Columbia

Country: CANADA

Chat Transcript

Chat Duration : 21 Mins 2 Secs

Yitzac Goldstein	Hello, I am your Acebuddy	4 Feb, 6:11:04 AM
Acebuddy	Hello Yitzac, I'm your Ace Buddy. I'll be happy to assist you!	6:11:05 AM
	Whom Would You Like to Connect With?	6:11:05 AM
Yitzac Goldstein	Technical Support (QB & App Hosting)	6:11:13 AM
Acebuddy	Welcome to Ace Support.	6:11:13 AM
	Please chose an option :	6:11:13 AM
Yitzac Goldstein	I'd like to raise a Request	6:11:19 AM
Acebuddy	Please select your request type.	6:11:19 AM
Yitzac Goldstein	Office 365 Addition	6:11:31 AM
Acebuddy	Please specify if you already have an Office365 subscription	6:11:31 AM
Yitzac Goldstein	I already have O365 license	6:11:37 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	6:11:37 AM
	<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise	6:11:37 AM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	6:11:37 AM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	6:11:37 AM
	Do you need any further assistance on the topic?	6:11:37 AM
Yitzac Goldstein	Yes	6:11:52 AM
Acebuddy	Please wait while we connect you to our Support Representative	6:11:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:11:52 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	6:12:58 AM

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	6:13:00 AM
Yitzac Goldstein	ok thanks	6:13:06 AM
	I already have hosting for my QB desktop	6:13:18 AM
	I need to add Excel in order to upload Excel files.	6:13:36 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:13:44 AM
Yitzac Goldstein	one moment	6:14:33 AM
Tushar Pharswan	Sure, please take your time	6:14:51 AM
Yitzac Goldstein	myrealdata\EP_Admin	6:15:51 AM
	EarthProtex.myrealdata.net	6:17:53 AM
Tushar Pharswan	Kindly email us at support@acecloudhosting.com with the email address yitzac@earthprotex.com requesting for Excel access.	6:17:56 AM
Yitzac Goldstein	Since I already own a Office 365 license, is it free to host Excel?	6:18:25 AM
Tushar Pharswan	If you have one of these licenses mentioned below, then also email us and we will install the O365 application on server after which you can just login with your licensed account of O365 and use it.	6:19:46 AM
	<ul style="list-style-type: none"> • O365 E3 • O365 E5 • O365 Apps for Enterprise 	
	Is there anything else I may help you with ?	6:20:05 AM
Yitzac Goldstein	What is the charge in case my O365 is not one of the above?	6:20:22 AM
Tushar Pharswan	Allow me a moment to check.	6:20:51 AM
Yitzac Goldstein	Can you advise how I check what version is my O365 subscription?	6:21:27 AM
Tushar Pharswan	O365 Apps for Enterprise - \$12 per user O365 E3 - \$23 per user O365E5 - \$38 per user	6:22:36 AM
Yitzac Goldstein	OK. I have two users for my account. I only need the subscription for one of my users. Is it possible?	6:23:44 AM
Tushar Pharswan	Yes, it is possible also if you want to check the license you already have you can check the billing of your purchased product or Log in to Microsoft 365 Admin Center: Go to admin.microsoft.com and log in with your admin account.	6:25:05 AM
	Check Your License: In the left sidebar, go to Billing and then Your Products . Here, you will see all the subscriptions and licenses associated with your account. Find your name or your organization's plan (e.g., E3, E5, etc.).	
	Kindly email us and choose which ever O365 subscription you want, and we will provision it for you.	6:26:11 AM
Yitzac Goldstein	My subscription says Microsoft 365 Apps for Business	6:26:23 AM
	Can you add this one to my server?	6:26:52 AM
Tushar Pharswan	Unfortunately, it's not supported on server.	6:27:05 AM

Yitzac Goldstein	ok I understand. If I email support now, how long do they need before they add the service I need?	6:27:31 AM
Tushar Pharswan	It will take around 1-2 hours including the installation.	6:29:09 AM
Yitzac Goldstein	ok thanks! Will do it now.	6:29:43 AM
Tushar Pharswan	Okay.	6:29:49 AM
	Is there anything else I may help you with ?	6:29:51 AM
	Are we still connected here?	6:30:13 AM
	Are we still connected here?	6:31:01 AM
Yitzac Goldstein	All good. Thanks. Nothing else. Take care.	6:31:24 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:31:34 AM
	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!	6:31:35 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	6:32:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 1:35:08 AM

#72520 Todd Hill

Email: todd@whatwatershouldbe.com 12052466661

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 32 Secs

City: TUSCALOOSA

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 40 Secs

Todd Hill	Hello, I am your Acebuddy	14 Feb, 1:35:09 AM
Acebuddy	Hello Kerry Hill, I'm your Ace Buddy. I'll be happy to assist you!	1:35:10 AM
	Whom Would You Like to Connect With?	1:35:10 AM
Todd Hill	Managed IT	1:35:35 AM
Acebuddy	Please wait while we connect you to an available Representative.	1:35:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:35:35 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	1:35:41 AM
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?	1:35:53 AM
Todd Hill	I have a ticket number 641082 and just need to get access so I can update a program	1:36:11 AM
Pradeep Kumar	Alright, Let me transfer the chat to the concerned team.	1:36:29 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	1:36:34 AM
Todd Hill	thanks	1:36:49 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	1:36:58 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1:37:12 AM
Todd Hill	hello	1:37:28 AM
	I just need temporary access to download an update	1:37:59 AM
Sharath Kumar	hi Kerry, I just looked into your ticket and my colleague is working on this one	1:38:08 AM
	I will inform him to keep you posted	1:38:23 AM
Todd Hill	okay I just need to get this taken care of before the company closes. Thanks	1:38:53 AM
Sharath Kumar	Kerry, could you confirm whether smart services will be accessing this	1:40:01 AM
	Are we still connected here?	1:43:13 AM
	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.	1:47:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:47:12 AM
	<i>Sharath Kumar has ended this chat session</i>	1:47:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Feb, 11:47:34 PM

#72829 JoeyVance

Email: joeyvance@setaxandacct.onmicrosoft.com ☎ 4239689236

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: BRISTOL

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 32 Secs

JoeyVance	Hello, I am your Acebuddy	19 Feb, 11:47:37 PM
Acebuddy	Hello Joey Vance, I'm your Ace Buddy. I'll be happy to assist you!	11:47:38 PM
	Whom Would You Like to Connect With?	11:47:38 PM
JoeyVance	Technical Support (QB & App Hosting)	11:47:47 PM
Acebuddy	Welcome to Ace Support.	11:47:47 PM
	Please chose an option :	11:47:47 PM
JoeyVance	I'd like to report an Issue	11:47:54 PM
Acebuddy	Please select an option!	11:47:54 PM
JoeyVance	Other Issue	11:47:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:47:59 PM
JoeyVance	ATX 2024 won't start and is giving me the message "An attempt was made to start the server process, but the application is still unable to connect. Please start the server and try again." I need the select service stopped and started again.	11:49:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:49:34 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:49:34 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	11:50:09 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	11:50:12 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:50:22 PM
JoeyVance	Server is STAPC-ATX3 and User Name is JoeyVa and the CID is 68664	11:50:56 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	11:51:01 PM
	Joey since when are you facing the issue ?	11:55:34 PM
JoeyVance	Just logged back in a couple of minutes ago and got that message.	11:56:04 PM
Shubham Yadav	Alright let me check from back end	11:56:18 PM
JoeyVance	Before we were on the cloud, I would go into Services, then App, then Select Service, find the ATX and Stop then Start the Service.	11:57:10 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	11:57:39 PM
	Joey we making some changes. Kindly wait for 2 minutes	20 Feb, 12:00:13 AM
	Joey Please check now	12:02:31 AM
JoeyVance	OK...stand by	12:02:41 AM
Shubham Yadav	Sure	12:03:00 AM
JoeyVance	Now I'm getting a log in error telling me the application is currently running on this workstation and that you will need to login and close the application before you can start ATX	12:04:49 AM
Shubham Yadav	Alright please try to close and open once	12:05:14 AM
JoeyVance	That did it! I'm in now. Thank you so very much...appreciate it.	12:06:16 AM
Shubham Yadav	Thanks for the confirmation	12:06:32 AM
	Is there anything else I may help you with ?	12:06:36 AM
JoeyVance	That will do it for now. Many thanks!	12:06:49 AM
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:07:03 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:07:06 AM
	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!	12:07:08 AM
	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/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb, 2:58:16 AM

#72908 Wally Child

Email: wally.child.cpa@outlook.com 20285214192

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: GARLAND

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 31 Secs

Wally Child	Hello, I am your Acebuddy	21 Feb, 2:58:17 AM
Acebuddy	Hello Wally.child.cpa, I'm your Ace Buddy. I'll be happy to assist you!	2:58:17 AM
	Whom Would You Like to Connect With?	2:58:17 AM
	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.	3:43:48 AM
	<i>Ended due to chat idle timeout</i>	3:43:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb, 1:53:57 PM

#72708 Melanie Hirsch

Email: m@hirschconsultants.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: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Months 5 Days

Melanie Hirsch	Hello, I am your Acebuddy	18 Feb, 1:53:59 PM
Acebuddy	Hello Melanie Hirsch, I'm your Ace Buddy. I'll be happy to assist you!	1:54:01 PM
	Whom Would You Like to Connect With?	1:54:01 PM
Melanie Hirsch	Technical Support (QB & App Hosting)	1:54:04 PM
Acebuddy	Welcome to Ace Support.	1:54:04 PM
	Please chose an option :	1:54:04 PM
Melanie Hirsch	I'd like to raise a Request	1:54:11 PM
Acebuddy	Please select your request type.	1:54:11 PM
Melanie Hirsch	Other Request	1:54:23 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:54:24 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:54:24 PM
Melanie Hirsch	Yes, I'm facing issues with my server	1:54:29 PM
Acebuddy	Please select an option!	1:54:29 PM
Melanie Hirsch	Other Issue	1:54:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:54:34 PM

Melanie Hirsch	ticket ID 643347	1:54:41 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:54:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:54:42 PM
Melanie Hirsch	I've been waiting	2:03:23 PM
	<i>Chat request was not picked up by the operators</i>	2:30:24 PM
	I need 22 and 23 drake programs put onto the server with the data backed up into it	3:10:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Feb, 9:48:36 PM

#71844 brinkhilar

Email: brinkhilar@gmail.com ☎ 2094031471

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 59 Secs

City: STOCKTON

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 41 Secs

brinkhilar	Hello, I am your Acebuddy	3 Feb, 9:48:37 PM
Acebuddy	Hello Brinkhilar, I'm your Ace Buddy. I'll be happy to assist you!	9:48:39 PM
	Whom Would You Like to Connect With?	9:48:39 PM
brinkhilar	Technical Support (QB & App Hosting)	9:48:49 PM
Acebuddy	Welcome to Ace Support.	9:48:49 PM
	Please chose an option :	9:48:49 PM

brinkhilary	I'd like to report an Issue	9:48:57 PM
Acebuddy	Please select an option!	9:48:57 PM
brinkhilary	QuickBooks Issue	9:49:01 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:49:01 PM
brinkhilary	Other QB related issue	9:49:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:49:08 PM
brinkhilary	got a call from QB saying that our stuff is not syncing and it can cause damage to company files	9:50:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:50:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:50:11 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	9:50:47 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	9:50:51 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:50:57 PM
brinkhilary	cerrifarms.myreldata.net	9:52:37 PM
	HilaryBr@myreldata.net	9:52:56 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	9:53:51 PM
brinkhilary	ok	9:54:21 PM
Shubham Yadav	Brink can you please let me know are you facing the error regarding the same ?	9:56:14 PM
brinkhilary	I got a call from QBs and they are saying that it is not syncing. I believe we had this issue awhile ago and it just needed to be updated	9:57:24 PM
Shubham Yadav	Can you please let me know if the data of company files used by different users are getting synced ?	9:59:00 PM
	Also please mention if you faced any issue on company file while opening or closing ?	9:59:42 PM
brinkhilary	How would I know that? It is only myself and another person who work on QBs.	10:00:53 PM
	the other name of user is marcce@myreldata.net	10:01:19 PM
Shubham Yadav	Hilary if one of you make the changes and it gets reflected when other person use the company files then it is getting synced.	10:01:32 PM
	Also there were QB update pending. I just updated the Quick Books.	10:02:25 PM
	Hilary are you there?	10:04:18 PM
brinkhilary	yes i am here	10:04:31 PM
	I feel they were getting synced. Maybe the call was for the pending updates? Thank you for updating that for us.	10:05:29 PM
Shubham Yadav	Yes Hilary if the last data is reflected when you use the company file, then it is syncing.	10:06:41 PM
	Also Quick Books is updated now.	10:06:58 PM
brinkhilary	thank you so much	10:07:05 PM

Shubham Yadav	Welcome hilary	10:07:17 PM
	Is there anything else I may help you with ?	10:07:19 PM
brinkhilary	no thank you you helped me out a lot	10:08:05 PM
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:08:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:08:14 PM
	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!	10:08:16 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Shubham Yadav has ended this chat session

10:08:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Feb, 2:12:57 AM

#73220 Annette Knopp

Email: annetteknopp@kmiintl.com ☎ 18885404910

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: LONGWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 4 Secs

Annette Knopp	Hello, I am your Acebuddy	27 Feb, 2:12:57 AM
Acebuddy	Hello Annetteknopp, I'm your Ace Buddy. I'll be happy to assist you!	2:12:58 AM
	Whom Would You Like to Connect With?	2:12:58 AM
Annette Knopp	Technical Support (QB & App Hosting)	2:13:11 AM
Acebuddy	Welcome to Ace Support.	2:13:11 AM
	Please chose an option :	2:13:11 AM
Annette Knopp	I'd like to report an Issue	2:13:48 AM
Acebuddy	Please select an option!	2:13:49 AM
Annette Knopp	Password Reset	2:13:56 AM
Acebuddy	Please select an option below	2:13:56 AM
Annette Knopp	Already Enrolled to Selfcare Portal	2:14:03 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:14:03 AM
	Do you need any further assistance on the topic?	2:14:03 AM
Annette Knopp	Yes	2:14:11 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:14:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:14:12 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:14:32 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:14:38 AM
Annette Knopp	I've locked myself out and cannot use the selfcare.	2:14:39 AM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:14:48 AM
Annette Knopp	annettek@myrealdata.net	2:15:35 AM
	KMIIIntl.myrealdata.net	2:15:56 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:16:00 AM
	Please stay connected while I am making necessary changes from the backend.	2:16:50 AM
Annette Knopp	I'm not able to reach anyone at the 888-415-5240 support line, it rings busy. Thank you for assisting me.	2:17:19 AM
Yash Kalra	Please try to login now.	2:17:25 AM
	Don't worry now I am here to assist you and resolve your issue.	2:18:03 AM
Annette Knopp	I'm connected! Thank you so much!	2:21:02 AM
Yash Kalra	Is there anything else I may help you with ?	2:21:10 AM
Annette Knopp		

Not at the moment. Thank you for your assistance.

2:21:35 AM

Yash Kalra

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

2:21:36 AM

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

2:21:57 AM

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!

2:21:59 AM

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

2:22:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Feb, 1:17:43 AM

#73150 accounting

Email: accounting@my-priority.com 9857749255

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 15 Secs

accounting

Hello, I am your Acebuddy

26 Feb, 1:17:45 AM

Acebuddy	Hello Karen Bartholomay, I'm your Ace Buddy. I'll be happy to assist you!	1:17:46 AM
	Whom Would You Like to Connect With?	1:17:46 AM
accounting	Technical Support (QB & App Hosting)	1:17:52 AM
Acebuddy	Welcome to Ace Support.	1:17:52 AM
	Please chose an option :	1:17:52 AM
accounting	I'd like to report an Issue	1:18:00 AM
Acebuddy	Please select an option!	1:18:00 AM
accounting	QuickBooks Issue	1:18:04 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:18:04 AM
accounting	QuickBooks is Frozen	1:18:08 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:18:08 AM
	Was that helpful?	1:18:08 AM
	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.	1:50:00 AM
	<i>Ended due to chat idle timeout</i>	1:50:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Feb, 1:44:29 PM

#72799 Fenil Shah

Email: tax@sktaxaddison.com 8473508121

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: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 15 Secs

Fenil Shah	Hello, I am your Acebuddy	19 Feb, 1:44:31 PM
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!	1:44:33 PM
	Whom Would You Like to Connect With?	1:44:33 PM
Fenil Shah	Technical Support (QB & App Hosting)	1:44:37 PM
Acebuddy	Welcome to Ace Support.	1:44:37 PM
	Please chose an option :	1:44:37 PM
Fenil Shah	I'd like to raise a Request	1:44:45 PM
Acebuddy	Please select your request type.	1:44:45 PM
Fenil Shah	Application Update	1:44:54 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	1:44:55 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	1:44:55 PM
Fenil Shah	Yes	1:44:58 PM
Acebuddy	Please wait while we connect you to our Support Representative	1:44:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:44:58 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	1:45:41 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	1:45:44 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:45:55 PM
	Are we still connected here?	1:48:34 PM
	Are we still connected here?	1:49:11 PM
Fenil Shah	hello yes	1:49:27 PM
	actuaally wanted updates on my quickbooks ticket that i raised	1:49:56 PM
Tushar Pharswan	We have a ticket open with us #643356 apparently the Product is wrong.	1:51:34 PM
	This message has been deleted	1:51:36 PM
	<i>1:51:57 PM Tushar Pharswan is sharing a file with you image.png - (Size:34.01 KB)</i>	1:51:57 PM
	As this chat session is disconnected.	1:52:31 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or	
		1:52:33 PM

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.

1:52:40 PM

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!

1:52:43 PM

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

1:52:46 PM



