

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Mar, 9:11:44 PM

#74587 Daniel Barron

Email: dbarron@dmjtransportation.net  7246893271

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: MOUNT PLEASANT

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 46 Secs

Daniel Barron	Hello, I am your Acebuddy	24 Mar, 9:11:44 PM
Acebuddy	Hello Dbarron, I'm your Ace Buddy. I'll be happy to assist you!	9:11:45 PM
	Whom Would You Like to Connect With?	9:11:45 PM
Daniel Barron	Technical Support (QB & App Hosting)	9:11:56 PM
Acebuddy	Welcome to Ace Support.	9:11:56 PM
	Please chose an option :	9:11:56 PM
Daniel Barron	I'd like to report an Issue	9:12:01 PM
Acebuddy	Please select an option!	9:12:01 PM
Daniel Barron	Password Reset	9:12:05 PM
Acebuddy	Please select an option below	9:12:06 PM
Daniel Barron	Already Enrolled to Selfcare Portal	9:12:10 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:12:10 PM
	Do you need any further assistance on the topic?	9:12:10 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.	9:48:31 PM
	<i>Ended due to chat idle timeout</i>	9:48:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Mar, 2:32:08 AM

#73678 LOREDANA ZMEU

Email: lgrigoruta@dmmcpas.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: LAS VEGAS

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 43 Secs

LOREDANA ZMEU	Hello, I am your Acebuddy	7 Mar, 2:32:08 AM
	HELLO	2:33:14 AM
	I would like to be able to use the copy option in Adobe. I cannot copy the numbers from a pdf report, the text is not recognized.	2:33:44 AM
	support ticket 654343	2:33:59 AM
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.	2:34:44 AM
LOREDANA ZMEU	thank you	2:34:56 AM
Shivam	Kindly allow me two minutes to check the same.	2:35:42 AM
LOREDANA ZMEU	ok, thanks	2:36:10 AM
Shivam	Kindly allow me two minutes to check the same.	2:37:49 AM
LOREDANA ZMEU	ok	2:38:04 AM
Shivam	May I take the remote access of your server?	2:41:14 AM
LOREDANA ZMEU		

	yes	2:42:02 AM
Shivam	Kindly paste this link in the browser of local computer and join the session.	2:42:18 AM
	https://assist.acecloudhosting.com/join/1472883112	2:42:21 AM
LOREDANA ZMEU	did it	2:43:33 AM
Shivam	Please come to the remote chat screen	2:44:36 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.	3:16:18 AM
	<i>Ended due to chat idle timeout</i>	3:16:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Mar, 2:54:58 AM

#73463 jsis

Email: jsis@pcworks-inc.com 14106279840

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: DEALE

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 3 Secs

jsis	Hello, I am your Acebuddy	4 Mar, 2:54:59 AM
Acebuddy	Hello John Sis, I'm your Ace Buddy. I'll be happy to assist you!	2:55:00 AM
	Whom Would You Like to Connect With?	2:55:00 AM
jsis	Technical Support (QB & App Hosting)	2:55:04 AM

Acebuddy	Welcome to Ace Support.	2:55:04 AM
	Please chose an option :	2:55:04 AM
jsis	I'd like to report an Issue	2:55:16 AM
Acebuddy	Please select an option!	2:55:17 AM
jsis	QuickBooks Issue	2:55:20 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:55:20 AM
jsis	QuickBooks Update	2:55:25 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.	2:55:25 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.	2:55:25 AM
	Do you need any further assistance on the topic?	2:55:25 AM
jsis	Yes	2:55:43 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:55:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:55:43 AM
	<i>Vignesh Arul accepted the chat transfer request.</i>	2:57:15 AM
	<i>Vignesh Arul is transferring the chat to Ashutosh.</i>	2:57:29 AM
	<i>Ashutosh accepted the chat transfer request.</i>	2:57:35 AM
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.	2:57:45 AM
	I understand you are facing issues with QuickBook Updates.	2:59:03 AM
	Kindly help me with your server name and user name?	3:00:55 AM
jsis	yes my clients is having issues with their quickbooks and I can't update it	3:01:07 AM
	all her numbers in her bank feeds are all incorrect	3:01:20 AM
Ashutosh	Kindly share the server name so we can check for the updates.	3:02:21 AM
jsis	PCWorks.myreldata.net	3:03:15 AM
Ashutosh	Kindly allow me two minutes to check the same.	3:03:33 AM
jsis	ok	3:04:18 AM
Ashutosh	Please confirm, are you facing update related issue with QuickBooks Pro Plus 2024?	3:07:05 AM
jsis	yes if you go into the quickbooks update thre are errors	3:07:26 AM
Ashutosh	We are proceeding to update QuickBooks and remove the errors, kindly allow me at least 10 - 15 minutes as updating the QuickBooks may take some time.	3:09:00 AM
jsis	ok	3:19:41 AM

Ashutosh	We appreciate your patience; the update is still in progress. Once completed I will inform you for the same.	3:22:07 AM
	John, the updates have been successfully installed. Kindly check if the issue persists.	3:24:36 AM
	Are we still connected here?	3:26:29 AM
	Are we still connected here?	3:28:15 AM
	Are we still connected here?	3:30:39 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.	3:31:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:31:58 AM
	<i>Ashutosh has ended this chat session</i>	3:32:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 14 Mar, 6:33:33 AM

#74087 Bright Tax Solutions LLC

Email: cathleenmanning@gmail.com 12142436574

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript Chat Duration : 18 Mins 1 Sec

Bright Tax Solutions LLC	Hello, I am your Acebuddy	14 Mar, 6:33:34 AM
Acebuddy	Hello Cathleen Manning, I'm your Ace Buddy. I'll be happy to assist you!	6:33:35 AM

	Whom Would You Like to Connect With?	6:33:35 AM
Bright Tax Solutions LLC	Technical Support (QB & App Hosting)	6:33:38 AM
Acebuddy	Welcome to Ace Support.	6:33:38 AM
	Please chose an option :	6:33:38 AM
Bright Tax Solutions LLC	I'd like to report an Issue	6:33:43 AM
Acebuddy	Please select an option!	6:33:43 AM
Bright Tax Solutions LLC	Other Issue	6:33:47 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:33:47 AM
Bright Tax Solutions LLC	2024 Lacerte tax software needs an update	6:34:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:34:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:34:03 AM
Bright Tax Solutions LLC	CID74806	6:34:17 AM
	<i>6:34:34 AM Bright Tax Solutions LLC is sharing a file with you</i>	6:34:34 AM
	<i><u>1_image.png</u> - (Size:47.85 KB)</i>	
	<i>6:35:05 AM Bright Tax Solutions LLC is sharing a file with you</i>	6:35:05 AM
	<i><u>image.png</u> - (Size:89.51 KB)</i>	
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:36:03 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:36:10 AM
Bright Tax Solutions LLC	hi	6:36:16 AM
Shubham Kataria	hello Cathleen	6:36:29 AM
	Kindly confirm if you would like us to update Lacerte 2024 on the server	6:37:01 AM
Bright Tax Solutions LLC	2024 Lacerte is requiring an update	6:37:02 AM
	<i>6:37:08 AM Bright Tax Solutions LLC is sharing a file with you</i>	6:37:08 AM
	<i><u>1_image.png</u> - (Size:89.51 KB)</i>	
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:37:12 AM
Bright Tax Solutions LLC	CID74806	6:37:16 AM
Shubham Kataria	Please allow me a minute to check the same	6:38:35 AM
Bright Tax Solutions LLC	ok	6:38:44 AM
Shubham Kataria	Thank you for your patience.	6:44:39 AM
Bright Tax Solutions	ok	6:45:08 AM

LLC		
Shubham Kataria	I've started the update for Lacerte 2024. Would you prefer to stay connected via chat, or should I notify you by email once the update is complete	6:45:46 AM
Bright Tax Solutions LLC	email is fine	6:46:11 AM
	thank ypu	6:46:25 AM
Shubham Kataria	You're welcome	6:46:32 AM
	Could you please log off from the server for next 15 minutes because update require to reboot the server as well	6:46:57 AM
Bright Tax Solutions LLC	ok	6:47:11 AM
Shubham Kataria	Once the update complete I will inform you via email	6:47:17 AM
Bright Tax Solutions LLC	ok	6:47:25 AM
Shubham Kataria	Is there anything else I may help you with ?	6:47:32 AM
	Are we still connected here?	6:48:49 AM
	Are we still connected here?	6:49:46 AM
	Are we still connected here?	6:50:51 AM
	<i>Cathleen Manning has ended this chat session</i>	6:51:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Mar, 9:32:19 PM

#74654 Cesar Diaz

Email: cesardiaz98776@gmail.com 150499420028

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: WASHINGTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 26 Secs

Cesar Diaz	Hello, I am your Acebuddy	25 Mar, 9:32:20 PM
Acebuddy	Hello Cesar.diaz, I'm your Ace Buddy. I'll be happy to assist you!	9:32:21 PM
	Whom Would You Like to Connect With?	9:32:21 PM
Cesar Diaz	Technical Support (QB & App Hosting)	9:32:57 PM
Acebuddy	Welcome to Ace Support.	9:32:57 PM
	Please chose an option :	9:32:57 PM
Cesar Diaz	I'd like to report an Issue	9:33:01 PM
Acebuddy	Please select an option!	9:33:01 PM
Cesar Diaz	QuickBooks Issue	9:33:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:33:06 PM
Cesar Diaz	QuickBooks Login Issue	9:33:14 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:33:14 PM
	Was that helpful?	9:33:14 PM
Cesar Diaz	No	9:33:24 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:33:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:33:24 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:34:50 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:35:04 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:35:26 PM
Cesar Diaz	Hello	9:35:42 PM
	intercentro\cesard	9:35:50 PM
	i can not open Quickbooks	9:36:19 PM
Ashutosh Mishra	Are you connected to server?	9:36:47 PM
	<i>9:36:50 PM Cesar Diaz is sharing a file with you 1_image.png - (Size:10.29 KB)</i>	9:36:50 PM
Cesar Diaz	yes	9:37:22 PM
Ashutosh Mishra	Please help me with your server name and i will look into this.	9:38:03 PM

Cesar Diaz	INTERCENTRO	9:38:20 PM
	WE HAVE 2 SERVER INTERCENTRO AND INTERCENTNEW	9:38:41 PM
Ashutosh Mishra	Thanks for the confirmation !	9:39:21 PM
	Kindly allow me two minutes to check the same.	9:39:26 PM
Cesar Diaz	OK	9:40:48 PM
Ashutosh Mishra	May I take the remote access of your server?	9:42:26 PM
Cesar Diaz	YES GO AHEAD	9:43:23 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:43:32 PM
Cesar Diaz	yes	9:44:50 PM
	thanks so much	9:47:33 PM
Ashutosh Mishra	I have also noticed that there is low space on the server in both C and D drive.	9:48:05 PM
	This can cause issues in future as the server may run out of space for required operations.	9:48:33 PM
Cesar Diaz	yes i ready call my boss	9:48:52 PM
Ashutosh Mishra	I will send you an email along with the account holder for this concern.	9:49:22 PM
	Is there anything else I may help you with ?	9:49:27 PM
	Are we still connected here?	9:51:23 PM
Cesar Diaz	yes	9:52:12 PM
Ashutosh Mishra	Is there anything else I may help you with ?	9:52:21 PM
Cesar Diaz	nothing else, it working fine	9:52:31 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:52:35 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:52:40 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!	9:52:44 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>Ashutosh Mishra has ended this chat session</i>	9:52:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Mar, 7:11:42 PM

#74536 kate

Email: kate@thebeaconadvisors.com

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: 2 Mins 41 Secs

City: HYANNIS

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 16 Secs

kate	Hello, I am your Acebuddy	22 Mar, 7:11:44 PM
Acebuddy	Hello Kate, I'm your Ace Buddy. I'll be happy to assist you!	7:11:45 PM
	Whom Would You Like to Connect With?	7:11:45 PM
kate	Technical Support (QB & App Hosting)	7:11:53 PM
Acebuddy	Welcome to Ace Support.	7:11:53 PM
	Please chose an option :	7:11:53 PM
kate	I'd like to report an Issue	7:12:02 PM
Acebuddy	Please select an option!	7:12:02 PM
kate	Other Issue	7:12:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:12:08 PM
kate	can't get into Ultra tax. its saying i am already in it but i'm not	7:12:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:12:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:12:44 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:12:53 PM

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:12:59 PM
	Hello Kate	7:13:02 PM
kate	Hi	7:13:11 PM
Shashwat Verma	I will surely help you with this issue.	7:13:20 PM
	Kindly allow me two minutes to check the same.	7:13:36 PM
kate	thank you!	7:13:58 PM
Shashwat Verma	May I take the remote access of your local computer?	7:19:32 PM
kate	yes	7:20:00 PM
Shashwat Verma	This message has been deleted	7:20:25 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:20:40 PM
	https://assist.acecloudhosting.com/join/6682101908	7:20:42 PM
	Kindly Click on the link and open the downloaded file.	7:20:45 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.	7:22:05 PM
	This message has been deleted	7:26:42 PM
	This message has been deleted	7:27:11 PM
	Kate, looks like your details are under the other team, let me share your case to the concern team	7:29:44 PM
	<i>Shashwat Verma is transferring the chat to VDI/DaaS Support.</i>	7:29:56 PM
kate	i know someone else in my office had the same issue and they were forced out of the program	7:29:59 PM
	<i>Shashwat Verma is transferring the chat to VDI/DaaS Support.</i>	7:32:49 PM
Shashwat Verma	Are we still connected here?	7:40:19 PM
kate	yes	7:40:55 PM
Shashwat Verma	Kate, you have a citrix account which is managed by another team, currently that team is facing downtime, although they have rights to edit the changes on your account, hence we have noted your request and will arrange a callback from the concern team for the issue.	7:42:44 PM
	Thanks for understanding, kindly share your best time and direct contact number.	7:43:39 PM
kate	ok the office number is 508-748-1611 i am here for most of the day.	7:44:21 PM
Shashwat Verma	Sure	7:44:32 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:44:37 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.	
		7:44:40 PM

Thanks!

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

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

kate has ended this chat session

7:45:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Mar, 10:21:06 AM

#73476 rhernandez

Email: rhernandez@docomopacific.com 16716864566

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: TAMUNING

State: Guam

Country: GUAM

Chat Transcript

Chat Duration : 10 Mins 5 Secs

rhernandez	Hello, I am your Acebuddy	4 Mar, 10:21:07 AM
Acebuddy	Hello Rhernandez, I'm your Ace Buddy. I'll be happy to assist you!	10:21:10 AM
	Whom Would You Like to Connect With?	10:21:10 AM
rhernandez	Technical Support (QB & App Hosting)	10:21:17 AM
Acebuddy	Welcome to Ace Support.	10:21:17 AM
	Please chose an option :	10:21:17 AM
rhernandez	I'd like to raise a Request	10:21:22 AM

Acebuddy	Please select your request type.	10:21:22 AM
rherandez	Other Request	10:21:32 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.	10:21:32 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:21:32 AM
rherandez	Restart	10:22:54 AM
Acebuddy	Hello Rherandez, I'm your Ace Buddy. I'll be happy to assist you!	10:22:54 AM
	Whom Would You Like to Connect With?	10:22:54 AM
rherandez	Technical Support (QB & App Hosting)	10:22:57 AM
Acebuddy	Welcome to Ace Support.	10:22:57 AM
	Please chose an option :	10:22:57 AM
rherandez	I'd like to raise a Request	10:23:04 AM
Acebuddy	Please select your request type.	10:23:05 AM
rherandez	Other Request	10:23:14 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.	10:23:14 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:23:14 AM
rherandez	Yes, I'm facing issues with my server	10:23:36 AM
Acebuddy	Please select an option!	10:23:36 AM
rherandez	QuickBooks Issue	10:23:39 AM
Acebuddy	What type of QuickBooks Issue are you facing?	10:23:39 AM
rherandez	Other QB related issue	10:23:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:23:44 AM
rherandez	I have ticket open	10:23:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:23:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:23:55 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:23:59 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:24:07 AM
rherandez	Hi Shubham	10:24:32 AM
	I HAVE TICKET 635562	10:24:41 AM
Shubham Kataria	Kindly allow me two minutes to check the same.	10:24:54 AM
rherandez	do you guys do quickbooks support as well?	10:24:59 AM

	because it's an application issue. im trying to test if direct deposit can be done on guam	10:25:25 AM
Shubham Kataria	Actually we are providing limited support for QB	10:27:45 AM
	Could you please confirm if Guam is an application? (Edited)	10:28:17 AM
	Are we still connected here?	10:29:38 AM
	As you're connected on other chat session hence we are disconnecting this session	10:31:08 AM
	<i>Shubham Kataria has ended this chat session</i>	10:31:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Mar, 10:12:00 AM

#74844 xianna zhong

Email: visionpointtax@gmail.com ☎ 19173029317

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: FREMONT

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 49 Secs

xianna zhong	Hello, I am your Acebuddy	29 Mar, 10:12:02 AM
Acebuddy	Hello Xianna Zhong, I'm your Ace Buddy. I'll be happy to assist you!	10:12:03 AM
	Whom Would You Like to Connect With?	10:12:03 AM
xianna zhong	Technical Support (QB & App Hosting)	10:12:09 AM
Acebuddy	Welcome to Ace Support.	10:12:09 AM
	Please chose an option :	10:12:09 AM

xianna zhong	I'd like to raise a Request	10:12:15 AM
Acebuddy	Please select your request type.	10:12:15 AM
xianna zhong	Application Update	10:12:23 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.	10:12:23 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	10:12:23 AM
xianna zhong	Yes	10:12:29 AM
Acebuddy	Please wait while we connect you to our Support Representative	10:12:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:12:29 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:12:43 AM
xianna zhong	Please help to update lacerte now!! sent the request last week	10:12:47 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:12:47 AM
xianna zhong	no updates...	10:12:49 AM
	i need to send tax return	10:12:57 AM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	10:13:02 AM
	I will surely help you with this issue.	10:13:08 AM
xianna zhong	it failed transmission due to new version lacerte available...	10:13:14 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	10:13:17 AM
xianna zhong	I just downloaded the updates...	10:13:33 AM
	cannnot do further since I am not the admin	10:13:47 AM
Shashwat Verma	I got the request, allow me 5 mins to do the needful.	10:14:20 AM
xianna zhong	thanks	10:14:31 AM
Shashwat Verma	Thank you for your patience.	10:14:36 AM
	We have pushed the update, it might take 7-8 mins to complete, will update you on email, once it gets completed.	10:17:02 AM
	Is that work for you?	10:17:11 AM
xianna zhong	yes. thanks.	10:17:19 AM
	Let me know when it's done.	10:17:23 AM
Shashwat Verma	Sure	10:17:30 AM
	Is there anything else I may help you with ?	10:17:32 AM
	Are we still connected here?	10:18:22 AM

xianna zhong	yes	10:18:27 AM
	should i wait 10 mins to open lacerte?	10:18:57 AM
Shashwat Verma	Yes, after update , server will get rebooted and then you can login the same	10:19:21 AM
xianna zhong	oh ok thanks.	10:19:36 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:19:43 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!	10:19:48 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/)	
xianna zhong	thanks.	10:19:51 AM
	<i>Shashwat Verma has ended this chat session</i>	10:19:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Mar, 3:13:33 AM

#74177 GLORIA CORREA

Email: gloria@wellytails.com 7163448610

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: 46 Secs

City: GUELPH

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 11 Mins 20 Secs

GLORIA CORREA	Hello, I am your Acebuddy	16 Mar, 3:13:34 AM
Acebuddy	Hello Gloria Correa, I'm your Ace Buddy. I'll be happy to assist you!	3:13:35 AM
	Whom Would You Like to Connect With?	3:13:35 AM
GLORIA CORREA	Technical Support (QB & App Hosting)	3:13:40 AM
Acebuddy	Welcome to Ace Support.	3:13:40 AM
	Please chose an option :	3:13:40 AM
GLORIA CORREA	I'd like to report an Issue	3:13:49 AM
Acebuddy	Please select an option!	3:13:49 AM
GLORIA CORREA	QuickBooks Issue	3:13:56 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:13:56 AM
GLORIA CORREA	QuickBooks Login Issue	3:14:05 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	3:14:05 AM
	Was that helpful?	3:14:05 AM
GLORIA CORREA	No	3:14:14 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:14:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:14:14 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	3:15:07 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	3:15:14 AM
	Hello Gloria.	3:15:49 AM
GLORIA CORREA	Hello	3:15:54 AM
	I am trying to connect but it says that Remote Desktop doesn't recognize the computer name	3:16:18 AM
Tushar Pharswan	May I know the user name.	3:16:57 AM
GLORIA CORREA	MyrealdatalGloriaM	3:17:25 AM
Tushar Pharswan	Kindly allow me 2-4 minutes to check the same.	3:18:27 AM
GLORIA CORREA	OK, THANKS	3:19:51 AM
Tushar Pharswan	Thank you for waiting kindly try to login again.	3:22:02 AM
GLORIA CORREA	It is working now.	3:24:17 AM
	Thank you very much	3:24:24 AM
Tushar Pharswan	Great.	3:24:30 AM

	Is there anything else I may help you with ?	3:24:31 AM
GLORIA CORREA	that is all, thanks!	3:24:43 AM
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	3:24:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:24:51 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!	3:24:53 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>	3:24:55 AM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Mar, 6:01:40 PM

#74418 carol.vance

Email: carol.vance@asgsolutions.us  352-748-2333

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: WILDWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 38 Secs

carol.vance	Hello, I am your Acebuddy	20 Mar, 6:01:41 PM
Acebuddy	Hello Carol.vance, I'm your Ace Buddy. I'll be happy to assist you!	6:01:43 PM
	Whom Would You Like to Connect With?	6:01:43 PM
carol.vance	Technical Support (QB & App Hosting)	6:01:46 PM
Acebuddy	Welcome to Ace Support.	6:01:46 PM
	Please chose an option :	6:01:46 PM
carol.vance	I'd like to report an Issue	6:01:52 PM
Acebuddy	Please select an option!	6:01:52 PM
carol.vance	QuickBooks Issue	6:01:58 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:01:58 PM
carol.vance	Other QB related issue	6:02:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:02:04 PM
carol.vance	When I opened QB, I have no company list of vendors or employees	6:02:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:02:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:02:31 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:02:47 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:03:11 PM
	Could you please elaborate your issue in detail so I can provide you exact resolution	6:04:24 PM
carol.vance	I opened QB and I have NO list of vendors or employees, I think they did an update yesterday and now we don't have any information in our QB	6:05:12 PM
Anjainay Singh	May I take the remote access of your server?	6:05:37 PM
carol.vance	yes	6:05:46 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	6:05:56 PM
carol.vance	ok	6:06:15 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/2312252586	6:06:23 PM
	Please copy this URL in your server browser so that we can access it	6:06:43 PM
	Meanwhile could you please share the name of the company file along with its location where it was initially present	6:08:31 PM
carol.vance	ASG Solutions Wildwood Florida	6:08:55 PM
Anjainay Singh	Please share it initial location where it was present	6:09:19 PM
carol.vance	not sure what your asking	6:10:30 PM
Anjainay Singh	Please provide remote access of your server so that we can analyse the issue	6:11:11 PM

	<i>6:11:58 PM</i> carol.vance is sharing a file with you 1_image.png - (Size:9.07 KB)	6:11:58 PM
carol.vance	it shows you have access	6:12:09 PM
Anjainay Singh	Please provide me two minute so I can look into it	6:12:58 PM
carol.vance	ok	6:13:05 PM
Anjainay Singh	Please disconnect it and launch it again	6:13:35 PM
carol.vance	send me another link	6:15:04 PM
Anjainay Singh	Sure just allow me one minute	6:15:14 PM
	https://assist.acecloudhosting.com/join/9422309310	6:15:38 PM
carol.vance	here	6:25:14 PM
Anjainay Singh	As your issue has been resolved so please let us know if you have any existing issue which I can assist you with	6:25:42 PM
carol.vance	all good thank you	6:25:54 PM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:26:01 PM
	Please click on smile to provide your positive feedback	6:26:38 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.	6:27:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day	6:27:47 PM
	<i>Anjainay Singh has ended this chat session</i>	6:28:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Mar, 12:17:01 AM

#74174 mdoughty

Email: mdoughty@qps4u.com ☎ 6025718200

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: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 16 Secs

mdoughty	Hello, I am your Acebuddy	16 Mar, 12:17:02 AM
Acebuddy	Hello Mark Doughty, I'm your Ace Buddy. I'll be happy to assist you!	12:17:04 AM
	Whom Would You Like to Connect With?	12:17:04 AM
mdoughty	Technical Support (QB & App Hosting)	12:17:08 AM
Acebuddy	Welcome to Ace Support.	12:17:09 AM
	Please chose an option :	12:17:09 AM
mdoughty	I'd like to raise a Request	12:17:17 AM
Acebuddy	Please select your request type.	12:17:17 AM
mdoughty	Application Version Upgrade	12:17:23 AM
Acebuddy	Please select the application you would like to upgrade :	12:17:23 AM
mdoughty	QuickBooks	12:17:27 AM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	12:17:27 AM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	12:17:27 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	12:17:27 AM
	Do you need any further assistance on the topic?	12:17:27 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.	12:50:19 AM
	<i>Ended due to chat idle timeout</i>	12:50:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Mar, 12:53:48 AM

#73928 Nathan Urry

Email: techs@cr-t.com 13853251678

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: 46 Secs

City: DRAPER

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 34 Secs

Nathan Urry	Hello, I am your Acebuddy	12 Mar, 12:53:49 AM
Acebuddy	Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you!	12:53:50 AM
	Whom Would You Like to Connect With?	12:53:50 AM
Nathan Urry	Managed IT	12:53:53 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:53:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:53:54 AM
	<i>Moin Latief accepted the chat transfer request.</i>	12:54:05 AM
Nathan Urry	My version of the cloud has Quickbooks open but is completely frozen. I cannot access Quickbooks. What is going on?	12:54:14 AM
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you?	12:54:32 AM
	I apologize for the inconvenience.	12:54:48 AM
Nathan Urry	See above	12:54:49 AM
	thank you	12:54:51 AM
Moin Latief	Before proceeding may i please have your company name?	12:55:16 AM
Nathan Urry	nathan urry	12:55:21 AM
Moin Latief	Please allow me to transfer your chat to the concerned department.	12:56:12 AM

	Kindly bear with me.	12:56:22 AM
	<i>Moin Latief is transferring the chat to Support(QB & App Hosting).</i>	12:56:45 AM
Nathan Urry	thank you	12:56:59 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:57:52 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	12:58:04 AM
Nathan Urry	ok	12:58:12 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:58:18 AM
Nathan Urry	Clearwater Landscaping is the company name	12:58:30 AM
	nathan.u@myrealdata.net	12:59:21 AM
Tushar Pharswan	Thank you for the details.	12:59:40 AM
	Kindly allow me two minutes to check the same.	12:59:42 AM
Nathan Urry	thank you	12:59:46 AM
Tushar Pharswan	Is it the first time that this issue has happened and also are other user facing the same issue?	1:00:59 AM
Nathan Urry	others are not facing the issue	1:01:08 AM
	Not sure if this is the first time	1:01:24 AM
	Is this concerning? Is someone else in my account? I have security concerns	1:01:37 AM
Tushar Pharswan	Okay, I will be closing it from the back end by task manager and also no it is not concerning it is an application related issue it happens sometimes it does not have any security concerns.	1:02:38 AM
Nathan Urry	great thank you for the confirmation	1:02:51 AM
	<i>1:03:47 AM Tushar Pharswan is sharing a file with you image.png - (Size:1.44 KB)</i>	1:03:47 AM
	<i>In future if this happens by any chance kindly use the icon provided at your desktop named QBReset it</i>	
Tushar Pharswan	Kindly try to open QuickBooks again.	1:04:10 AM
Nathan Urry	mine is in single screen mode so i can't see that	1:04:12 AM
	how do I expand from single screen RDP to multiple screen RDP?	1:04:23 AM
Tushar Pharswan	You can do that by following the bellow steps.	
	1. Right-click the RDP file and choose Edit.(If edit option is not there click show more options) 2. Go to the Display tab (here, you can edit the display settings). 3. Check or Uncheck the Use all my monitors for the remote session box 4. Click the General Tab, then click Save	1:05:27 AM
Nathan Urry	thank you.	1:05:39 AM
	you met all of my requests	1:05:44 AM
Tushar Pharswan	If you want me do it for you, then I will require remote access.	1:05:50 AM

Nathan Urry	nope all good	1:05:57 AM
	have a good day	1:05:59 AM
Tushar Pharswan	Is there anything else I may help you with ?	1:06:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:06:18 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!	1:06:21 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

1:06:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Mar, 10:52:38 PM

#73815 Chetan.seastars

Email: chetan.seastars@gmail.com ☎ 9004973014

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 3 Secs

City: CHAKAN

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 21 Mins 58 Secs

Chetan.seastars	Hello, I am your Acebuddy	10 Mar, 10:52:39 PM
Acebuddy	Hello Chetan.seastars, I'm your Ace Buddy. I'll be happy to assist you!	10:52:41 PM
	Whom Would You Like to Connect With?	10:52:41 PM
Chetan.seastars	Technical Support (QB & App Hosting)	10:52:45 PM
Acebuddy	Welcome to Ace Support.	10:52:45 PM
	Please chose an option :	10:52:45 PM
Chetan.seastars	I'd like to report an Issue	10:52:51 PM
Acebuddy	Please select an option!	10:52:51 PM
Chetan.seastars	Other Issue	10:52:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:52:57 PM
Chetan.seastars	CCH Axcess	10:53:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:53:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:53:13 PM
Chetan.seastars	yes	10:54:57 PM
	<i>Vignesh Arul accepted the chat transfer request.</i>	10:55:12 PM
	<i>Vignesh Arul is transferring the chat to Tushar Pharswan.</i>	10:55:21 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:55:23 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:55:28 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:55:53 PM
Chetan.seastars	SeaStarAccountant@davidweinsteincpa.com	10:56:20 PM
	I am unable to login CCH	10:56:43 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	10:57:00 PM
Chetan.seastars	Could you please connect remotely and solvv it	10:57:04 PM
Tushar Pharswan	Thank you for waiting.	10:58:13 PM
	May I know your user name?	10:58:24 PM
	Also are other user facing the same issue.	11:00:04 PM
	Are we still connected here?	11:01:43 PM
	Are we still connected here?	11:02:41 PM
	Are we still connected here?	11:03:06 PM
	Are we still connected here?	11:04:15 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.	11:05:01 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:05:11 PM
Chetan.seastars	yes	11:05:12 PM
	Chetan	11:05:26 PM
	Sorry i was another call	11:05:51 PM
Tushar Pharswan	May I know the username who is not able to access cch application and also kindly let us know if other users are facing the same issue?	11:06:18 PM
	it's okay.	11:06:29 PM
Chetan.seastars	Chetan chaure	11:06:52 PM
	SeaStarAccountant@davidweinsteincpa.com	11:07:09 PM
Tushar Pharswan	I will send a remote access pop on your server screen kindly accept that and I will check if there is any possible reason from server end which is causing the issue.	11:08:28 PM
	Kindly show me the error message.	11:09:31 PM
Chetan.seastars	ok	11:09:53 PM
	cant add account	11:10:02 PM
Tushar Pharswan	Okay as I can see this is an account creation error message on a website profile for this you will have contact the CCH support or Intuit support, they would be the best support to assist you regarding this if they would require any changes to be made on server end kindly let us know over an email or chat session.	11:11:52 PM
	Is there anything else I may help you with ?	11:13:07 PM
Chetan.seastars	ok	11:13:47 PM
Tushar Pharswan	Do reach us out if any changes are required from server side, we are available 24/7.	11:14:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:14:31 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!	11:14:36 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>	11:14:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Mar, 2:18:08 AM

#74401 colin roy

Email: colin@sliquid.com ☎ 214-821-4400

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 40 Secs

colin roy	Hello, I am your Acebuddy	20 Mar, 2:18:10 AM
Acebuddy	Hello Colin Roy, I'm your Ace Buddy. I'll be happy to assist you!	2:18:11 AM
	Whom Would You Like to Connect With?	2:18:11 AM
colin roy	Technical Support (QB & App Hosting)	2:18:17 AM
Acebuddy	Welcome to Ace Support.	2:18:17 AM
	Please chose an option :	2:18:17 AM
colin roy	I'd like to raise a Request	2:18:22 AM
Acebuddy	Please select your request type.	2:18:22 AM
colin roy	Password Reset	2:18:26 AM
Acebuddy	Please select an option below	2:18:26 AM
colin roy	Already Enrolled to Selfcare Portal	2:18:35 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:18:35 AM
	Do you need any further assistance on the topic?	2:18:35 AM
colin roy	Yes	2:18:41 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:18:41 AM

Acebuddy (bot) forwarded the chat request

2:18:41 AM

Rohan Prajapati accepted the chat transfer request.

2:18:54 AM

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

2:18:58 AM

Hello Colin , How are you doing today ?

2:19:10 AM

colin roy ticket 662089 - sorry I have someone visiting and I need to quickly reset this password

2:19:22 AM

Accounting_LL on server lovelabs.myrealdatal.net

2:19:33 AM

the self care portal is telling me that multiple users accounts are mapped for the same login so I cant change it myself

2:20:04 AM

Rohan Prajapati Thank you so much for the details.

2:20:39 AM

Kindly allow me 4-5 minutes to check the same.

2:20:47 AM

Thank you for your patience.

2:23:40 AM

We have sent the new password (Edited)

2:23:51 AM

Is there anything else I may help you with ?

2:23:54 AM

Are we still connected here?

2:36:34 AM

Are we still connected here?

2:36:40 AM

Are we still connected here?

2:36:43 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.

2:36:46 AM

Rohan Prajapati has ended this chat session

2:36:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Mar, 7:18:20 PM

#74579 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: 23 Secs

City: DOYLESTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 30 Secs

Gita Faust	Hello, I am your Acebuddy	24 Mar, 7:18:21 PM
Acebuddy	Hello Gita, I'm your Ace Buddy. I'll be happy to assist you!	7:18:22 PM
	Whom Would You Like to Connect With?	7:18:22 PM
Gita Faust	Technical Support (QB & App Hosting)	7:18:26 PM
Acebuddy	Welcome to Ace Support.	7:18:26 PM
	Please chose an option :	7:18:26 PM
Gita Faust	I'd like to report an Issue	7:18:30 PM
Acebuddy	Please select an option!	7:18:30 PM
Gita Faust	Other Issue	7:18:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:18:37 PM
Gita Faust	I am trying to login. I add wrong password three times ... and is saying connect with admin	7:19:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:19:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:19:02 PM
Gita Faust	SICB.myreldata.net	7:19:15 PM
	MYREALDATA\max.l@myreldata.net	7:19:21 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	7:19:25 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	7:19:33 PM
	I will surely help you with this issue.	7:19:47 PM
Gita Faust	Hey Tushar!	7:19:54 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	7:19:54 PM
	Your account is locked due to entering wrong password multiple time.	7:22:19 PM
	Kindly allow me a minutes to check the same and unlock it.	7:22:39 PM
	Thank you for waiting.	7:25:39 PM
Gita Faust	Thanks	7:25:51 PM
Tushar Pharswan	I have now unblocked your account now you will have to reset your password as it seems you have forgotten the password.	7:26:20 PM

	For that kindly use self care portal.	7:26:38 PM
	This message has been deleted	7:26:48 PM
	https://selfcare.acecloudhosting.com/	7:26:57 PM
Gita Faust	Lol - Can I do that as a user? Or it has to be Kathleen	7:27:27 PM
Tushar Pharswan	To reset the password using Selfcare Portal, please follow the simple steps outlined below:	
	<ol style="list-style-type: none"> 1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password". 2. Enter your Username which will be Max.L. 3. Enter the CAPTCHA verification and Click Continue. 4. In the window that opens, Choose an authentication method from the list. 5. Enter your new password and click Reset to finish. 	7:27:48 PM
	Self care is for the users to just reset their own password.	7:28:30 PM
Gita Faust	email will got to?	7:28:32 PM
	I doubt i have a security question	7:28:43 PM
Tushar Pharswan	If you are unable do so, then you will have to contact Kathleen Groff.	7:29:03 PM
	The registered email address of the user profile.	7:29:29 PM
Gita Faust	That email is crazy tw****@vf***.com we do not have an email like that	7:29:50 PM
	I think max.l. is not the user name	7:30:39 PM
Tushar Pharswan	Okay then you will have to contact Kathleen Groff and ask to reset your password as well as the email address if she is unable to do so kindly ask Kathleen Groff to email us.	7:31:02 PM
Gita Faust	OK. She has access to the portal, where she can change?	7:31:25 PM
Tushar Pharswan	The user name is Max.L	7:31:33 PM
Gita Faust	And see all the users and their email right?	7:31:37 PM
Tushar Pharswan	Yes its MyPortal.	7:31:48 PM
Gita Faust	Is that adidferent url?	7:32:09 PM
Tushar Pharswan	yes the authorised point of contacts has access to it.	7:33:15 PM
	MyPortal - Ace Cloud Hosting - Login	7:33:16 PM
	Is there anything else I may help you with ?	7:33:24 PM
Gita Faust	No thanks.	7:33:31 PM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:33:39 PM
Gita Faust	Have a great night!	7:33:42 PM
Tushar Pharswan	you too.	7:33:46 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!

7:33:48 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

7:33:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Mar, 5:33:50 AM

#73603 Alex Feldman

Email: afeldman@hsfems.org 16318481711

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: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Secs

Alex Feldman	Hello, I am your Acebuddy	6 Mar, 5:33:50 AM
Acebuddy	Hello Afeldman, I'm your Ace Buddy. I'll be happy to assist you!	5:33:52 AM
	Whom Would You Like to Connect With?	5:33:52 AM
Alex Feldman	Technical Support (QB & App Hosting)	5:33:56 AM
Acebuddy	Welcome to Ace Support.	5:33:56 AM
	Please chose an option :	5:33:56 AM

Alex Feldman	I'd like to raise a Request	5:34:03 AM
Acebuddy	Please select your request type.	5:34:03 AM
Alex Feldman	Reboot your Server	5:34:13 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	5:34:13 AM
	Do you need any further assistance on the topic?	5:34:13 AM
Alex Feldman	No	5:34:19 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	5:34:19 AM
	<i>Acebuddy has ended this chat session</i>	5:34:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Mar, 6:11:19 AM

#73693 jsheldon

Email: jsheldon@uft.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: BATAVIA

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 15 Secs

jsheldon	Hello, I am your Acebuddy	7 Mar, 6:11:19 AM
Acebuddy	Hello Jsheldon, I'm your Ace Buddy. I'll be happy to assist you!	6:11:21 AM
	Whom Would You Like to Connect With?	6:11:21 AM
jsheldon	Technical Support (QB & App Hosting)	6:11:28 AM

Acebuddy	Welcome to Ace Support.	6:11:28 AM
	Please chose an option :	6:11:28 AM
jsheldon	I'd like to raise a Request	6:11:37 AM
Acebuddy	Please select your request type.	6:11:37 AM
jsheldon	Other Request	6:11:49 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.	6:11:49 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:11:49 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.	6:50:35 AM
	<i>Ended due to chat idle timeout</i>	6:50:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Mar, 10:07:34 AM

#73752 Larry Ma

Email: larry@techusys.com ☎ 9493566000

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: SANTA ANA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 16 Secs

Larry Ma	Hello, I am your Acebuddy	8 Mar, 10:07:35 AM
Acebuddy	Hello Larry, I'm your Ace Buddy. I'll be happy to assist you!	10:07:37 AM

	Whom Would You Like to Connect With?	10:07:37 AM
Larry Ma	Technical Support (QB & App Hosting)	10:07:49 AM
Acebuddy	Welcome to Ace Support.	10:07:49 AM
	Please chose an option :	10:07:49 AM
Larry Ma	I'd like to report an Issue	10:08:28 AM
Acebuddy	Please select an option!	10:08:29 AM
Larry Ma	Other Issue	10:08:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:08:53 AM
Larry Ma	Can't connect remote desktop again	10:09:05 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:09:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:09:06 AM
Larry Ma	Ticket ID: 639195	10:09:25 AM
	<i>Sandeep Kumar accepted the chat transfer request.</i>	10:09:37 AM
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.	10:09:44 AM
	Kindly allow me 3-4 minutes to check the same.	10:10:07 AM
	Thank you for your patience.	10:14:42 AM
	There seems to be an issue with the server, the back-end team is currently looking into it and resetting the server.	10:15:27 AM
	It might take another 2-3 minutes before we can try again.	10:15:44 AM
	Please stay connected.	10:15:54 AM
Larry Ma	ok	10:16:22 AM
Sandeep Kumar	Please try again now.	10:17:19 AM
Larry Ma	ok works now	10:19:02 AM
Sandeep Kumar	Great!	10:19:15 AM
	Is there anything else I may help you with ?	10:19:19 AM
Larry Ma	that's all thank you	10:21:23 AM
Sandeep Kumar	You are welcome!	10:21:35 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:21:41 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!	10:21:49 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/>)

Sandeep Kumar has ended this chat session

10:21:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Mar, 12:19:48 AM

#73453 Charles Watson

Email: charles@smartaccountingsolutions.com 17062279191

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: ATHENS

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 42 Secs

Charles Watson	Hello, I am your Acebuddy	4 Mar, 12:19:49 AM
Acebuddy	Hello Charles, I'm your Ace Buddy. I'll be happy to assist you!	12:19:50 AM
	Whom Would You Like to Connect With?	12:19:50 AM
Charles Watson	Technical Support (QB & App Hosting)	12:19:52 AM
Acebuddy	Welcome to Ace Support.	12:19:52 AM
	Please chose an option :	12:19:53 AM
Charles Watson	I'd like to report an Issue	12:19:58 AM
Acebuddy		

	Please select an option!	12:19:58 AM
Charles Watson	Other Issue	12:20:02 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:20:02 AM
Charles Watson	Memory Issue	12:20:13 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:20:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:20:14 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:21:28 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:21:32 AM
Charles Watson	Hi Manish. I am getting the error messages again that our server does not have enough memory. And apps are closing down. I just dealt with this issue a couple months ago. and they were going to add more memory so I would not have to deal with this. I find it hard to believe and am using all the new memory in such a short period of time. Can you please explain what is going on?	12:23:29 AM
Manish Singh	I will surely help you with this issue.	12:24:22 AM
	Kindly allow me two minutes to check the same.	12:25:26 AM
	As I can check you have 12 GB free space in C:/ drive and also the RAM consumption is 7.5 GB out of 9 GB.	12:28:48 AM
Charles Watson	So is the RAM the issue?	12:30:00 AM
Manish Singh	So, for the smooth functioning of the server need to add RAM	12:32:20 AM
	<i>12:32:24 AM Manish Singh is sharing a file with you image.png - (Size:17.3 KB)</i>	12:32:24 AM
Charles Watson	How much more and what would be the cost?	12:32:44 AM
Manish Singh	As application are consuming lot of memory.	12:32:54 AM
	We can try adding 3 GB RAM which will cost you \$60 (Edited)	12:33:29 AM
Charles Watson	I am running the same application now, that I ran just 2 months ago when we had to add 2 GB of RAM. What has caused the need for the increase	12:34:25 AM
Manish Singh	As we can check Adobe is consuming most of the memory.	12:37:21 AM
	<i>12:37:37 AM Manish Singh is sharing a file with you image.png - (Size:75.31 KB)</i>	12:37:37 AM
Charles Watson	Ahhh...thank you for that. Do I need to email in the request to add the memory. Or can I just approve here in the chat?	12:38:23 AM
Manish Singh	You have to email us from the authorized user email which is charles@smartaccountingsolutions.com	12:38:49 AM
	Kindly email us on support@acecloudhosting.com	12:39:11 AM
Charles Watson	I just sent the email. Thank you for your help	12:39:58 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:41:22 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!

12:41:25 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/>)

Manish Singh has ended this chat session

12:41:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Mar, 9:42:36 PM

#74816 Lauren Coles

Email: laurenc@sentrynd.com 17015808012

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: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Secs

Lauren Coles	Hello, I am your Acebuddy	28 Mar, 9:42:37 PM
Acebuddy	Hello Lauren Coles, I'm your Ace Buddy. I'll be happy to assist you!	9:42:38 PM
	Whom Would You Like to Connect With?	9:42:38 PM
Lauren Coles	Technical Support (QB & App Hosting)	9:42:46 PM
Acebuddy		

	Welcome to Ace Support.	9:42:47 PM
	Please chose an option :	9:42:47 PM
Lauren Coles	I'd like to raise a Request	9:42:51 PM
Acebuddy	Please select your request type.	9:42:51 PM
Lauren Coles	Other Request	9:43:05 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.	9:43:05 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:43:05 PM
Lauren Coles	No, That'll be all!	9:43:16 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	9:43:16 PM
	<i>Acebuddy has ended this chat session</i>	9:43:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Mar, 10:14:56 PM

#73570 Jeff Beckley

Email: jeff@beckleyandassociates.com 972-309-0002
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: FRISCO
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 42 Secs

Jeff Beckley	Hello, I am your Acebuddy	5 Mar, 10:14:57 PM
Acebuddy	Hello Jeff, I'm your Ace Buddy. I'll be happy to assist you!	10:14:58 PM

	Whom Would You Like to Connect With?	10:14:58 PM
Jeff Beckley	Technical Support (QB & App Hosting)	10:15:03 PM
Acebuddy	Welcome to Ace Support.	10:15:04 PM
	Please chose an option :	10:15:04 PM
Jeff Beckley	I'd like to raise a Request	10:15:10 PM
Acebuddy	Please select your request type.	10:15:11 PM
Jeff Beckley	Password Reset	10:15:15 PM
Acebuddy	Please select an option below	10:15:16 PM
Jeff Beckley	Already Enrolled to Selfcare Portal	10:15:22 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:15:22 PM
	Do you need any further assistance on the topic?	10:15:22 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.	10:57:40 PM
	<i>Ended due to chat idle timeout</i>	10:57:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Mar, 8:39:19 PM

#74222 Becky NGUYEN

Email: nguyenb@cgallsolutions.com 18175833856

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: GRAND PRAIRIE

State: Texas

Country: UNITED STATES

Chat Transcript

Becky NGUYEN	Hello, I am your Acebuddy	17 Mar, 8:39:20 PM
Acebuddy	Hello Becky Nguyen, I'm your Ace Buddy. I'll be happy to assist you!	8:39:21 PM
	Whom Would You Like to Connect With?	8:39:21 PM
Becky NGUYEN	Technical Support (QB & App Hosting)	8:39:29 PM
Acebuddy	Welcome to Ace Support.	8:39:29 PM
	Please chose an option :	8:39:29 PM
Becky NGUYEN	I'd like to raise a Request	8:39:38 PM
Acebuddy	Please select your request type.	8:39:39 PM
Becky NGUYEN	Password Reset	8:39:42 PM
Acebuddy	Please select an option below	8:39:42 PM
Becky NGUYEN	Not Enrolled to Selfcare Portal	8:39:50 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.	8:39:50 PM
	Do you need any further assistance on the topic?	8:39:50 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.	9:25:32 PM
	<i>Ended due to chat idle timeout</i>	9:25:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Mar, 4:23:18 AM

#73743 Bruce Mavis

Email: be.mavis@cobblestonegrp.com 18177716282

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: LITTLE ELM

State: Texas

Country: UNITED STATES

Chat Duration : 22 Mins 3 Secs

Chat Transcript

Bruce Mavis	Hello, I am your Acebuddy	8 Mar, 4:23:18 AM
Acebuddy	Hello Be.mavis, I'm your Ace Buddy. I'll be happy to assist you!	4:23:19 AM
	Whom Would You Like to Connect With?	4:23:19 AM
Bruce Mavis	Technical Support (QB & App Hosting)	4:23:25 AM
Acebuddy	Welcome to Ace Support.	4:23:26 AM
	Please chose an option :	4:23:26 AM
Bruce Mavis	I'd like to report an Issue	4:23:31 AM
Acebuddy	Please select an option!	4:23:32 AM
Bruce Mavis	QuickBooks Issue	4:23:36 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:23:36 AM
Bruce Mavis	QuickBooks Update	4:23:41 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.	4:23:41 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.	4:23:41 AM
	Do you need any further assistance on the topic?	4:23:41 AM
Bruce Mavis	Yes	4:24:02 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:24:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:24:02 AM
	<i>Vignesh Arul accepted the chat transfer request.</i>	4:25:27 AM
	<i>Vignesh Arul is transferring the chat to Shivam.</i>	4:25:36 AM
	<i>Shivam accepted the chat transfer request.</i>	4:25:38 AM
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.	4:25:55 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:26:07 AM
Bruce Mavis		

	My name is Bruce Mavis (BruceMav) and I think my server name is CID70629	4:27:21 AM
Shivam	Thanks for the confirmation !	4:28:31 AM
	Could you please help me with issue that you are facing ?	4:29:07 AM
Bruce Mavis	We pay for an annual subscription to QuickBooks, but we are still on QuickBooks 2023, when we should be on the 2024 version. I do not have administrative rights on our server, so I am not able to upgrade. How do I get my QuickBooks upgrade done?	4:30:31 AM
Shivam	Kindly provide the license number and product number for the QuickBooks and we will initiate the install of the QuickBooks 2024 with your license number.	4:32:35 AM
Bruce Mavis	Our QuickBooks license number is 663306394311834 and our license number is 324174. Will you do the upgrade after normal operating hours?	4:33:50 AM
Shivam	Also, let us know the version of the QuickBooks. please share the information over the email with your registered email address so that could be used as your authorization.	4:34:46 AM
Bruce Mavis	We are on QuickBooks Premier.	4:35:52 AM
	What email do I send my request to?	4:36:59 AM
Shivam	Thanks for the information. We will schedule the install for the night hours. please send the email right away so I can proceed with scheduling the install with the updated license. You can use the email " support@acecloudhosting.com"	4:37:48 AM
	Are we still connected here?	4:40:05 AM
Bruce Mavis	Yes, I'm still here. I was just composing the email to the support team.	4:41:21 AM
Shivam	That's Great	4:41:26 AM
Bruce Mavis	I have just sent the email to the support team. It should be there shortly.	4:41:39 AM
	I received notification that my email had been received. Thank you and good bye.	4:42:39 AM
Shivam	Share the email and let us know of the ticket number so that we can put up your request	4:43:14 AM
Bruce Mavis	The ticket number is 655059.	4:43:42 AM
Shivam	thank you for the information	4:43:55 AM
	Once the installation is done, you will be notified over the email.	4:44:18 AM
Bruce Mavis	Thank you. Have a good weekend.	4:44:35 AM
Shivam	Is there anything else I may help you with ?	4:44:38 AM
Bruce Mavis	Nothing else, thanks.	4:44:50 AM
Shivam	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.	4:44:52 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:45:04 AM
Bruce Mavis	I would be glad to.	4:45:12 AM
Shivam	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!

4:45:20 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/>)

Shivam has ended this chat session

4:45:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Mar, 11:24:30 PM

#73726 Devin Lester

Email: devin@msh-alliance.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: ROWLETT

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 26 Secs

Devin Lester	Hello, I am your Acebuddy	7 Mar, 11:24:32 PM
Acebuddy	Hello Devin Lester, I'm your Ace Buddy. I'll be happy to assist you!	11:24:33 PM
	Whom Would You Like to Connect With?	11:24:33 PM
Devin Lester	Technical Support (QB & App Hosting)	11:24:42 PM
Acebuddy	Welcome to Ace Support.	11:24:42 PM
	Please chose an option :	11:24:42 PM

Devin Lester	I'd like to raise a Request	11:24:46 PM
Acebuddy	Please select your request type.	11:24:46 PM
Devin Lester	Other Request	11:24:57 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.	11:24:57 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:24:57 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.	11:58:58 PM
	<i>Ended due to chat idle timeout</i>	11:58:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Mar, 3:56:59 PM

#73957 Tushar

Email: info.alphaconsultancy01@gmail.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: AHMEDABAD

State: Madhya Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 7 Mins 31 Secs

Tushar	Hello, I am your Acebuddy	12 Mar, 3:57:00 PM
Acebuddy	Hello Info.alphaconsultancy01, I'm your Ace Buddy. I'll be happy to assist you!	3:57:01 PM
	Whom Would You Like to Connect With?	3:57:01 PM
Tushar	Technical Support (QB & App Hosting)	3:57:14 PM

Acebuddy	Welcome to Ace Support.	3:57:14 PM
	Please chose an option :	3:57:14 PM
Tushar	I'd like to report an Issue	3:57:22 PM
Acebuddy	Please select an option!	3:57:22 PM
Tushar	Other Issue	3:57:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:57:27 PM
Tushar	Unable to connect RDP	3:57:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:57:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:57:50 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	3:58:15 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	3:58:23 PM
	Hello, could you please let me know the error message that you are receiving (Edited)	3:58:36 PM
	<i>3:59:09 PM Tushar is sharing a file with you</i>	3:59:09 PM
	<u>1_image.png</u> - (Size:944.36 KB)	
Tushar	Hi Sharath	4:00:03 PM
	This error prompt and does not allow to access	4:00:46 PM
Sharath Kumar	I just checked with the team and got to know that there is an ongoing update with Multi Factor Authentication	4:01:45 PM
	You should be able to sign in in 20 minutes	4:02:00 PM
Tushar	Okay	4:02:13 PM
	So it will start itself	4:02:29 PM
	Do i need to do anything else?	4:02:40 PM
Sharath Kumar	that is correct, I will send you an email as soon the update is complete	4:03:30 PM
	Is there anything else I may help you with ?	4:03:33 PM
Tushar	No, Thank you...	4:03:44 PM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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!	4:04:15 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/)	

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

4:04:18 PM

Sharath Kumar has ended this chat session

4:04:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Mar, 5:17:41 AM

#73744 Al Kamhi

Email: akamhi@freakride.com 14076962772

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Secs

Al Kamhi	Hello, I am your Acebuddy	8 Mar, 5:17:43 AM
Acebuddy	Hello Albert Kamhi, I'm your Ace Buddy. I'll be happy to assist you!	5:17:44 AM
	Whom Would You Like to Connect With?	5:17:44 AM
Al Kamhi	Technical Support (QB & App Hosting)	5:17:55 AM
Acebuddy	Welcome to Ace Support.	5:17:55 AM
	Please chose an option :	5:17:55 AM
Al Kamhi	I'd like to report an Issue	5:18:01 AM
Acebuddy	Please select an option!	5:18:01 AM
Al Kamhi	Password Reset	5:18:06 AM
Acebuddy	Please select an option below	5:18:06 AM
Al Kamhi		

	Not Enrolled to Selfcare Portal	5:18:11 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.	5:18:11 AM
	Do you need any further assistance on the topic?	5:18:11 AM
Al Kamhi	No	5:18:23 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	5:18:23 AM
	<i>Acebuddy has ended this chat session</i>	5:18:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Mar, 1:22:56 AM

#74565 Paul Hayes

Email: paul@rentkeywest.com ☎ 3055876767

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: KEY WEST

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 29 Secs

Paul Hayes	Hello, I am your Acebuddy	24 Mar, 1:22:57 AM
Acebuddy	Hello Paul, I'm your Ace Buddy. I'll be happy to assist you!	1:22:58 AM
	Whom Would You Like to Connect With?	1:22:58 AM
Paul Hayes	Technical Support (QB & App Hosting)	1:23:01 AM
Acebuddy	Welcome to Ace Support.	1:23:01 AM

	Please chose an option :	1:23:01 AM
Paul Hayes	I'd like to report an Issue	1:23:07 AM
Acebuddy	Please select an option!	1:23:07 AM
Paul Hayes	Password Reset	1:23:10 AM
Acebuddy	Please select an option below	1:23:10 AM
Paul Hayes	Already Enrolled to Selfcare Portal	1:23:14 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:23:14 AM
	Do you need any further assistance on the topic?	1:23:14 AM
Paul Hayes	Yes	1:23:19 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:23:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:23:19 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	1:23:53 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	1:23:59 AM
	Hello Paul, How are you doing today ?	1:24:11 AM
Paul Hayes	Good, thank you. You?	1:24:23 AM
Rohan Prajapati	That's Great. I'm good too, thanks for asking	1:25:00 AM
	I will surely help you with this issue.	1:25:10 AM
Paul Hayes	I recently reset the password on the selfcare portal, but it did not save to my passwords. I need to reset again, but the security questions don't look right and the email address option is not my email as the primary person on the account	1:25:40 AM
Rohan Prajapati	Don't you remember the current Password ? (Edited)	1:27:42 AM
Paul Hayes	No, the current password I have recorded is not correct.	1:28:13 AM
Rohan Prajapati	Do you have access to Email address "paul@rentkeywest.com" ?	1:28:52 AM
Paul Hayes	yes. That's not the email on the reset screen for my client	1:29:31 AM
	CID69003	1:29:42 AM
Rohan Prajapati	Okay. As I can see, your account has been locked due to multiple attempts of entering an incorrect password.	1:30:41 AM
	Kindly try to login with existing Password now	1:31:20 AM
Paul Hayes	invalid login id or password	1:32:03 AM
Rohan Prajapati	May I take the remote access of your local computer?	1:32:15 AM
Paul Hayes	yes	1:32:33 AM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	1:32:37 AM
Paul Hayes	thats fine	1:33:03 AM

Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and join the session https://assist.acecloudhosting.com/join/8132571404	1:33:18 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.	1:36:33 AM
Paul Hayes	We are good. I am in and the password is reset. And I am recording it for safe keeping	1:44:31 AM
Rohan Prajapati	Thanks for the confirmation !	1:44:46 AM
	Is there anything else I may help you with ?	1:44:48 AM
Paul Hayes	No thank you. I am good. I just have to remember to go to the correct place to reset password. The bot always sends me to selfcareportal, not my portal.	1:46:38 AM
Rohan Prajapati	You can also use the My Portal for resetting the Password	1:47:04 AM
	Thanks for the confirmation !	1:47:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:47:23 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!	1:47:24 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/)	
	<i>Rohan Prajapati has ended this chat session</i>	1:47:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Mar, 3:32:49 AM

#74406 Lisa Aly

Email: lisa@360-cpa.com ☎ 15026494437

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: SALEM

State: Indiana

Country: UNITED STATES

Chat Duration : 20 Mins 13 Secs

Chat Transcript

Lisa Aly	Hello, I am your Acebuddy	20 Mar, 3:32:50 AM
Acebuddy	Hello Lisa K Aly, I'm your Ace Buddy. I'll be happy to assist you!	3:32:51 AM
	Whom Would You Like to Connect With?	3:32:51 AM
Lisa Aly	Technical Support (QB & App Hosting)	3:32:53 AM
Acebuddy	Welcome to Ace Support.	3:32:53 AM
	Please chose an option :	3:32:53 AM
Lisa Aly	I'd like to report an Issue	3:33:00 AM
Acebuddy	Please select an option!	3:33:00 AM
Lisa Aly	Other Issue	3:33:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:33:05 AM
Lisa Aly	I am getting kicked out of the server and unable to log back in	3:33:30 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:33:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:33:31 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:34:41 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:34:54 AM
Lisa Aly	ok. I had this issue earlier and support was able to get my connection up and going, but I lost connection within a few minutes and have been unable to log back on. The message below is what I am getting [Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "360Consulting.myrealdata.net". This might mean that "360Consulting.myrealdata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [V] See details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 03/19/25 10:02:04 PM Press Ctrl+C to copy.	3:36:20 AM
Ashutosh Mishra	I will surely help you with this issue.	3:36:48 AM
	Are other users also facing the same issue?	3:37:00 AM
Lisa Aly	I am the only one still here, but earlier it was just me	3:37:28 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	3:38:00 AM

	Server is accessible on our end.	3:38:48 AM
	May I take the remote access of your local computer?	3:38:55 AM
Lisa Aly	yes	3:39:03 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	3:41:19 AM
Lisa Aly	i have nothing open	3:41:45 AM
Ashutosh Mishra	I am sending an invite over your email lisa@360-cpa.com to join remote session	3:42:36 AM 3:42:42 AM
Lisa Aly	ok	3:43:00 AM
Ashutosh Mishra	I have sent the invite.	3:44:33 AM
Lisa Aly	Hasn't come through yet	3:46:04 AM
Ashutosh Mishra	I see, just paste the following link in any browser on your computer and press enter. https://assist.acecloudhosting.com/join/1192833127	3:47:09 AM
	I am connected now.	3:49:17 AM
Lisa Aly	ok	3:49:24 AM
	I am able to login to the server, so problem solved for now	3:52:51 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	3:52:56 AM
	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!	3:53:02 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>Ashutosh Mishra has ended this chat session</i>	3:53:04 AM



Chat Transcript

Hello, I am your Acebuddy

#74544 George Fowler

Email: gpmfowler@gmail.com 8478991763

Department: Support(QB & App Hosting)

Operator: Gaurav kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 30 Secs

City: EVANSTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 42 Secs

George Fowler	Hello, I am your Acebuddy	22 Mar, 11:10:44 PM
Acebuddy	Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you!	11:10:45 PM
	Whom Would You Like to Connect With?	11:10:45 PM
George Fowler	Technical Support (QB & App Hosting)	11:11:19 PM
Acebuddy	Welcome to Ace Support.	11:11:19 PM
	Please chose an option :	11:11:19 PM
George Fowler	I'd like to report an Issue	11:11:26 PM
Acebuddy	Please select an option!	11:11:26 PM
George Fowler	Password Reset	11:11:33 PM
Acebuddy	Please select an option below	11:11:33 PM
George Fowler	Already Enrolled to Selfcare Portal	11:11:36 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:11:36 PM
	Do you need any further assistance on the topic?	11:11:36 PM
George Fowler	Yes	11:12:49 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:12:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:12:49 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	11:13:10 PM
	<i>Rohan Prajapati is transferring the chat to Gaurav Kumar.</i>	11:13:18 PM
	<i>Gaurav Kumar accepted the chat transfer request.</i>	11:13:21 PM
Gaurav Kumar		

	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.	11:13:29 PM
	Hello George	11:13:42 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:14:07 PM
George Fowler	hello gaurav i need help with obtaining my password for my remote desktop login. i tried the self care portal but i cannot get thru that	11:14:18 PM
	my name is George Fowler and the server name is Candleelite	11:14:29 PM
Gaurav Kumar	Thank you for the information and allow 2-3 minutes to check the same.	11:15:31 PM
	We see that you're already enrolled on Selfcare Portal.	
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:	
	<ol style="list-style-type: none"> 1. Visit Selfcare Portal (https://selfcare.aceclouddhosting.com). Click "Forgot your password". 2. Enter your Server Username. 3. Enter the CAPTCHA verification and Click Continue. 4. In the window that opens, Choose an authentication method from the list. 5. Enter your new password and click Reset to finish. 	11:16:42 PM
George Fowler	the selfcare portal is not working for me	11:17:05 PM
	can you help me reset the password or just copy and paste the rdp password in to my login	11:17:26 PM
Gaurav Kumar	May I take the remote access of your local computer?	11:18:28 PM
	Are we still connected here?	11:20:40 PM
George Fowler	yes	11:21:39 PM
	yes go ahead	11:21:40 PM
Gaurav Kumar	Kindly paste this link in the browser of local computer and join the session. https://assist.aceclouddhosting.com/join/1522964249	11:22:42 PM
	Prior to that kindly close all your important document that are opened at your end (Edited)	
	Are you able to join?	11:26:06 PM
George Fowler	are you with me?	11:26:08 PM
	yes i have the zoho assist downloaded	11:26:17 PM
Gaurav Kumar	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.	11:26:34 PM
George Fowler	ok	11:26:42 PM
Gaurav Kumar	This message has been deleted	11:36:18 PM
	This message has been deleted	11:36:26 PM
George Fowler	ok i am all set thank you	11:37:08 PM
Gaurav Kumar		11:37:20 PM

Is there anything else I may help you with ?

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

11:38:17 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!

11:38:22 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/>)

Gaurav Kumar has ended this chat session

11:38:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Mar, 8:42:13 PM

#74758 Test Account

Email: test@test.com ☎ +917878787878

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 50 Secs

Test Account	Hello, I am your Acebuddy	27 Mar, 8:42:14 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	8:42:15 PM

	Whom Would You Like to Connect With?	8:42:15 PM
Test Account	Technical Support (QB & App Hosting)	8:42:22 PM
Acebuddy	Welcome to Ace Support.	8:42:22 PM
	Please chose an option :	8:42:22 PM
Test Account	I'd like to report an Issue	8:42:28 PM
Acebuddy	Please select an option!	8:42:28 PM
Test Account	Other Issue	8:42:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:42:31 PM
Test Account	test	8:42:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:42:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:42:35 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:42:55 PM
	<i>test has ended this chat session</i>	8:43:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Mar, 7:20:58 AM

#73544 Becky Rivard

Email: becky@beckyrivardcpa.com 15304489276
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 54 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Becky Rivard	Hello, I am your Acebuddy	5 Mar, 7:20:59 AM
Acebuddy	Hello Becky, I'm your Ace Buddy. I'll be happy to assist you!	7:21:01 AM
	Whom Would You Like to Connect With?	7:21:01 AM
Becky Rivard	Technical Support (QB & App Hosting)	7:21:06 AM
Acebuddy	Welcome to Ace Support.	7:21:06 AM
	Please chose an option :	7:21:06 AM
Becky Rivard	I'd like to raise a Request	7:21:12 AM
Acebuddy	Please select your request type.	7:21:12 AM
Becky Rivard	Application Update	7:21:19 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.	7:21:19 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	7:21:19 AM
Becky Rivard	Yes	7:21:26 AM
Acebuddy	Please wait while we connect you to our Support Representative	7:21:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:21:26 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:21:42 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	7:21:48 AM
Becky Rivard	I submitted ticket number 652964 to have my software updated after hours. But the tax program closed and I can't reopen it until the update is installed. That being said it needs to be updated now so I can continue working.	7:23:02 AM
Shubham Kataria	I will surely help you with this issue. Kindly allow me two minutes to check	7:23:50 AM
	Could you please log off from the server so that we can initiate the update	7:25:11 AM
Becky Rivard	Yes. In doing so it will disconnect me from this chat.	7:25:37 AM
Shubham Kataria	No problem, You may log off from the server. because update will require server reboot. I will inform you over email regarding the update in next 10 minutes	7:27:24 AM
	As you're disconnected from the chat, we are ending the session now. We will inform you over email regarding the update or You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:29:08 AM
	<i>Shubham Kataria has ended this chat session</i>	7:29:11 AM

