

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 8:57:16 PM

#71412 Christy Burgess

Email: christyb@gcevans.com 15016645095

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: LITTLE ROCK

State: Arkansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 29 Secs

Christy Burgess	Hello, I am your Acebuddy	27 Jan, 8:57:16 PM
Acebuddy	Hello Christy Burgess, I'm your Ace Buddy. I'll be happy to assist you!	8:57:17 PM
	Whom Would You Like to Connect With?	8:57:17 PM
Christy Burgess	Technical Support (QB & App Hosting)	8:57:22 PM
Acebuddy	Welcome to Ace Support.	8:57:22 PM
	Please chose an option :	8:57:22 PM
Christy Burgess	I'd like to raise a Request	8:57:27 PM
Acebuddy	Please select your request type.	8:57:27 PM
Christy Burgess	Office 365 Addition	8:57:38 PM
Acebuddy	Please specify if you already have an Office365 subscription	8:57:38 PM
Christy Burgess	Setback	8:57:47 PM
Acebuddy	Please select your request type.	8:57:47 PM
Christy Burgess	Other Request	8:57:51 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:57:51 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:57:51 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.

9:36:46 PM

Ended due to chat idle timeout

9:36:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 12:40:03 AM

#70594 Kyle Dhanani

Email: kyle.asianengineparts@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: YAKIMA

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 44 Secs

Kyle Dhanani	Hello, I am your Acebuddy	14 Jan, 12:40:05 AM
Acebuddy	Hello Kyle Dhanani, I'm your Ace Buddy. I'll be happy to assist you!	12:40:06 AM
	Whom Would You Like to Connect With?	12:40:06 AM
Kyle Dhanani	Technical Support (QB & App Hosting)	12:40:09 AM
Acebuddy	Welcome to Ace Support.	12:40:10 AM
	Please chose an option :	12:40:10 AM
Kyle Dhanani	I'd like to report an Issue	12:40:24 AM
Acebuddy	Please select an option!	12:40:24 AM
Kyle Dhanani	QuickBooks Issue	12:40:30 AM

Acebuddy	What type of QuickBooks Issue are you facing?	12:40:30 AM
Kyle Dhanani	QuickBooks is Frozen	12:40:34 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:40:34 AM
	Was that helpful?	12:40:34 AM
Kyle Dhanani	No	12:40:47 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:40:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:40:47 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:41:25 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:41:35 AM
Kyle Dhanani	stndby	12:42:05 AM
	trying to end task	12:42:09 AM
	cant find QB to close it	12:43:11 AM
Manish Singh	Are you able to find now?	12:43:39 AM
Kyle Dhanani	did the qb reset	12:44:26 AM
Manish Singh	Alright.	12:44:40 AM
	Are you able to access now?	12:44:52 AM
Kyle Dhanani	might have to do it for the other user as well	12:44:59 AM
Manish Singh	Sure, use QB Reset.	12:46:11 AM
Kyle Dhanani	ya	12:47:08 AM
	company file now in use	12:47:13 AM
	so I have to get the third user to logoff	12:47:21 AM
	this common?	12:47:24 AM
Manish Singh	Yes, if you have 2 user licenses of QuickBooks.	12:48:30 AM
Kyle Dhanani	we have 4	12:50:31 AM
Manish Singh	Then 4 users can access one company file at once.	12:51:10 AM
Kyle Dhanani	ya	12:51:17 AM
	i meant is it common for this frozen issue	12:51:32 AM
Manish Singh	No	12:51:38 AM
	Sometimes it does but not everytime.	12:51:51 AM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	12:52:12 AM
Kyle Dhanani	two of us	12:52:22 AM
	waiting for one to logout	12:52:29 AM

Manish Singh	Ok, kindly do and let us know.	12:53:53 AM
Kyle Dhanani	ok back in finally	12:54:05 AM
Manish Singh	Great, Kyle.	12:54:21 AM
	Is there anything else I may help you with ?	12:54:26 AM
	Are we still connected here?	12:57:18 AM
Kyle Dhanani	no thanks	12:57:30 AM
	cheers	12:57:32 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:57:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:57:44 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!	12:57:48 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/)	
	<i>Manish Singh has ended this chat session</i>	12:57:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 2:09:41 AM

#70720 dar

Email: dar@woodstonehomes.com ☎ 610-496-3429

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: 11 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 38 Secs

dar	Hello, I am your Acebuddy	15 Jan, 2:09:42 AM
Acebuddy	Hello Dar, I'm your Ace Buddy. I'll be happy to assist you!	2:09:42 AM
	Whom Would You Like to Connect With?	2:09:42 AM
dar	Technical Support (QB & App Hosting)	2:09:46 AM
Acebuddy	Welcome to Ace Support.	2:09:46 AM
	Please chose an option :	2:09:46 AM
dar	I'd like to report an Issue	2:09:53 AM
Acebuddy	Please select an option!	2:09:53 AM
dar	Other Issue	2:10:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:10:00 AM
dar	We are getting a message when trying to use Transaction Pro noting that we need to install the Microsoft Access Database Engine to read Access/Excel 2007 and later files. We need this fixed asap as we need to import data for payroll	2:11:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:11:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:11:03 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:11:40 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:11:57 AM
dar	Great ... I have been on hold for 33 minutes and this is urgent!	2:12:13 AM
	<i>2:12:27 AM dar is sharing a file with you 1_image.png - (Size:15.0 KB)</i>	2:12:27 AM
	We need this fixed asap!	2:12:35 AM
Manish Singh	I will surely help you with this issue.	2:14:39 AM
dar	Wonderful ... again we had to reinstall microsoft this morning as there was an issue and I think this was missed. Please let us know how we can get this fixed asap!	2:15:31 AM
Manish Singh	We need to reboot the server once before troubleshooting further.	2:18:55 AM
	This message has been deleted	2:19:02 AM
	Are we still connected here?	2:21:24 AM

Are we still connected here? 2:22:04 AM

Are we still connected here? 2:23:09 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 2:23:19 AM

Manish Singh has ended this chat session 2:23:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 15 Jan, 12:31:38 PM

#70747 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript Chat Duration : 1 Min 40 Secs

info	Hello, I am your Acebuddy	15 Jan, 12:31:38 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	12:31:40 PM
	Whom Would You Like to Connect With?	12:31:40 PM
info	Technical Support (QB & App Hosting)	12:31:54 PM
Acebuddy	Welcome to Ace Support.	12:31:54 PM
	Please chose an option :	12:31:54 PM
info	I'd like to raise a Request	12:32:05 PM
Acebuddy	Please select your request type.	12:32:05 PM

info	Other Request	12:32:09 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.	12:32:09 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:32:09 PM
info	Restart	12:32:17 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	12:32:17 PM
	Whom Would You Like to Connect With?	12:32:17 PM
info	Technical Support (QB & App Hosting)	12:32:22 PM
Acebuddy	Welcome to Ace Support.	12:32:22 PM
	Please chose an option :	12:32:22 PM
info	I'd like to report an Issue	12:32:29 PM
Acebuddy	Please select an option!	12:32:29 PM
info	QuickBooks Issue	12:32:34 PM
Acebuddy	What type of QuickBooks Issue are you facing?	12:32:34 PM
info	QuickBooks Update	12:32:38 PM
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.	12:32:38 PM
	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.	12:32:38 PM
	Do you need any further assistance on the topic?	12:32:38 PM
info	Restart	12:32:44 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	12:32:44 PM
	Whom Would You Like to Connect With?	12:32:44 PM
info	Yes	12:32:50 PM
Acebuddy	You have chosen an Invalid Option. Please try Again!	12:32:50 PM
	Whom Would You Like to Connect With?	12:32:50 PM
info	Technical Support (QB & App Hosting)	12:32:59 PM
Acebuddy	Welcome to Ace Support.	12:32:59 PM
	Please chose an option :	12:32:59 PM
info	I'd like to raise a Request	12:33:04 PM
Acebuddy	Please select your request type.	12:33:05 PM
info	Other Request	12:33:12 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.	12:33:12 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:33:12 PM
info	No, That'll be all!	12:33:18 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	12:33:18 PM
	<i>Acebuddy has ended this chat session</i>	12:33:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 10:06:54 AM

#70896 Devyani Dhanuka

Email: devyanidhanuka2@gmail.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 4 Secs

City: KAMDA HARI

State: West Bengal

Country: INDIA

Chat Transcript

Chat Duration : 18 Mins 37 Secs

Devyani Dhanuka	Hello, I am your Acebuddy	17 Jan, 10:06:56 AM
Acebuddy	Hello Devyani Dhanuka, I'm your Ace Buddy. I'll be happy to assist you!	10:06:58 AM
	Whom Would You Like to Connect With?	10:06:58 AM
Devyani Dhanuka	Technical Support (QB & App Hosting)	10:07:25 AM
Acebuddy	Welcome to Ace Support.	10:07:25 AM
	Please chose an option :	10:07:25 AM

Devyani Dhanuka	I'd like to report an Issue	10:07:36 AM
Acebuddy	Please select an option!	10:07:37 AM
Devyani Dhanuka	Other Issue	10:07:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:07:42 AM
Devyani Dhanuka	After entering a purchase order when I want to partially selection the quantity of a product I'm unable to do so	10:08:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:08:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:08:31 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:09:17 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:09:21 AM
	Hello Devyani	10:09:30 AM
Devyani Dhanuka	Hello	10:09:51 AM
	I want to know if there's a way to select the purchase order quantity partially when I'm making an invoice	10:11:06 AM
Shashwat Verma	Devyani, Could you please confirm is that the issue related to quickbooks?	10:11:32 AM
Devyani Dhanuka	Actually there is not an issue I just wanted to raise a query but since I was not given any option I had to choose that there is an issue	10:12:39 AM
Shashwat Verma	I will surely help you with the request.	10:12:48 AM
	Kindly allow me two minutes to check the same.	10:12:53 AM
Devyani Dhanuka	okay	10:13:05 AM
Shashwat Verma	May I take the remote access of your local computer?	10:14:01 AM
Devyani Dhanuka	how would that happen	10:14:21 AM
Shashwat Verma	We'll share you the link, just join that.	10:14:45 AM
	Shall we proceed with the same, as we get a proper overview of the request.?	10:15:27 AM
Devyani Dhanuka	My boss isn't really comfortable with that	10:15:36 AM
Shashwat Verma	we understand your concern, if you have any security concern, you can close any imp doc at your side	10:16:41 AM
	And then will proceed with that.	10:16:53 AM
	Are we still connected here?	10:19:24 AM
	Are we still connected here?	10:21:27 AM
	Are we still connected here?	10:23:39 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.	10:25:26 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:25:29 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!

10:25:31 AM

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

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

Shashwat Verma has ended this chat session

10:25:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 5:44:49 AM

#70520 Adam Schipani

Email: info@mjschipanielectric.com 19084470805

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 2 Secs

City: PAULSBORO

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 12 Secs

Adam Schipani	Hello, I am your Acebuddy	13 Jan, 5:44:51 AM
Acebuddy	Hello Adam Schipani, I'm your Ace Buddy. I'll be happy to assist you!	5:44:52 AM
	Whom Would You Like to Connect With?	5:44:52 AM
Adam Schipani	Technical Support (QB & App Hosting)	5:44:57 AM

Acebuddy	Welcome to Ace Support.	5:44:57 AM
	Please chose an option :	5:44:57 AM
Adam Schipani	I'd like to report an Issue	5:45:12 AM
Acebuddy	Please select an option!	5:45:12 AM
Adam Schipani	QuickBooks Issue	5:45:19 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:45:19 AM
Adam Schipani	QuickBooks Login Issue	5:45:28 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	5:45:28 AM
	Was that helpful?	5:45:28 AM
Adam Schipani	No	5:45:56 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:45:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:45:56 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:46:12 AM
Adam Schipani	Username: AdamS.q1	5:46:13 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:46:14 AM
	Hello Adam	5:46:27 AM
Adam Schipani	hio	5:46:36 AM
	hi	5:46:38 AM
Anurag Sharma	Are you facing issue logging to the server?	5:46:58 AM
Adam Schipani	yes i am	5:47:27 AM
Anurag Sharma	Okay	5:47:35 AM
	Please allow me a minute to fix this issue.	5:47:46 AM
Adam Schipani	servers certifacate has expired i keep getting	5:47:59 AM
Anurag Sharma	Okay	5:48:05 AM
	Could you please log off and log back into the server once?	5:48:17 AM
Adam Schipani	im not in it. it will not let me	5:48:36 AM
Anurag Sharma	Please try to login now.	5:48:50 AM
Adam Schipani	nothing	5:49:36 AM
Anurag Sharma	Adam, could you please try to reboot your device and then try to login to the server?	5:50:24 AM
	The issue should be fixed after that.	5:50:36 AM
Adam Schipani	i will but i assume ill lose our convo	5:50:44 AM

Anurag Sharma	No issues, you can always re-initiate another chat.	5:50:59 AM
	We are 24/7 available.	5:51:08 AM
Adam Schipani	will do thank you	5:51:11 AM
Anurag Sharma	I don't think you will need to contact us after rebooting the system.	5:51:25 AM
	Is there anything else I may help you with ?	5:51:34 AM
	Are we still connected here?	5:52:16 AM
	Are we still connected here?	5:52:51 AM
	Are we still connected here?	5:52:54 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.	5:52:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:53:00 AM
	<i>Anurag Sharma has ended this chat session</i>	5:53:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jan, 10:13:53 PM

#70202 Katherine Perez

Email: info@serficonbusinessservices.com 15624167837

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: PERRIS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 21 Secs

Katherine Perez	Hello, I am your Acebuddy	6 Jan, 10:13:54 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	10:13:55 PM
	Whom Would You Like to Connect With?	10:13:55 PM
Katherine Perez	Technical Support (QB & App Hosting)	10:18:49 PM
Acebuddy	Welcome to Ace Support.	10:18:49 PM
	Please chose an option :	10:18:49 PM
Katherine Perez	I'd like to report an Issue	10:18:56 PM
Acebuddy	Please select an option!	10:18:56 PM
Katherine Perez	Other Issue	10:24:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:24:02 PM
Katherine Perez	representative	10:24:16 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:24:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:24:17 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:24:48 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:24:52 PM
	Hii, how may i assist you today?	10:26:37 PM
Katherine Perez	cant log into our sserver	10:28:02 PM
Manish Singh	Kindly help me with your server name and user name? (Edited)	10:29:18 PM
	Are we still connected here?	10:33:32 PM
	Are we still connected here?	10:36:39 PM
	Are we still connected here?	10:39:04 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:39:13 PM
	<i>Manish Singh has ended this chat session</i>	10:39:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#71455 Nicole****Email:** nicole@nrboriginals.com ☎ 310-801-8630**Department:** Support(QB & App Hosting)**Operator:****Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Apple iPhone**Browser:** Apple Safari**Device:** Mobile**Average Response Time:** 55 Secs**City:** BEVERLY HILLS**State:** California**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 11 Mins 7 Secs

Nicole	Hello, I am your Acebuddy	28 Jan, 1:28:41 AM
Acebuddy	Hello Nicole, I'm your Ace Buddy. I'll be happy to assist you!	1:28:43 AM
	Whom Would You Like to Connect With?	1:28:43 AM
Nicole	Technical Support (QB & App Hosting)	1:28:47 AM
Acebuddy	Welcome to Ace Support.	1:28:47 AM
	Please chose an option :	1:28:47 AM
Nicole	I'd like to report an Issue	1:28:56 AM
Acebuddy	Please select an option!	1:28:56 AM
Nicole	Password Reset	1:28:59 AM
Acebuddy	Please select an option below	1:28:59 AM
Nicole	Already Enrolled to Selfcare Portal	1:29:05 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:29:05 AM
	Do you need any further assistance on the topic?	1:29:05 AM
Nicole	Yes	1:29:10 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:29:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:29:10 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	1:29:20 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	1:29:27 AM
Nicole	I have been on hold for 40 minutes and can not log into qb	1:29:56 AM
	I changed my password but don't remember the old one	1:30:09 AM

	this is wasting my whole morning	1:30:18 AM
	please allow me to log in!!	1:30:26 AM
Sharath Kumar	sorry to hear about that	1:30:43 AM
	let me help you with this	1:30:52 AM
Nicole	I also have an extra bed in my pool house	1:31:53 AM
Sharath Kumar	Nicole, could you please help me with the server that you are signing into	1:33:45 AM
	Are we still connected here?	1:36:31 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:39:41 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:39:46 AM

Sharath Kumar has ended this chat session

1:39:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jan, 1:37:44 AM

#70939 Beth Rudner

Email: beth@stockpkg.com 114025069370

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: OMAHA

State: Nebraska

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 38 Secs

Beth Rudner	Hello, I am your Acebuddy	18 Jan, 1:37:45 AM
Acebuddy	Hello Beth, I'm your Ace Buddy. I'll be happy to assist you!	1:37:46 AM

	Whom Would You Like to Connect With?	1:37:46 AM
Beth Rudner	Technical Support (QB & App Hosting)	1:37:52 AM
Acebuddy	Welcome to Ace Support.	1:37:52 AM
	Please chose an option :	1:37:52 AM
Beth Rudner	I'd like to raise a Request	1:38:13 AM
Acebuddy	Please select your request type.	1:38:13 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:10:24 AM
	<i>Ended due to chat idle timeout</i>	2:10:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jan, 1:25:05 AM

#70072 brady

Email: brady@buildingprofits.net ☎ 7753389525

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: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 39 Secs

brady	Hello, I am your Acebuddy	3 Jan, 1:25:06 AM
Acebuddy	Hello Brady, I'm your Ace Buddy. I'll be happy to assist you!	1:25:07 AM
	Whom Would You Like to Connect With?	1:25:07 AM
brady	Technical Support (QB & App Hosting)	1:25:21 AM

Acebuddy	Welcome to Ace Support.	1:25:21 AM
	Please chose an option :	1:25:21 AM
brady	I'd like to raise a Request	1:25:38 AM
Acebuddy	Please select your request type.	1:25:39 AM
brady	Application Update	1:25:50 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	1:25:50 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	1:25:50 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.	2:11:45 AM
	<i>Ended due to chat idle timeout</i>	2:11:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jan, 2:43:32 AM

#71618 Alberto Salvado

Email: alberto.salvado@salvadolaw.com ☎ 17039307434

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 17 Secs

City: VIENNA

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 38 Secs

30 Jan, 2:43:33

Alberto Salvado	Hello, I am your Acebuddy	AM
Acebuddy	Hello Alberto Salvado, I'm your Ace Buddy. I'll be happy to assist you!	2:43:33 AM
	Whom Would You Like to Connect With?	2:43:33 AM
Alberto Salvado	Technical Support (QB & App Hosting)	2:43:37 AM
Acebuddy	Welcome to Ace Support.	2:43:37 AM
	Please chose an option :	2:43:37 AM
Alberto Salvado	I'd like to report an Issue	2:43:42 AM
Acebuddy	Please select an option!	2:43:44 AM
Alberto Salvado	QuickBooks Issue	2:43:46 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:43:46 AM
Alberto Salvado	Other QB related issue	2:43:52 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:43:52 AM
Alberto Salvado	When trying to send tax forms I get an error stating that event target is being destroyed. You may have to share my screen to see it	2:44:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:44:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:44:40 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:45:19 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:45:24 AM
Alberto Salvado	Hello Manish	2:45:32 AM
Manish Singh	Hii Alberto	2:45:49 AM
Alberto Salvado	I am getting a very strange error that is not allowing me to process tax forms	2:46:37 AM
Manish Singh	Can you show me the screenshot of the issue.	2:47:16 AM
Alberto Salvado	one min	2:47:46 AM
	how do I do it?	2:49:28 AM
Manish Singh	Press Print screen	2:49:59 AM
	<i>2:50:05 AM Alberto Salvado is sharing a file with you Screenshot 2024-01-05 144742.png - (Size:47.61 KB)</i>	2:50:05 AM
Alberto Salvado	That is the wrong screen shot	2:51:52 AM
	can you share my screen.	2:53:05 AM
Manish Singh	May I take the remote access of your local computer?	2:54:17 AM
Alberto Salvado	yes	2:54:24 AM
Manish Singh	https://assist.acecloudhosting.com/join/5482704298	2:54:41 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:54:44 AM

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

2:58:52 AM

Are we still connected here?

3:13:17 AM

Are we still connected here?

3:15:00 AM

Are we still connected here?

3:17:04 AM

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

3:17:08 AM

Manish Singh has ended this chat session

3:17:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 1:45:05 AM

#71346 David Weinstein

Email: david@davidweinsteincpa.com 19149071180

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 16 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 8 Secs

David Weinstein	Hello, I am your Acebuddy	25 Jan, 1:45:06 AM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	1:45:07 AM
	Whom Would You Like to Connect With?	1:45:07 AM
David Weinstein	Technical Support (QB & App Hosting)	1:45:14 AM

Acebuddy	Welcome to Ace Support.	1:45:14 AM
	Please chose an option :	1:45:14 AM
David Weinstein	I'd like to report an Issue	1:46:06 AM
Acebuddy	Please select an option!	1:46:06 AM
David Weinstein	Other Issue	1:46:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:46:12 AM
David Weinstein	Hi the virus detected is on my VPS server It says Mozilla Firefox	1:47:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:47:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:47:40 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:48:44 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:48:46 AM
	Hello David	1:48:51 AM
	Are we still connected here?	1:50:38 AM
David Weinstein	yes	1:50:55 AM
	If you remote in, you can see what I'm talking about	1:51:11 AM
Anurag Sharma	Okay	1:51:40 AM
	May I take the remote access of your server?	1:51:51 AM
David Weinstein	yes	1:52:48 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	1:53:32 AM
David Weinstein	ok	1:55:39 AM
Anurag Sharma	Please accept the remote session request on the server.	1:56:51 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:57:37 AM
David Weinstein	I accepted	1:57:55 AM
Anurag Sharma	Are we still connected here?	2:06:34 AM
	Are we still connected here?	2:07:14 AM
	Are we still connected here?	2:09:08 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.	2:09:10 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:09:12 AM
	<i>Anurag Sharma has ended this chat session</i>	2:09:15 AM



Chat Transcript

the welcome page on the quickbooks online desktop app will not close. I can't see the button to close it and i can't use the app because it blocks everything.

Visitor Details

23 Jan, 8:07:55 PM

#71227 Michelle Myszko

Email: michellemyszko@gmail.com 5198543824

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

Website: <https://www.acecloudhosting.com/knowledgebase/qb-instance-kill-to-end-frozen-quickbooks-session/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: ST THOMAS

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 12 Mins 24 Secs

Michelle Myszko	the welcome page on the quickbooks online desktop app will not close. I can't see the button to close it and i can't use the app because it blocks everything.	23 Jan, 8:07:56 PM
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.	8:07:59 PM
	<i>Amit Raina is transferring the chat to Support(QB & App Hosting).</i>	8:08:17 PM
Michelle Myszko	ok great	8:09:03 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:09:08 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:09:11 PM
	Hello Michelle	8:09:19 PM
	How may I assist you today	8:09:26 PM
Michelle Myszko	the quickbooks online computer app, I can't get rid of the welcome pop up. and it blocks the whole screen. I can't see the close button.	8:10:25 PM
Aarush Aneja	May I take the remote access of your local computer?	8:10:57 PM

Michelle Myszko	no i can walk through with your help	8:11:19 PM
Aarush Aneja	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:11:48 PM
	<i>8:12:08 PM Michelle Myszko is sharing a file with you Screenshot 2025-01-23 094049.png - (Size:232.78 KB)</i>	8:12:08 PM
Michelle Myszko	I just need instructions on how to close this	8:12:34 PM
Aarush Aneja	Kindly press Window + M key to minimize it.	8:12:57 PM
Michelle Myszko	done	8:13:15 PM
Aarush Aneja	Kindly go to the task manager and close the opened session of the application	8:13:28 PM
Michelle Myszko	ok	8:14:25 PM
Aarush Aneja	Is there anything else I may help you with ?	8:15:39 PM
Michelle Myszko	how do I get rid of that pop up so it doesn't come back at next opening. I have already closed and reset it before and it comes back	8:16:06 PM
Aarush Aneja	It is managed by Intuit only. It is an application support issue. Kindly contact Intuit support once. They will help you removing it permanently	8:16:42 PM
	Michelle, Is there anything else I may help you with ?	8:17:02 PM
	Are we still connected here?	8:17:18 PM
	Are we still connected here?	8:18:09 PM
	We checked and found you ended the chat session. We are also disconnecting it now.	8:18:30 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:20:04 PM
	Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	8:20:14 PM
	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!	8:20:16 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) (Edited)	
	<i>Aarush Aneja has ended this chat session</i>	8:20:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 9:00:51 PM

#71318 fawn

Email: fawn@unksconstruction.com ☎ 7026368671

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 39 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 39 Secs

fawn	Hello, I am your Acebuddy	24 Jan, 9:00:53 PM
Acebuddy	Hello Fawn, I'm your Ace Buddy. I'll be happy to assist you!	9:00:54 PM
	Whom Would You Like to Connect With?	9:00:54 PM
fawn	Technical Support (QB & App Hosting)	9:00:59 PM
Acebuddy	Welcome to Ace Support.	9:00:59 PM
	Please chose an option :	9:00:59 PM
fawn	I'd like to report an Issue	9:01:05 PM
Acebuddy	Please select an option!	9:01:05 PM
fawn	Other Issue	9:01:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:01:10 PM
fawn	printer not working	9:01:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:01:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:01:19 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:02:06 PM
	<i>Tushar Pharswan is transferring the chat to Aarush Aneja.</i>	9:02:38 PM

	<i>Aarush Aneja accepted the chat transfer request.</i>	9:02:40 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	9:02:43 PM
fawn	My redirected brother printer on the server is not printing	9:02:43 PM
Aarush Aneja	Hello Fawn	9:02:51 PM
fawn	Hi	9:02:55 PM
Aarush Aneja	We will surely assist you	9:03:14 PM
	May I take the remote access of your local computer?	9:03:18 PM
fawn	please	9:03:22 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	9:03:25 PM
fawn	no probelm	9:03:35 PM
Aarush Aneja	https://assist.acecloudhosting.com/join/1522844216	9:03:59 PM
	Kindly paste this link in the browser of local computer and join the session.	9:04:03 PM
fawn	it's downloading now	9:05:06 PM
	you are in	9:05:41 PM
Aarush Aneja	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.	9:05:44 PM
fawn	okay	9:05:56 PM
Aarush Aneja	https://assist.acecloudhosting.com/join/5992835339	9:08:21 PM
	Kindly open this new link on the local computer	9:08:37 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.	9:09:14 PM
	We checked and found you disconnected the chat session. We are also disconnecting it now.	9:47:38 PM
	We assisted you with the uniprint issue by installing it both on the server and the local system,	9:48:05 PM
	You can print from the server now.	9:48:15 PM
	We are closing the chat for now.	9:48:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:48:29 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!	9:48:31 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/>)

Aarush Aneja has ended this chat session

9:48:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 10:23:59 PM

#70684 zulma.argueta1

Email: zulma.argueta1@gmail.com ☎ 17048080362

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 43 Secs

zulma.argueta1	Hello, I am your Acebuddy	14 Jan, 10:23:59 PM
Acebuddy	Hello Zulma.argueta1, I'm your Ace Buddy. I'll be happy to assist you!	10:24:00 PM
	Whom Would You Like to Connect With?	10:24:00 PM
zulma.argueta1	Technical Support (QB & App Hosting)	10:24:11 PM
Acebuddy	Welcome to Ace Support.	10:24:11 PM
	Please chose an option :	10:24:11 PM
zulma.argueta1	I'd like to report an Issue	10:25:39 PM
Acebuddy	Please select an option!	10:25:39 PM
zulma.argueta1	Other Issue	10:25:43 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:25:43 PM
zulma.argueta1	Cannot log into server	10:34:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:34:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:34:48 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:36:31 PM
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>	10:36:38 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:36:41 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:36:45 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:36:54 PM
zulma.argueta1	GE Taxes Multi-Services Inc	10:37:42 PM
	This has happened twice today and I'm about to go into tax season, how can we make sure this doesn't happen while im in the busy busy work	10:38:08 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:38:26 PM
zulma.argueta1	ok	10:38:48 PM
Yash Kalra	May I take the remote access of your local computer?	10:39:08 PM
zulma.argueta1	yes	10:39:33 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	10:39:37 PM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2542252365	10:39:45 PM
zulma.argueta1	hello	11:06:00 PM
Yash Kalra	As per our conversation, we have assisted you in resolving the login issue. Is there anything else I may help you with ?	11:07:57 PM
zulma.argueta1	that is allthank you	11:08:15 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the smilies.	11:08:33 PM
	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:08:36 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!	11:08:39 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/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jan, 1:00:10 AM

#71609 Melanie Cole

Email: accounting@rondopoolstn.com 77077785400

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 3 Secs

City: THOMPSONS STATION

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 43 Secs

Melanie Cole	Hello, I am your Acebuddy	30 Jan, 1:00:11 AM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	1:00:12 AM
	Whom Would You Like to Connect With?	1:00:12 AM
Melanie Cole	Technical Support (QB & App Hosting)	1:00:17 AM
Acebuddy	Welcome to Ace Support.	1:00:17 AM
	Please chose an option :	1:00:17 AM
Melanie Cole	I'd like to report an Issue	1:00:23 AM
Acebuddy	Please select an option!	1:00:23 AM
Melanie Cole	QuickBooks Issue	1:00:27 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:00:27 AM
Melanie Cole	QuickBooks Login Issue	1:04:03 AM

Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	1:04:03 AM
	Was that helpful?	1:04:03 AM
Melanie Cole	No	1:04:24 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:04:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:04:24 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:05:30 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:05:33 AM
Melanie Cole	ty	1:07:31 AM
	rondo pools melanie Server: RDG.myrealdatal.net	1:08:17 AM
Manish Singh	May i know the exact issue you are facing?	1:10:14 AM
Melanie Cole	i was processing payroll and got kicked out with an error. i have not been able to get back in to qb. i logged in and out 3 times and even restarted my computer. i used the QB Reset button and again still can not get it. when i click QB it spins and nothing opens	1:11:23 AM
Manish Singh	Alright, let me check once.	1:11:49 AM
	Kindly check now.	1:17:46 AM
	Are we still connected here?	1:20:04 AM
	Are we still connected here?	1:21:42 AM
	Are we still connected here?	1:22:47 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:22:53 AM
	<i>Manish Singh has ended this chat session</i>	1:22:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jan, 11:13:02 PM

#71035 Dan Segawa

Email: dsegawa@armdynamics.com ☎ 3102935861

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 14 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 25 Secs

Dan Segawa	Hello, I am your Acebuddy	20 Jan, 11:13:03 PM
Acebuddy	Hello Dan Segawa, I'm your Ace Buddy. I'll be happy to assist you!	11:13:04 PM
	Whom Would You Like to Connect With?	11:13:04 PM
Dan Segawa	Technical Support (QB & App Hosting)	11:13:53 PM
Acebuddy	Welcome to Ace Support.	11:13:53 PM
	Please chose an option :	11:13:53 PM
Dan Segawa	I'd like to report an Issue	11:13:58 PM
Acebuddy	Please select an option!	11:13:59 PM
Dan Segawa	QuickBooks Issue	11:14:03 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:14:03 PM
Dan Segawa	Other QB related issue	11:14:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:14:10 PM
Dan Segawa	Unable to Open a company. access denied to drive user IVargas	11:14:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:14:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:14:46 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	11:14:57 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	11:15:10 PM
Dan Segawa	Hello Sharath, how are you today?	11:15:24 PM
Sharath Kumar	Hello Dan, am doing good. Thanks for asking. How about yourself?	11:16:17 PM
Dan Segawa	doing well, thank you.	11:17:59 PM
Sharath Kumar	I see that you are having issues opening a company file.	11:19:26 PM
	could you let me know the company file and its location on the server (Edited)	11:19:36 PM
Dan Segawa	D:	11:20:30 PM

	user IVargas	11:20:36 PM
Sharath Kumar	and what is the name of this company file that you are unable to open?	11:23:08 PM
Dan Segawa	unable to access the Drive so unable to open any of my co files in QB	11:27:20 PM
Sharath Kumar	understood, what is the error message that you receive?	11:28:04 PM
	while accessing the drive	11:28:11 PM
Dan Segawa	D not accessible	11:30:08 PM
	I opened a ticket prior and they said it was granted	11:30:24 PM
Sharath Kumar	understood, could you try signing out of the server and then signing back in	11:30:56 PM
	use the log off icon on the desktop instead of closing the remote session from the bar	11:31:31 PM
	once you sign back in the server should load your profile with the appropriate permissions and hopefully that should resolve your concern	11:32:32 PM
Dan Segawa	can you take remote control of the session?	11:34:20 PM
	it is still not working...	11:34:26 PM
Sharath Kumar	sure	11:34:28 PM
	give me a moment	11:34:38 PM
	I see two servers for Advance Arm Dynamics	11:37:16 PM
	what server are you on?	11:37:22 PM
Dan Segawa	advancedarmprod	11:37:31 PM
Sharath Kumar	connected	11:38:05 PM
	looking into your permissions on the server.	11:39:43 PM
	when was the last time that you were able to access the D drive?	11:39:58 PM
	either from QB or directly	11:40:08 PM
Dan Segawa	this is a brand new user	11:40:09 PM
	hello?	11:41:34 PM
Sharath Kumar	Sorry Dan, I was working on the server with provide you with appropriate access	11:45:00 PM
	anything else that I can assist you with?	11:47:04 PM
Dan Segawa	thank you that will be all...	11:48:02 PM
Sharath Kumar	I am disconnecting from the remote session	11:48:10 PM
	Thanks for the confirmation !	11:48:29 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!

11:48:47 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.

11:48:54 PM

Sharath Kumar has ended this chat session

11:49:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 4:15:03 PM

#70898 Karoliina Kiviniemi

Email: k.kiviniemi@eimermacher.de

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: 4 Secs

City: ZORNEDING

State: Nordrheinwestfalen

Country: GERMANY

Chat Transcript

Chat Duration : 12 Mins 3 Secs

Karoliina Kiviniemi	Hello, I am your Acebuddy	17 Jan, 4:15:05 PM
Acebuddy	Hello Karoliina Kiviniemi, I'm your Ace Buddy. I'll be happy to assist you!	4:15:07 PM
	Whom Would You Like to Connect With?	4:15:07 PM
Karoliina Kiviniemi	Technical Support (QB & App Hosting)	4:15:23 PM
Acebuddy	Welcome to Ace Support.	4:15:23 PM
	Please chose an option :	4:15:23 PM

Karoliina Kiviniemi	I'd like to report an Issue	4:15:35 PM
Acebuddy	Please select an option!	4:15:35 PM
Karoliina Kiviniemi	Other Issue	4:15:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:15:43 PM
Karoliina Kiviniemi	622302	4:15:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:15:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:15:55 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	4:16:00 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	4:16:06 PM
Karoliina Kiviniemi	Hi	4:16:19 PM
Shubham Kataria	Hello	4:16:56 PM
	Good Day	4:16:59 PM
	Kindly allow me two minutes to check the same.	4:17:05 PM
Karoliina Kiviniemi	okay	4:17:28 PM
Shubham Kataria	Upon checking the ticket, I found you are having issue in accessing Excel	4:18:26 PM
	correct? (Edited)	4:18:28 PM
	Kindly confirm it will help us to proceed accordingly	4:20:37 PM
Karoliina Kiviniemi	yes that is corredct	4:20:55 PM
Shubham Kataria	I will surely help you with this issue.	4:21:21 PM
	Kindly help me with your server name and user name	4:21:38 PM
Karoliina Kiviniemi	I don't have those informations. The server is in US and I'm sitting in Germany. I have the remote access	4:22:58 PM
Shubham Kataria	okay no problem	4:23:23 PM
	Could you please confirm if you are the only user who is facing issue with excel	4:23:47 PM
Karoliina Kiviniemi	it works now. somebody has fixed it since yeasterday :-)	4:26:01 PM
Shubham Kataria	that's great	4:26:18 PM
	Is there anything else I may help you with ?	4:26:21 PM
Karoliina Kiviniemi	so you can close that ticket. no i'm fine thank you	4:26:38 PM
	have a nice day	4:26:45 PM
Shubham Kataria	you're welcome	4:26:46 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:26:50 PM

Karoliina Kiviniemi	okay	4:26:57 PM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:27:02 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!		
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).		
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)		

Shubham Kataria has ended this chat session

4:27:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 7:52:27 PM

#71563 finance

Email: finance@aghstore.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 5 Secs

finance	Hello, I am your Acebuddy	29 Jan, 7:52:28 PM
Acebuddy	Hello Finance, I'm your Ace Buddy. I'll be happy to assist you!	7:52:29 PM

	Whom Would You Like to Connect With?	7:52:29 PM
finance	Technical Support (QB & App Hosting)	7:52:33 PM
Acebuddy	Welcome to Ace Support.	7:52:33 PM
	Please chose an option :	7:52:33 PM
finance	I'd like to raise a Request	7:52:39 PM
Acebuddy	Please select your request type.	7:52:39 PM
finance	Office 365 Addition	7:52:45 PM
Acebuddy	Please specify if you already have an Office365 subscription	7:52:45 PM
finance	Setback	7:52:51 PM
Acebuddy	Please select your request type.	7:52:51 PM
finance	Other Request	7:53:00 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.	7:53:00 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:53:00 PM
finance	Setback	7:53:12 PM
Acebuddy	Please specify if you already have an Office365 subscription	7:53:12 PM
finance	Setback	8:00:16 PM
Acebuddy	Please select your request type.	8:00:16 PM
finance	Office 365 Addition	8:00:36 PM
Acebuddy	Please specify if you already have an Office365 subscription	8:00:36 PM
finance	I already have O365 license	8:03:17 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	8:03:17 PM
	<ul style="list-style-type: none"> • O365 E3 • O365 E5 • O365 Apps for Enterprise 	8:03:17 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	8:03:17 PM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	8:03:17 PM
	Do you need any further assistance on the topic?	8:03:17 PM
finance	Yes	8:03:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:03:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:03:24 PM

	<i>Tushar Pharswan accepted the chat transfer request.</i>	8:03:56 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	8:04:06 PM
	Hello Finance.	8:04:52 PM
finance	Hi!	8:05:22 PM
	I need excel installed in my desktop	8:05:31 PM
	our manager mentioned that she has already upgraded my account to be able to install this	8:05:49 PM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:06:22 PM
finance	my user name is AGH.A@MYREALDATA.NET	8:08:38 PM
Tushar Pharswan	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	
	<ul style="list-style-type: none"> • O365 E3 • O365 E5 • O365 Apps for Enterprise 	8:10:44 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com from email ID lexy@aghstore.com	
finance	she said she already requested it	8:11:07 PM
Tushar Pharswan	Let me check.	8:11:25 PM
	Kindly allow me 1minutes to check the same.	8:11:32 PM
finance	ok	8:11:39 PM
Tushar Pharswan	We have not received any request for O365 application installation on server. Kindly share the ticket number on which the request is made or kindly write us a new email.	8:13:57 PM
	Once we receive the email one of our engineers will work on your ticket and email you once it is reinstalled. (Edited)	8:14:38 PM
finance	she said she already upgraded my finance email	8:14:55 PM
	does that help?	8:15:00 PM
	I need thi excel immediately since I need to finish a project asap	8:15:42 PM
Tushar Pharswan	She upgraded your email for O365 licences. Now the second step is to install the application on the server side for that we will need an email at support@acecloudhosting.com from email ID lexy@aghstore.com. (Edited)	8:16:25 PM
	I will be installing it as soon as we get the email Kindly understand as these are our company policy's for new application installation request. (Edited)	8:17:56 PM
	Once we receive the email, I install it and also email you for the same once it is installed.	8:20:11 PM
	Is there anything else I may help you with ?	8:20:14 PM
	Are we still connected here?	8:21:33 PM
	Are we still connected here?	8:22:11 PM

Are we still connected here?

8:23:18 PM

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

8:23:28 PM

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

8:23:30 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!

8:23:31 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

8:23:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 12:55:01 AM

#71340 lu bai

Email: lubai@rainbowloom.com 12489243151

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: SOUTHFIELD

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 58 Secs

lu bai

Hello, I am your Acebuddy

25 Jan, 12:55:02 AM

Acebuddy	Hello Lu Bai, I'm your Ace Buddy. I'll be happy to assist you!	12:55:03 AM
	Whom Would You Like to Connect With?	12:55:03 AM
lu bai	Technical Support (QB & App Hosting)	12:55:31 AM
Acebuddy	Welcome to Ace Support.	12:55:31 AM
	Please chose an option :	12:55:31 AM
lu bai	I'd like to raise a Request	12:55:47 AM
Acebuddy	Please select your request type.	12:55:47 AM
	<i>lu bai has ended this chat session</i>	12:56:01 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 8:33:55 PM

#71231 Melanie Cole

Email: accounting@rondopoolstn.com 77077785400

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 20 Secs

City: THOMPSONS STATION

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 23 Secs

Melanie Cole	Hello, I am your Acebuddy	23 Jan, 8:33:56 PM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	8:33:58 PM
	Whom Would You Like to Connect With?	8:33:58 PM
Melanie Cole	Technical Support (QB & App Hosting)	8:34:33 PM

Acebuddy	Welcome to Ace Support.	8:34:33 PM
	Please chose an option :	8:34:33 PM
Melanie Cole	I'd like to report an Issue	8:34:40 PM
Acebuddy	Please select an option!	8:34:40 PM
Melanie Cole	QuickBooks Issue	8:34:44 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:34:44 PM
Melanie Cole	Other QB related issue	8:34:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:34:50 PM
Melanie Cole	i had a ticket opened yesterday for a sync issue 625999	8:35:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:35:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:35:06 PM
Melanie Cole	now none of my webconnectors are syncing	8:35:18 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:35:38 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:35:42 PM
Melanie Cole	hi I'm melanie with Rondo Pools	8:36:41 PM
	RPLLC.myrealdatal.net	8:37:09 PM
	<i>Aarush Aneja is transferring the chat to Tushar Pharswan.</i>	8:37:19 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	8:37:26 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	8:37:40 PM
	I will be assisting you now.	8:37:53 PM
	Kindly allow me two minutes to check the same.	8:38:00 PM
	Hello Melanie, yesterday we helped you with Bill.com sync.	8:40:08 PM
Melanie Cole	yes you did	8:40:24 PM
Tushar Pharswan	Which was resolved yesterday is there a new issue or the same?	8:40:45 PM
Melanie Cole	yes none of my web connectors are syncing	8:40:59 PM
	buildertrend and razorsync	8:41:09 PM
	buildertrend says max connection retries exceeded	8:41:39 PM
	Version: 2.0.0.1 Message: Max connection retries exceeded. Description: Error connecting to QuickBooks. Error message received from QuickBooks was <This application does not have permission to access this QuickBooks company data file. The QuickBooks administrator can grant access permission through the Integrated Application preferences.>. Maximum connection retries exceeded. More information is available in the log file (click View Log button from main window). Update aborted.	8:41:42 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	8:42:27 PM

	Kindly try to resync now.	8:44:19 PM
Melanie Cole	message appears and says connection has been lost	8:45:00 PM
	the company file has been lost	8:45:12 PM
	abort so i will abort	8:45:33 PM
Tushar Pharswan	As this is now a recurring issue we would like to have your contact number with your preferred time for call back with time zone, and we will escalate this issue with our escalation team which deals with the recurring issues. Also, I would suggest contacting the application support of each web connector regarding the matter.	8:48:07 PM
Melanie Cole	the issue did not just happen to both companies it is a qb or host issue i believe. i've never had a problem with a sync in 4 years	8:49:11 PM
	615-628-8167	8:49:24 PM
	is my number. i do appreciate a call back	8:49:36 PM
	they all say they are having a problem connecting to quickbooks so the error is the connection has somehow gotten lost	8:50:57 PM
Tushar Pharswan	After our chat session is concluded I will be taking the necessary steps to move forward regarding this issue if the issue gets fixed at back end, we will email you and also If needed our team will call you.	8:52:01 PM
	I deeply apologize for the inconvenience caused to you.	8:52:05 PM
	Is there anything else I may help you with or any other details you want to provide regarding the matter?	8:52:47 PM
Melanie Cole	no	8:53:02 PM
Tushar Pharswan	Kindly wait for our email as well as a call.	8:53:36 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:54:01 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!	8:54:04 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>	8:55:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 5:58:12 PM

#70654 Nancy Guzman

Email: nancy@cklns.com ☎ 9198896682

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 3 Secs

Nancy Guzman	Hello, I am your Acebuddy	14 Jan, 5:58:13 PM
Acebuddy	Hello Nancy Guzman, I'm your Ace Buddy. I'll be happy to assist you!	5:58:15 PM
	Whom Would You Like to Connect With?	5:58:15 PM
Nancy Guzman	Technical Support (QB & App Hosting)	5:58:23 PM
Acebuddy	Welcome to Ace Support.	5:58:23 PM
	Please chose an option :	5:58:23 PM
Nancy Guzman	I'd like to report an Issue	5:58:33 PM
Acebuddy	Please select an option!	5:58:33 PM
Nancy Guzman	Other Issue	5:58:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:58:39 PM
Nancy Guzman	When I open my Outlook it closes and will not stay open	5:59:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:59:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:59:06 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	5:59:16 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	5:59:19 PM

Nancy Guzman	hi	5:59:41 PM
Aarush Aneja	Hello Nancy	5:59:49 PM
Nancy Guzman	I am having issues with my outlook, when I open it it will close on its own, it will not stay open	6:00:25 PM
Aarush Aneja	We have identified this as a common issue affecting all servers. Our dedicated team is working diligently to resolve it from the backend. However, it is taking some time. Rest assured, we will notify you via email once the issue is fixed. We appreciate your patience as we work to resolve this as quickly as possible.	6:03:21 PM
	We checked and found you disconnected the chat session. We are also disconnecting it now.	6:05:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:05:16 PM
	. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:05:21 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/)	

Aarush Aneja has ended this chat session

6:09:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jan, 7:39:29 PM

#70252 Shelby Verrette

Email: shelby@kidderschulz.com

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Sec

City: SEYMOUR

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 57 Secs

Shelby Verrette	Hello, I am your Acebuddy	7 Jan, 7:39:31 PM
Acebuddy	Hello Shelby Verrette, I'm your Ace Buddy. I'll be happy to assist you!	7:39:32 PM
	Whom Would You Like to Connect With?	7:39:32 PM
Shelby Verrette	Technical Support (QB & App Hosting)	7:39:37 PM
Acebuddy	Welcome to Ace Support.	7:39:38 PM
	Please chose an option :	7:39:38 PM
Shelby Verrette	I'd like to raise a Request	7:39:42 PM
Acebuddy	Please select your request type.	7:39:42 PM
Shelby Verrette	Other Request	7:39:50 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.	7:39:51 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:39:51 PM
Shelby Verrette	Yes, I'm facing issues with my server	7:39:58 PM
Acebuddy	Please select an option!	7:39:58 PM
Shelby Verrette	Other Issue	7:40:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:40:04 PM
Shelby Verrette	It says my login attempt isn't correct when i'm typing in the correct password.	7:40:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:40:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:40:31 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	7:40:54 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	7:40:56 PM
	Hello Shelby	7:41:18 PM
	How may I assist you today	7:41:25 PM
Shelby Verrette	My remote desktop connection says my login attempt failed, but i am typing in the same password i use every day. it is the correct one. i dont know why its not working. i even logged in earlier this morning just fine	7:42:03 PM
Aarush Aneja	We are sorry to hear about the issue	7:42:45 PM
	May I take the remote access of your local computer?	7:42:48 PM
Shelby Verrette	yes	7:42:55 PM

Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	7:43:05 PM
Shelby Verrette	ok	7:43:13 PM
Aarush Aneja	https://assist.acecloudhosting.com/join/4332102331	7:43:22 PM
	Kindly paste this link in the browser of local computer and join the session.	7:43:28 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.	7:45:30 PM
	We are connected back	7:51:51 PM
	We added a new RDP on your desktop and you easily able to access back the server again (Edited)	7:52:21 PM
	We believe your issue is now resolved	7:52:40 PM
	This message has been deleted	7:52:48 PM
	We checked and found you disconnected the chat session. We are also disconnecting it now.	7:53:20 PM
	We believe your issue is now resolved (Edited)	7:53:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:53:47 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!	7:53:49 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>Aarush Aneja has ended this chat session</i>	7:58:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 10:59:38 PM

#70927 Nick Loewen

Email: nick@raskull.com ☎ 14322010082

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: SEMINOLE

State: Texas

Country: UNITED STATES

Chat Duration : 30 Mins 44 Secs

Chat Transcript

Nick Loewen	Hello, I am your Acebuddy	17 Jan, 10:59:40 PM
Acebuddy	Hello Nick Loewen, I'm your Ace Buddy. I'll be happy to assist you!	10:59:40 PM
	Whom Would You Like to Connect With?	10:59:40 PM
Nick Loewen	Technical Support (QB & App Hosting)	11:00:09 PM
Acebuddy	Welcome to Ace Support.	11:00:09 PM
	Please chose an option :	11:00:09 PM
Nick Loewen	I'd like to raise a Request	11:00:41 PM
Acebuddy	Please select your request type.	11:00:41 PM
Nick Loewen	Other Request	11:00:51 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.	11:00:51 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:00:51 PM
Nick Loewen	Restart	11:00:58 PM
Acebuddy	Hello Nick Loewen, I'm your Ace Buddy. I'll be happy to assist you!	11:00:58 PM
	Whom Would You Like to Connect With?	11:00:58 PM
Nick Loewen	Technical Support (QB & App Hosting)	11:13:29 PM
Acebuddy	Welcome to Ace Support.	11:13:29 PM
	Please chose an option :	11:13:29 PM
Nick Loewen	I'd like to raise a Request	11:13:56 PM
Acebuddy	Please select your request type.	11:13:56 PM
Nick Loewen	Other Request	11:14:06 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.	11:14:06 PM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:14:06 PM
Nick Loewen	Restart	11:14:12 PM
Acebuddy	Hello Nick Loewen, I'm your Ace Buddy. I'll be happy to assist you!	11:14:13 PM
	Whom Would You Like to Connect With?	11:14:13 PM
Nick Loewen	Technical Support (QB & App Hosting)	11:14:46 PM
Acebuddy	Welcome to Ace Support.	11:14:46 PM
	Please chose an option :	11:14:46 PM
Nick Loewen	I'd like to report an Issue	11:14:50 PM
Acebuddy	Please select an option!	11:14:50 PM
Nick Loewen	Other Issue	11:14:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:14:55 PM
Nick Loewen	unlock user	11:15:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:15:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:15:05 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:16:01 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:16:04 PM
Nick Loewen	Thank you	11:16:52 PM
Tushar Pharswan	Hello Nick.	11:18:01 PM
	Kindly elaborate your issue.	11:18:11 PM
	Are we still connected here?	11:19:22 PM
	Are we still connected here?	11:21:53 PM
	Are we still connected here?	11:23:04 PM
	This message has been deleted	11:23:08 PM
	This message has been deleted	11:23:17 PM
	This message has been deleted	11:23:19 PM
Nick Loewen	Hello sorry	11:23:19 PM
Tushar Pharswan	Hello Nick.	11:23:31 PM
Nick Loewen	I need to unlock my user. It was locked out	11:23:34 PM
Tushar Pharswan	May I know the user name.	11:24:03 PM
Nick Loewen	RS_Nick@myrealdata.net	11:24:36 PM
Tushar Pharswan	There is already a session active for this username.	11:25:35 PM
Nick Loewen	I can't log in to the self care portal because it says it's locked	11:25:55 PM

Tushar Pharswan	Did you forget your password ?	11:26:45 PM
Nick Loewen	I reset it but I still can't log in	11:27:05 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	11:27:13 PM
	<i>Nick Loewen has ended this chat session</i>	11:30:24 PM



Chat Transcript

Hello, I am your Acebuddy

28 Jan, 9:08:39 PM

Visitor Details

#71502 lance blakely

Email: lance@profitworksusa.com ☎ 5093016086

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 30 Secs

City: KENNEWICK

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 47 Secs

lance blakely	Hello, I am your Acebuddy	28 Jan, 9:08:40 PM
Acebuddy	Hello Lance Blakely, I'm your Ace Buddy. I'll be happy to assist you!	9:08:42 PM
	Whom Would You Like to Connect With?	9:08:42 PM
lance blakely	Technical Support (QB & App Hosting)	9:08:48 PM
Acebuddy	Welcome to Ace Support.	9:08:48 PM
	Please chose an option :	9:08:48 PM
lance blakely	I'd like to raise a Request	9:08:55 PM
Acebuddy	Please select your request type.	9:08:55 PM

lance blakely	Other Request	9:08:57 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.	9:08:57 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:08:57 PM
lance blakely	Yes, I'm facing issues with my server	9:09:03 PM
Acebuddy	Please select an option!	9:09:03 PM
lance blakely	Other Issue	9:09:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:09:06 PM
lance blakely	Agent	9:09:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:09:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:09:13 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:10:12 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:10:18 PM
lance blakely	Hi Manish. I just have a quick question	9:10:34 PM
Manish Singh	Yes, please	9:10:41 PM
lance blakely	I got an email that states Oracle Cloud Infrastructure Identity and Access Management - Final Reminder to Review Changes to the Security Policy for OCI Console Sign-On Policy	9:10:47 PM
	I wanted to confirm that you guys don't use Oracle at all correct? I don't believe this has to do with Ace.	9:11:16 PM
Manish Singh	This has nothing related to ACE Cloud Hosting.	9:12:58 PM
	Lance	9:13:06 PM
lance blakely	Okay perfect. Thank you!	9:13:08 PM
Manish Singh	Is there anything else I may help you with ?	9:13:12 PM
lance blakely	No that was it.	9:13:17 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:13:24 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!	9:13:27 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>Manish Singh has ended this chat session</i>	9:13:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 1:29:44 AM

#70715 Robert Zeigen

Email: rzeigen@szcpa.tax 15613920620

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 6 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 50 Secs

Robert Zeigen	Hello, I am your Acebuddy	15 Jan, 1:29:45 AM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	1:29:47 AM
	Whom Would You Like to Connect With?	1:29:47 AM
Robert Zeigen	Technical Support (QB & App Hosting)	1:29:58 AM
Acebuddy	Welcome to Ace Support.	1:29:58 AM
	Please chose an option :	1:29:58 AM
Robert Zeigen	I'd like to raise a Request	1:30:03 AM
Acebuddy	Please select your request type.	1:30:03 AM
Robert Zeigen	Change in Applications	1:30:11 AM
Acebuddy	Please select your desired option!	1:30:11 AM
Robert Zeigen	Application Addition	1:30:15 AM
Acebuddy	Please select your Application	1:30:15 AM

Robert Zeigen	Other Application	1:30:19 AM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email.	1:30:19 AM
	<ul style="list-style-type: none"> • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application. 	1:30:19 AM
	We will update you via email once the installation is complete.	1:30:19 AM
	Application Addition usually takes 1-2 Hour(s)	1:30:19 AM
	Do you need any further assistance on the topic?	1:30:19 AM
Robert Zeigen	Yes	1:30:26 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:30:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:30:26 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:30:51 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:30:59 AM
	Are we still connected here?	1:35:10 AM
	Are we still connected here?	1:36:14 AM
Robert Zeigen	yes	1:37:08 AM
Manish Singh	How may I assist you with?	1:38:29 AM
Robert Zeigen	I was told that in order for me to have Tax Organizers emailed from UltraTax on your server, I need to have a certain type of license and the one I have is Business STandard	1:39:05 AM
	Which license do I need to acquire exactly? Will I be downloading Outlook onto the server?	1:39:24 AM
Manish Singh	Regarding the application-based expertise, I recommend reaching out to the application support team of Ultra Tax.	1:40:51 AM
Robert Zeigen	Why would UltraTax advise me the type of license I need in order to email organizers from their product that they no longer host???	1:42:42 AM
	I need to know, for Ace, what I need to do to be able to email tax organizer from the UltraTax hosted product. I had this conversation with your or someone else the other day	1:43:38 AM
	I am getting very frustrated	1:43:47 AM
	I am going to ask again for a summary of all my support tickets from when I started with Ace until today. Can you do this, or do I need to ask someone else. If it is someone else, please direct me to who I need to request this of.	1:44:30 AM
Manish Singh	Robert, I understand your frustration here, but hope you understand the only reason I recommended you connect with UltraTax support was to get the best possible answer for an application they own, and they are experts with.	1:45:57 AM
Robert Zeigen	I was told I need an E3 or E5 license. There was also another term used that I cannot recall. I want to	1:46:16 AM

	make sure I purchase the correct license and understand how this is going to work	
Manish Singh	Let me check with my senior about the same, I would be glad to assist you with the same,	1:46:21 AM
Robert Zeigen	I am going to ask again for a summary of all my support tickets from when I started with Ace until today. Can you do this, or do I need to ask someone else. If it is someone else, please direct me to who I need to request this of.	1:48:06 AM
Manish Singh	Okay I understand now, The subscription that are compatible on our servers are MS apps for Enterprise , Office 365 E3, Office 365 E5/	1:48:09 AM
Robert Zeigen	I sent this same request to my account rep. I need this information	1:48:21 AM
	Is this a license you resell or I need to acquire it elsewhere?	1:48:56 AM
Manish Singh	I will be looking for that case ID and will update you about.	1:49:35 AM
	I found the ticket ,i apologize for the inconvenience here .	1:49:50 AM
	#617999	1:49:51 AM
	Yes we do resell these licenses, Also you are free to purchase it from other vendors.	1:50:32 AM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	1:50:48 AM
	You need to mention the license you wish to get from us, along with the full names of the users who would be requiring the license.	1:51:39 AM
	Once again I am sorry I confused this with UltraTax Specific issue.	1:52:05 AM
Robert Zeigen	I am going to call my account rep. Thank you	1:52:08 AM
Manish Singh	Sure you may!	1:52:22 AM
	I would also be informing your account manager about this conversation.	1:52:59 AM
	Is there anything else I may help you with ?	1:53:02 AM
Robert Zeigen	No, thank you'	1:53:22 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:53:31 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!	1:53:34 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>Manish Singh has ended this chat session</i>	1:53:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 12:01:17 AM

#71384 Jon Ruby

Email: msdn001jr@hotmail.com ☎ 14026701249

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

City: MCALLEN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 41 Secs

Jon Ruby	Hello, I am your Acebuddy	27 Jan, 12:01:19 AM
Acebuddy	Hello Jon Ruby, I'm your Ace Buddy. I'll be happy to assist you!	12:01:21 AM
	Whom Would You Like to Connect With?	12:01:21 AM
Jon Ruby	Technical Support (QB & App Hosting)	12:01:28 AM
Acebuddy	Welcome to Ace Support.	12:01:28 AM
	Please chose an option :	12:01:28 AM
Jon Ruby	I'd like to report an Issue	12:01:33 AM
Acebuddy	Please select an option!	12:01:33 AM
Jon Ruby	Other Issue	12:01:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:01:38 AM
Jon Ruby	I have 1 computer (Windows 11), that continues to have trouble establishing a connection to our hosted QB using RDP. I have other Win 11 machines that don't have the same problem. Looking for help resolving this issue.	12:03:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:03:33 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:03:33 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:04:44 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	12:04:46 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:04:57 AM
Jon Ruby	Thank you	12:05:18 AM
Tushar Pharswan	Hello Jon may I know the user name who is having the issue.	12:06:48 AM
Jon Ruby	Any user, but I was attempting with John.Ro@myrealdatal.net	12:07:56 AM
Tushar Pharswan	It seems to be an local system issue, still before recommending you to connect with your IT team let me check if setting from our end are okay or not.	12:09:11 AM
	May I take the remote access of your local computer?	12:09:13 AM
Jon Ruby	yes	12:09:52 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	12:10:37 AM
Jon Ruby	done	12:10:50 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/4832896911	12:11:01 AM
	Kindly Click on the link and open the downloaded file.	12:11:04 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.	12:12:49 AM
Jon Ruby	4026701249	12:31:24 AM
Tushar Pharswan	Thank you for the details, We will wait for you or we will call on Monday regarding the issue.	12:33:45 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:33:47 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:33:51 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>	12:34:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 10:47:08 PM

#71100 Kristal Cardiel

Email: kristal@5blox.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 51 Secs

City: HARBOR CITY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 46 Secs

Kristal Cardiel	Hello, I am your Acebuddy	21 Jan, 10:47:10 PM
Acebuddy	Hello Kristal Cardiel, I'm your Ace Buddy. I'll be happy to assist you!	10:47:10 PM
	Whom Would You Like to Connect With?	10:47:10 PM
Kristal Cardiel	Technical Support (QB & App Hosting)	10:47:18 PM
Acebuddy	Welcome to Ace Support.	10:47:18 PM
	Please chose an option :	10:47:18 PM
Kristal Cardiel	I'd like to report an Issue	10:47:27 PM
Acebuddy	Please select an option!	10:47:27 PM
Kristal Cardiel	Other Issue	10:47:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:47:31 PM
Kristal Cardiel	Ticket ID: 624315 Issue: Visual Glitch	10:47:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:47:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:47:39 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:48:11 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:48:15 PM

Kristal Cardiel	Ticket ID: 624315 Issue: Visual Glitch	10:48:52 PM
Manish Singh	I will surely help you with this issue.	10:49:34 PM
Kristal Cardiel	ok	10:49:51 PM
Manish Singh	Kindly allow me 3-4 minutes to check the same.	10:50:07 PM
Kristal Cardiel	ok	10:53:41 PM
	<i>10:54:32 PM Manish Singh is sharing a file with you image.png - (Size:11.77 KB)</i>	10:54:32 PM
Manish Singh	Due to less space this issue is occurring.	10:54:45 PM
Kristal Cardiel	this screen glitch is happening because of the low space? how ? my colleagues also have quickbooks and are not having this glitch	10:56:07 PM
Manish Singh	I am trying to free up some space let's check then if the issue still persists.	10:57:46 PM
Kristal Cardiel	ok.	10:58:46 PM
Manish Singh	May i log you out from the server end?	11:00:23 PM
	Are we still connected here?	11:10:10 PM
	Are we still connected here?	11:13:18 PM
	Are we still connected here?	11:14:50 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.	11:14:55 PM
	<i>Manish Singh has ended this chat session</i>	11:14:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jan, 12:35:50 AM

#70292 taxadmin

Email: taxadmin@silversfs.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 4 Secs

taxadmin	Hello, I am your Acebuddy	8 Jan, 12:35:52 AM
Acebuddy	Hello Elaine Torres, I'm your Ace Buddy. I'll be happy to assist you!	12:35:53 AM
	Whom Would You Like to Connect With?	12:35:53 AM
taxadmin	Technical Support (QB & App Hosting)	12:36:08 AM
Acebuddy	Welcome to Ace Support.	12:36:09 AM
	Please chose an option :	12:36:09 AM
taxadmin	I'd like to report an Issue	12:36:18 AM
Acebuddy	Please select an option!	12:36:18 AM
taxadmin	Other Issue	12:36:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:36:25 AM
taxadmin	My remote audio is not working	12:36:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:36:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:36:47 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:37:36 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:37:41 AM
	Hii Elaine	12:37:48 AM
taxadmin	Hello	12:38:46 AM
Manish Singh	I will surely help you with this issue.	12:40:02 AM
taxadmin	No need, it just worked on its own. Thank you for your time!	12:40:50 AM
	<i>Elaine Torres has ended this chat session</i>	12:40:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 10:22:59 PM

#71428 Trevor Lopez

Email: tlopez@schsaz.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 31 Secs

City: TUCSON

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 49 Secs

Trevor Lopez	Hello, I am your Acebuddy	27 Jan, 10:23:00 PM
Acebuddy	Hello Tlopez, I'm your Ace Buddy. I'll be happy to assist you!	10:23:01 PM
	Whom Would You Like to Connect With?	10:23:01 PM
Trevor Lopez	Technical Support (QB & App Hosting)	10:23:19 PM
Acebuddy	Welcome to Ace Support.	10:23:19 PM
	Please chose an option :	10:23:19 PM
Trevor Lopez	I'd like to report an Issue	10:23:24 PM
Acebuddy	Please select an option!	10:23:25 PM
Trevor Lopez	QuickBooks Issue	10:23:29 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:23:30 PM
Trevor Lopez	QuickBooks Login Issue	10:23:37 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	10:23:37 PM
	Was that helpful?	10:23:37 PM
Trevor Lopez	No	10:23:42 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:23:42 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:23:42 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:25:05 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:25:09 PM
Trevor Lopez	Hi Manish, I seem to be having issues with logging into QuickBooks desktop. I have no data anywhere in my RDP as it looks like everything got deleted off the desktop, can you assist?	10:26:06 PM
Manish Singh	I will surely help you with this issue.	10:27:59 PM
	Kindly allow me two minutes to check the same.	10:28:11 PM
	May I take the remote access of your local computer?	10:34:04 PM
Trevor Lopez	Yes	10:34:10 PM
Manish Singh	https://assist.acecloudhosting.com/join/1222284386	10:34:59 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:35:09 PM
Trevor Lopez	Everything is closed on my end	10:35:34 PM
	You should be good now	10:39:23 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:39:27 PM
	As requested, we will arrange a callback on 602-363-8046	11:05:33 PM
	Is there anything else I may help you with ?	11:05:36 PM
Trevor Lopez	Not for now, thank you for looking into this	11:05:44 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:06:43 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!	11:06:47 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>Manish Singh has ended this chat session</i>	11:06:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 12:56:31 PM

#71215 Arvind Kumar

Email: arvind@advancefinserv.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: 28 Secs

City: LUCKNOW

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 45 Mins 58 Secs

Arvind Kumar	Hello, I am your Acebuddy	23 Jan, 12:56:33 PM
Acebuddy	Hello Arvind Kumar, I'm your Ace Buddy. I'll be happy to assist you!	12:56:36 PM
	Whom Would You Like to Connect With?	12:56:36 PM
Arvind Kumar	Technical Support (QB & App Hosting)	12:56:46 PM
Acebuddy	Welcome to Ace Support.	12:56:46 PM
	Please chose an option :	12:56:46 PM
Arvind Kumar	I'd like to raise a Request	12:57:00 PM
Acebuddy	Please select your request type.	12:57:00 PM
Arvind Kumar	Application Version Upgrade	12:57:19 PM
Acebuddy	Please select the application you would like to upgrade :	12:57:19 PM
Arvind Kumar	Other Application	12:57:25 PM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	12:57:25 PM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	12:57:25 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please	12:57:25 PM

	do specify if you need the request processed at a specific time.	
	Do you need any further assistance on the topic?	12:57:25 PM
Arvind Kumar	Yes	12:57:34 PM
Acebuddy	Please wait while we connect you to our Support Representative	12:57:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:57:34 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:57:47 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:57:51 PM
	Hello arvind	12:58:00 PM
Arvind Kumar	Hello Shashwat	12:58:16 PM
Shashwat Verma	Could you please elaborate your concern?	12:58:35 PM
Arvind Kumar	we are not able to Open sage file because My current verison is 2025 but client sent the file with 2025.1	12:58:55 PM 12:59:41 PM
Shashwat Verma	I will surely help you with this issue.	1:00:09 PM
Arvind Kumar	Please....	1:00:35 PM
Shashwat Verma	May I take the remote access of your local computer?	1:01:25 PM
Arvind Kumar	Sure...	1:01:32 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/5962600513 Kindly Click on the link and open the downloaded file.	1:01:44 PM 1:01:46 PM 1:01:48 PM
Arvind Kumar	Right now, I am Arvind.K user	1:02:22 PM
	I am in Arvind.K User	1:02:38 PM
Shashwat Verma	There are multiple server, hence kindly join from above link	1:03:18 PM
Arvind Kumar	are you in?	1:03:52 PM
Shashwat Verma	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.	1:04:12 PM
	Kindly try now to re-login.	1:36:35 PM
	<i>1:37:34 PM Shashwat Verma is sharing a file with you image.png - (Size:5.26 KB)</i>	1:37:34 PM
	<i>Update done</i>	
Arvind Kumar	Thank you, Shashwat :)	1:38:39 PM
	Let me check	1:38:43 PM
Shashwat Verma	Also we have encountered low C drive space	1:38:55 PM

	<i>1:39:06 PM</i> Shashwat Verma is sharing a file with you image.png - (Size:15.11 KB)	1:39:06 PM
Arvind Kumar	Okay... we will delete unnecessary file	1:39:31 PM
Shashwat Verma	Sure	1:39:49 PM
	Okay	1:40:06 PM
Arvind Kumar	it's working fine now	1:42:03 PM
	thank you	1:42:06 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:42:19 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:42:22 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:42:26 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>Shashwat Verma has ended this chat session</i>	1:42:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Jan, 11:45:40 PM

#70988 Raymond Crump

Email: ray@raycrumpcpa.com ☎ 8045982500

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 41 Secs

Raymond Crump	Hello, I am your Acebuddy	19 Jan, 11:45:41 PM
Acebuddy	Hello Raymond Crump, I'm your Ace Buddy. I'll be happy to assist you!	11:45:43 PM
	Whom Would You Like to Connect With?	11:45:43 PM
Raymond Crump	Technical Support (QB & App Hosting)	11:45:46 PM
Acebuddy	Welcome to Ace Support.	11:45:46 PM
	Please chose an option :	11:45:46 PM
Raymond Crump	I'd like to report an Issue	11:45:53 PM
Acebuddy	Please select an option!	11:45:53 PM
Raymond Crump	Other Issue	11:46:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:46:00 PM
Raymond Crump	ticket 623665; expected a phone call i have not received	11:46:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:46:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:46:39 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:47:10 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:47:13 PM
Raymond Crump	thank you	11:47:21 PM
Anurag Sharma	Hello Raymond	11:47:21 PM
Raymond Crump	hello	11:47:41 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:47:48 PM
	Please reach out to us at Phone: 1-888-415-5240 for immediate assistance.	11:49:50 PM
Raymond Crump	thank you, callling now	11:50:23 PM
Anurag Sharma	Yes, let me know once you are connected over the call.	11:50:52 PM
Raymond Crump	in queue	11:51:13 PM
Anurag Sharma	Okay, I am here until you are attended by any agent on call.	11:51:38 PM
Raymond Crump	thankk you	11:51:50 PM
Anurag Sharma	Please confirm once you are connected over the call.	11:52:14 PM
Raymond Crump	connected	11:52:39 PM

Anurag Sharma	Thanks for the confirmation !	11:52:45 PM
	Is there anything else I may help you with ?	11:52:48 PM
Raymond Crump	hopefully the call will take care of me.	11:53:01 PM
Anurag Sharma	For sure it will.	11:53:14 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:53:17 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!	11:53:20 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>Anurag Sharma has ended this chat session</i>	11:53:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jan, 1:30:13 AM

#70137 heidi

Email: heidi@scottscpa.com ☎ 512-900-7974 ext 115

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

heidi	Hello, I am your Acebuddy	4 Jan, 1:30:13 AM
Acebuddy	Hello Heidi, I'm your Ace Buddy. I'll be happy to assist you!	1:30:14 AM
	Whom Would You Like to Connect With?	1:30:14 AM
heidi	Technical Support (QB & App Hosting)	1:31:03 AM
Acebuddy	Welcome to Ace Support.	1:31:03 AM
	Please chose an option :	1:31:03 AM
heidi	I'd like to raise a Request	1:31:11 AM
Acebuddy	Please select your request type.	1:31:11 AM
heidi	Reboot your Server	1:31:20 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.	1:31:20 AM
	Do you need any further assistance on the topic?	1:31:20 AM
heidi	Yes	1:31:28 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:31:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:31:28 AM
heidi	I don't want to wait for a reboot - would like it done now please.	1:31:53 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:32:59 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:33:12 AM
heidi	hello	1:33:32 AM
	I would like to request our server to be rebooted now, I didn't want to wait	1:33:52 AM
Anurag Sharma	Okay	1:33:58 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:34:02 AM
heidi	Scott Schaubhut CPA	1:34:12 AM
	heidiWo	1:34:20 AM
Anurag Sharma	Thanks for the confirmation !	1:34:44 AM
	Please wait for 2 minutes I am processing your request.	1:35:43 AM
heidi	thank you	1:35:59 AM
Anurag Sharma	I would like to inform you that I have successfully rebooted the server as per your request.	1:36:32 AM
	Is there anything else I may help you with ?	1:36:34 AM
heidi	that should be all can you hold just a min while I log in	1:36:49 AM

Anurag Sharma	Okay	1:37:02 AM
	Please let me know once you are done.	1:37:14 AM
heidi	ok logged in - connection much better now	1:38:08 AM
	thank you	1:38:10 AM
	have a nice weekend	1:38:16 AM
Anurag Sharma	Thanks for the confirmation !	1:38:24 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:38:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:38:35 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!	1:38:37 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Anurag Sharma has ended this chat session

1:38:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 12:05:01 AM

#71687 Lynn Durkin

Email: lynn@lynndurkincpa.com ☎ 17813781845

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: 4 Mins 3 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 1 Sec

Lynn Durkin	Hello, I am your Acebuddy	31 Jan, 12:05:04 AM
Acebuddy	Hello Lynn, I'm your Ace Buddy. I'll be happy to assist you!	12:05:06 AM
	Whom Would You Like to Connect With?	12:05:06 AM
Lynn Durkin	Technical Support (QB & App Hosting)	12:05:10 AM
Acebuddy	Welcome to Ace Support.	12:05:12 AM
	Please chose an option :	12:05:12 AM
Lynn Durkin	I'd like to report an Issue	12:05:14 AM
Acebuddy	Please select an option!	12:05:14 AM
Lynn Durkin	Other Issue	12:05:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:05:18 AM
Lynn Durkin	Screens are going black and icons missing.	12:05:28 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:05:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:05:29 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	12:06:02 AM
Lynn Durkin	We have had support three times in the last day because our users' desktops have been going black and we cannot log off because all icons are missing. You guys just reset a few of our desktops (Kerry, Lynn, Amy). Now Tax.Pre1 is black	12:06:23 AM
	can you reset?	12:06:25 AM
	SHe had not attempted to close out or anything. Just was working	12:06:34 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	12:06:55 AM
	Hello Lynn, let me get back on the server and check some settings	12:07:14 AM
Lynn Durkin	Thank you, Sharath!	12:08:29 AM
	ANy update?	12:15:52 AM
Sharath Kumar	am still working on updating a couple of settings	12:16:53 AM
Lynn Durkin	Okay. Thank you!	12:17:39 AM
Sharath Kumar	I will have to restart the server for the changes to take effect	12:21:13 AM
	May I reboot the server right now?	12:21:24 AM
Lynn Durkin	Okay!	12:22:02 AM

Sharath Kumar	server has been restarted	12:25:24 AM
	Are we still connected here?	12:26:18 AM
	Are we still connected here?	12:28:37 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.	12:29:48 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:29:54 AM

Sharath Kumar has ended this chat session

12:30:06 AM



Chat Transcript

Hello, I am your Acebuddy

18 Jan, 5:58:20 PM

Visitor Details

#70960 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Sec

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 14 Mins 25 Secs

krisika	Hello, I am your Acebuddy	18 Jan, 5:58:21 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	5:58:23 PM
	Whom Would You Like to Connect With?	5:58:23 PM
krisika	Technical Support (QB & App Hosting)	5:58:25 PM
Acebuddy	Welcome to Ace Support.	5:58:25 PM

	Please chose an option :	5:58:25 PM
krisika	I'd like to report an Issue	5:58:30 PM
Acebuddy	Please select an option!	5:58:30 PM
krisika	Other Issue	5:58:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:58:35 PM
krisika	Hi	6:04:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:04:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:04:05 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:04:10 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:04:15 PM
krisika	Quickbook not working in all pc	6:04:50 PM
Manish Singh	I will surely help you with this issue.	6:05:13 PM
krisika	Yes	6:05:42 PM
Manish Singh	May i know the version of QuickBooks in which you are facing this issue. (Edited)	6:06:26 PM
	Is this the first time you are facing this issue. (Edited)	6:06:38 PM
krisika	U can proceed the server reboot	6:06:46 PM
	No	6:07:00 PM
Manish Singh	Users are logged into the server right now.	6:08:01 PM
	Server will reboot in 1 minute. (Edited)	6:09:01 PM
krisika	Okay	6:09:08 PM
Manish Singh	Server Rebooted successfully kindly try to login after 2 minutes.	6:10:39 PM
krisika	Okay	6:10:52 PM
	Quickbook working fine now in all pc	6:12:28 PM
Manish Singh	Is there anything else I may help you with ?	6:12:30 PM
krisika	Thank you	6:12:31 PM
	No	6:12:33 PM
	Thank u	6:12:37 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:12:38 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:12:43 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!

6:12:46 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/>)

Manish Singh has ended this chat session

6:12:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 7:25:10 PM

#70840 Colby Knight

Email: cknight@willscpas.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 7 Secs

Colby Knight	Hello, I am your Acebuddy	16 Jan, 7:25:11 PM
Acebuddy	Hello Cknight, I'm your Ace Buddy. I'll be happy to assist you!	7:25:13 PM
	Whom Would You Like to Connect With?	7:25:13 PM
Colby Knight	Technical Support (QB & App Hosting)	7:25:18 PM
Acebuddy	Welcome to Ace Support.	7:25:18 PM
	Please chose an option :	7:25:18 PM

Colby Knight	I'd like to raise a Request	7:25:25 PM
Acebuddy	Please select your request type.	7:25:25 PM
Colby Knight	Other Request	7:25:37 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.	7:25:37 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:25:37 PM
Colby Knight	Setback	7:26:14 PM
Acebuddy	Please select your request type.	7:26:14 PM
Colby Knight	Application Update	7:26:20 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	7:26:20 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	7:26:20 PM
Colby Knight	Yes	7:26:25 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:26:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:26:25 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	7:26:34 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	7:26:38 PM
Colby Knight	Hi Tushar, we need quickbooks enterprise 2024 edition installed on our remote desktop (wills.myrealdata.net), immediately if possible as it is urgently needed for client work. The install file is already placed on the desktop, I just need someone with admin permissions to execute it.	7:28:02 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	7:28:37 PM
	Kindly email us at support@acecloudhosting.com for your above request from your authorised person email which is	7:31:06 PM
	Nicholas Morrison nmorrison@willscpas.com and our team will proceed with your request after that.	
	Is there anything else I may help you with ?	7:31:09 PM
Colby Knight	We have emailed from both of our accounts now, nmorrison@willscpas.com and cknight@willscpas.com, and it still has not been installed	7:32:45 PM
Tushar Pharswan	Our engineer is currently working on your request, we will email you as soon as it is done.	7:36:11 PM
Colby Knight	Okay, thank you	7:36:31 PM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:37:13 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!

7:37:17 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

7:37:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 3:47:45 AM

#71357 ROY LEW

Email: kim@ktbaccounting.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 13 Secs

ROY LEW	Hello, I am your Acebuddy	25 Jan, 3:47:46 AM
Acebuddy	Hello Roy Lew, I'm your Ace Buddy. I'll be happy to assist you!	3:47:47 AM
	Whom Would You Like to Connect With?	3:47:47 AM
ROY LEW	Technical Support (QB & App Hosting)	3:47:55 AM
Acebuddy	Welcome to Ace Support.	3:47:55 AM
	Please chose an option :	3:47:55 AM
ROY LEW	I'd like to report an Issue	3:48:07 AM

Acebuddy	Please select an option!	3:48:07 AM
ROY LEW	Password Reset	3:48:11 AM
Acebuddy	Please select an option below	3:48:11 AM
ROY LEW	Not Enrolled to Selfcare Portal	3:48:18 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	3:48:18 AM
	Do you need any further assistance on the topic?	3:48:18 AM
ROY LEW	Yes	3:48:28 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:48:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:48:28 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:49:01 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:49:03 AM
	Hello Roy	3:49:12 AM
ROY LEW	Hi Anurag Im having difficulty accessing the server	3:49:38 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:49:47 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:49:51 AM
ROY LEW	myrealdata\Roy_TSGINC	3:50:01 AM
	I think i ran out of attempts to get the one time pw	3:50:13 AM
	its not showing up.	3:50:28 AM
Anurag Sharma	Okay	3:50:38 AM
	Kindly allow me two minutes to check the same.	3:50:43 AM
	May I take the remote access of your local computer?	3:52:54 AM
ROY LEW	Yes	3:52:59 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:53:06 AM
ROY LEW	give me a sec	3:53:38 AM
Anurag Sharma	Sure, please take your time	3:53:56 AM
ROY LEW	okay Im done..	3:54:03 AM
Anurag Sharma	https://assist.acecloudhosting.com/join/5512506200	3:54:10 AM
	Kindly paste this link in the browser of local computer and join the session.	3:54:14 AM
ROY LEW	i clicked	3:55:29 AM
	so what do i have to do?	3:55:37 AM
	agree and download?	3:55:45 AM

Anurag Sharma	Yes	3:56:04 AM
ROY LEW	okay	3:57:16 AM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:57:21 AM
	After this chat I will send you an email you can just revert back to that email with an approval from the primary contact for a password reset request.	4:06:56 AM
	And we will deliver it to you as soon as possible.	4:07:20 AM
	Is there anything else I may help you with ?	4:07:24 AM
ROY LEW	I just want to know when you gonna send it?	4:07:46 AM
Anurag Sharma	Once, we will receive the approval. We will start working on your request and will try to deliver it to you within 2 hours. But in major case we deliver before time.	4:08:42 AM
	Is there anything else I may help you with ?	4:09:32 AM
ROY LEW	Okay noted. Thanks for your help.	4:09:38 AM
	thats all	4:09:41 AM
Anurag Sharma	Thanks for the confirmation !	4:09:45 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:09:51 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:09:54 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:09:57 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Anurag Sharma has ended this chat session</i>		4:10:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 4:21:46 AM

#70891 sang

Email: sang.wong@snrtea.com ☎ 6262640797

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 29 Secs

sang	Hello, I am your Acebuddy	17 Jan, 4:21:48 AM
Acebuddy	Hello Sang.wong, I'm your Ace Buddy. I'll be happy to assist you!	4:21:49 AM
	Whom Would You Like to Connect With?	4:21:49 AM
sang	Technical Support (QB & App Hosting)	4:21:53 AM
Acebuddy	Welcome to Ace Support.	4:21:53 AM
	Please chose an option :	4:21:53 AM
sang	I'd like to report an Issue	4:21:58 AM
Acebuddy	Please select an option!	4:21:58 AM
sang	Other Issue	4:22:02 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:22:02 AM
sang	Frozen, need a reconnection	4:22:28 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:22:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:22:29 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:22:54 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:22:58 AM
sang	Hi Anurag	4:23:18 AM
Anurag Sharma	Hello Sang	4:23:21 AM
sang	I still need that reboot	4:23:22 AM

Anurag Sharma	Okay	4:23:28 AM
	I am rebooting the server as per your request.	4:23:43 AM
sang	can't just rebooted my connection?	4:23:51 AM
	its whole server?	4:23:54 AM
Anurag Sharma	Please confirm if you want to reboot the whole server or just one user that is you?	4:24:37 AM
sang	just myself	4:24:45 AM
Anurag Sharma	Okay	4:24:54 AM
	I have successfully logged you out from the server.	4:25:29 AM
	Please confirm if the issue is resolved?	4:25:49 AM
	Are we still connected here?	4:27:06 AM
	Are we still connected here?	4:28:01 AM
	Are we still connected here?	4:29:09 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:29:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:29:15 AM
<i>Anurag Sharma has ended this chat session</i>		4:29:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 6:39:21 PM

#70901 Raymond Crump

Email: ray@raycrumpcpa.com ☎ 8045982500

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 23 Secs

Raymond Crump	Hello, I am your Acebuddy	17 Jan, 6:39:24 PM
Acebuddy	Hello Raymond Crump, I'm your Ace Buddy. I'll be happy to assist you!	6:39:25 PM
	Whom Would You Like to Connect With?	6:39:25 PM
Raymond Crump	Technical Support (QB & App Hosting)	6:39:30 PM
Acebuddy	Welcome to Ace Support.	6:39:30 PM
	Please chose an option :	6:39:30 PM
Raymond Crump	I'd like to report an Issue	6:39:36 PM
Acebuddy	Please select an option!	6:39:36 PM
Raymond Crump	Other Issue	6:39:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:39:40 PM
Raymond Crump	my desktop screen has reset; all personalized shortcut icons are missing; cookies appear to have been reset	6:40:16 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:40:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:40:17 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	6:40:32 PM
	<i>Tushar Pharswan is transferring the chat to Aarush Aneja.</i>	6:40:46 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	6:40:49 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	6:40:52 PM
Raymond Crump	Thank you	6:41:01 PM
Aarush Aneja	Hello Raymond	6:41:11 PM
Raymond Crump	yes, i am raymond crump, server RWCCP1	6:41:28 PM
Aarush Aneja	Thank you for the details.	6:41:49 PM
	We are checking the same in the backend	6:42:02 PM
	We have placed the shortcuts back on the desktop.	6:47:45 PM
	Kindly login back on to the server and check the applications now	6:48:05 PM
	We checked and found you disconnected the chat session. We are also disconnecting it now.	6:48:37 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:48:45 PM
	Once you end this chat, you will receive an email from us regarding this conversation, along with a	

ticket number and survey feedback form.

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

6:48:49 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/>)

Aarush Aneja has ended this chat session

6:55:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jan, 10:41:19 PM

#70209 David Weinstein

Email: david@davidweinsteincpa.com 19149071180

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 17 Secs

City: HOLLYWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 5 Secs

David Weinstein	Hello, I am your Acebuddy	6 Jan, 10:41:20 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	10:41:22 PM
	Whom Would You Like to Connect With?	10:41:22 PM
David Weinstein	Technical Support (QB & App Hosting)	10:41:25 PM
Acebuddy		

	Welcome to Ace Support.	10:41:25 PM
	Please chose an option :	10:41:25 PM
David Weinstein	I'd like to report an Issue	10:41:30 PM
Acebuddy	Please select an option!	10:41:30 PM
David Weinstein	Password Reset	10:41:33 PM
Acebuddy	Please select an option below	10:41:33 PM
David Weinstein	Already Enrolled to Selfcare Portal	10:41:37 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:41:37 PM
	Do you need any further assistance on the topic?	10:41:37 PM
David Weinstein	Yes	10:41:43 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:41:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:41:43 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:42:08 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:42:22 PM
	Kindly help me with your server name and user name?	10:42:47 PM
	Are we still connected here?	10:44:44 PM
David Weinstein	yes	10:44:49 PM
	david weinstein	10:44:56 PM
	davidwein	10:45:02 PM
	david@davidweinsteincpa.com	10:45:10 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:45:46 PM
	David, It's taking more than expected please allow us some more time.	10:48:23 PM
	May I take the remote access of your local computer?	10:49:28 PM
	Are we still connected here?	10:52:17 PM
David Weinstein	yes	10:54:29 PM
	yes	10:54:30 PM
	take remote of my pc	10:54:40 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	10:57:06 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5302706561	10:57:21 PM
David Weinstein	k	11:01:06 PM
Yash Kalra	David we help you to resolve the password related issue using self care, Is there anything else I may	11:09:14 PM

help you now?

Are we still connected here? 11:10:23 PM

Are we still connected here? 11:12:27 PM

Are we still connected here? 11:15:13 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. 11:15:22 PM

Yash Kalra has ended this chat session 11:15:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 28 Jan, 8:02:21 AM

#71483 John Bove

Email: it@fixyourtaxproblem.com ☎ 114157064442

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: CONCORD

State: California

Country: UNITED STATES

Chat Transcript Chat Duration : 37 Mins 37 Secs

John Bove	Hello, I am your Acebuddy	28 Jan, 8:02:23 AM
Acebuddy	Hello John Bove, I'm your Ace Buddy. I'll be happy to assist you!	8:02:25 AM
	Whom Would You Like to Connect With?	8:02:25 AM
John Bove	Technical Support (QB & App Hosting)	8:02:38 AM
Acebuddy	Welcome to Ace Support.	8:02:38 AM

	Please chose an option :	8:02:38 AM
John Bove	I'd like to raise a Request	8:02:48 AM
Acebuddy	Please select your request type.	8:02:48 AM
John Bove	Other Request	8:03:08 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.	8:03:08 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:03:08 AM
John Bove	Yes, I'm facing issues with my server	8:03:16 AM
Acebuddy	Please select an option!	8:03:16 AM
John Bove	Other Issue	8:03:21 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:03:21 AM
John Bove	ticket 629471	8:03:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:03:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:03:48 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:04:08 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:04:12 AM
	Hello John	8:04:16 AM
John Bove	hello	8:04:21 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	8:04:22 AM
	We have checked your ticket and looks like you are here to give us clearance to work on your issue as mentioned on ticket to work in off hours	8:06:10 AM
	Correct?	8:06:14 AM
John Bove	right now is off hours we need help with this right now please...we have 2 issues that require elevation of permission for certain services	8:06:48 AM
Shashwat Verma	I will surely help you with this issue.	8:07:03 AM
	May I take the remote access of your local computer?	8:07:16 AM
John Bove	yes	8:07:23 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:07:44 AM
	https://assist.acecloudhosting.com/join/7442294851	8:07:48 AM
	Kindly Click on the link and open the downloaded file.	8:07:54 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.	8:09:53 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.

8:40:01 AM

Ended due to chat idle timeout

8:40:01 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jan, 12:10:07 AM

#70933 areeba

Email: areeba@thejbeemethod.com ☎ 7709540475

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: STOCKBRIDGE

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 53 Secs

areeba	Hello, I am your Acebuddy	18 Jan, 12:10:08 AM
Acebuddy	Hello Areeba, I'm your Ace Buddy. I'll be happy to assist you!	12:10:09 AM
	Whom Would You Like to Connect With?	12:10:09 AM
areeba	Technical Support (QB & App Hosting)	12:10:14 AM
Acebuddy	Welcome to Ace Support.	12:10:14 AM
	Please chose an option :	12:10:14 AM
areeba	I'd like to report an Issue	12:10:19 AM
Acebuddy	Please select an option!	12:10:19 AM
areeba	Other Issue	12:10:23 AM
Acebuddy		

	Please specify the issue you are facing before I connect you to an available support representative!	12:10:23 AM
areeba	I am unable to send mass email checklist from Proseries	12:10:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:10:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:10:41 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:10:43 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:10:46 AM
	Hello Areeba	12:10:57 AM
areeba	hello. I was trying to send mass email checklist to all our client. Every single one gave me error	12:11:13 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	12:11:19 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:11:30 AM
areeba	Thank you	12:11:31 AM
	Jbee_areeba	12:11:47 AM
Anurag Sharma	Thanks for the confirmation !	12:13:00 AM
areeba	your welcome	12:13:30 AM
Anurag Sharma	May I take the remote access of your server?	12:13:40 AM
areeba	yes	12:13:49 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	12:14:47 AM
areeba	ok	12:14:55 AM
Anurag Sharma	Please accept the remote access request on the server.	12:16:06 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.	12:16:32 AM
	Areeba as I can check. This is an application specific issue. Which can only be addressed by the application support.	12:20:09 AM
	We request you to kindly contact the Proseries support. They can assist you with this issue.	12:20:35 AM
areeba	okay thank you	12:21:05 AM
Anurag Sharma	Is there anything else I may help you with ?	12:21:40 AM
areeba	no	12:21:44 AM
Anurag Sharma	Thanks for the confirmation !	12:21:49 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:21:57 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
Thanks!

12:21:59 AM

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

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

Anurag Sharma has ended this chat session

12:22:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jan, 11:05:23 PM

#71034 Ben Hanni

Email: bkhanni@bpinnovations.com 13307541361

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: 27 Secs

City: HILTON HEAD ISLAND

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 55 Secs

Ben Hanni	Hello, I am your Acebuddy	20 Jan, 11:05:23 PM
Acebuddy	Hello Ben Hanni, I'm your Ace Buddy. I'll be happy to assist you!	11:05:24 PM
	Whom Would You Like to Connect With?	11:05:24 PM
Ben Hanni	Technical Support (QB & App Hosting)	11:05:33 PM
Acebuddy	Welcome to Ace Support.	11:05:33 PM
	Please chose an option :	11:05:33 PM

Ben Hanni	Restart	11:05:48 PM
Acebuddy	Hello Ben Hanni, I'm your Ace Buddy. I'll be happy to assist you!	11:05:48 PM
	Whom Would You Like to Connect With?	11:05:48 PM
Ben Hanni	Technical Support (QB & App Hosting)	11:05:55 PM
Acebuddy	Welcome to Ace Support.	11:05:55 PM
	Please chose an option :	11:05:55 PM
Ben Hanni	I'd like to report an Issue	11:06:29 PM
Acebuddy	Please select an option!	11:06:29 PM
Ben Hanni	QuickBooks Issue	11:06:41 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:06:41 PM
Ben Hanni	Other QB related issue	11:06:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:06:47 PM
Ben Hanni	Existing Case# 614797	11:06:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:06:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:06:57 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:07:45 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:07:50 PM
Ben Hanni	I am waiting for someone to join a zoom troubleshooting session with Avalara	11:08:19 PM
	I was told someone would join at 12:30pm EST	11:08:29 PM
	Existing case# 614797	11:08:47 PM
Manish Singh	Let me check Ben	11:09:03 PM
Ben Hanni	hello	11:11:05 PM
	I am on w/ Avalara, we need someone to join plz	11:11:12 PM
	I need to get updated QB Tools installed	11:11:17 PM
Manish Singh	I apologize for any delay. Thank you for your patience.	11:12:03 PM
	Our manager will be joining the meeting soon.	11:12:23 PM
Ben Hanni	ok, I need to get QB Tool Hub updated. Will your manager be joining in less than 5 minutes? If not, then I need someone else to help get Tool Hub updated/installed	11:13:04 PM
Manish Singh	It will take some time Ben.	11:13:54 PM
Ben Hanni	ok, I scheduled this in advance, I was told someone would join, and I even confirmed yesterday	11:14:14 PM
	I need someone to join please	11:14:23 PM
Manish Singh	I understand your concern.	11:14:36 PM

Ben Hanni	how long? What is the ETA?	11:14:49 PM
Manish Singh	He is here	11:15:17 PM
	Joining in 2 minutes.	11:15:31 PM
Ben Hanni	thank you	11:15:40 PM
Manish Singh	Is there anything else I may help you with ?	11:15:45 PM
Ben Hanni	no, thank you	11:15:53 PM
Manish Singh	I apologize for the trouble you've experienced.	11:16:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:16:10 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!	11:16:16 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	11:16:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jan, 1:29:57 AM

#71118 Zachary Shade

Email: zachary.shade@attorneyguss.com 18326027966

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 55 Secs

City: SPRING

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 55 Secs

Zachary Shade	Hello, I am your Acebuddy	22 Jan, 1:29:59 AM
Acebuddy	Hello Michelle Ochoa, I'm your Ace Buddy. I'll be happy to assist you!	1:30:01 AM
	Whom Would You Like to Connect With?	1:30:01 AM
Zachary Shade	Technical Support (QB & App Hosting)	1:30:11 AM
Acebuddy	Welcome to Ace Support.	1:30:11 AM
	Please chose an option :	1:30:11 AM
Zachary Shade	I'd like to raise a Request	1:30:20 AM
Acebuddy	Please select your request type.	1:30:20 AM
Zachary Shade	Password Reset	1:30:28 AM
Acebuddy	Please select an option below	1:30:28 AM
Zachary Shade	Already Enrolled to Selfcare Portal	1:30:33 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:30:33 AM
	Do you need any further assistance on the topic?	1:30:33 AM
Zachary Shade	Yes	1:30:41 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:30:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:30:41 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:31:31 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:31:37 AM
Zachary Shade	Hello	1:31:45 AM
	I am needing a password reset for one of my employees and its not letting me do it through myportal	1:32:30 AM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	1:32:54 AM
	Also, the registered email for your account with us is : michelle.ochoa@attorneyguss.com	
	Is there anything else I may help you with ?	1:33:55 AM
Zachary Shade	No the email has been sent	1:34:14 AM
Manish Singh	May i know the ticket number? (Edited)	1:34:29 AM
Zachary Shade	625330	1:35:02 AM

Manish Singh	Kindly allow me two minutes to check the same.	1:39:10 AM
Zachary Shade	The server name is TGILawyers and the username is StewartGuss	1:39:20 AM
	Ok	1:39:24 AM
Manish Singh	Working on it.	1:40:21 AM
Zachary Shade	Thank you	1:44:19 AM
Manish Singh	Emailed you with the new password link.	1:49:14 AM
	Is there anything else I may help you with ?	1:49:20 AM
Zachary Shade	Thank you :)	1:49:49 AM
	no that will be all :)	1:49:56 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:51:48 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:51:52 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>Manish Singh has ended this chat session</i>		1:51:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jan, 6:14:58 PM

#71011 Charlene Henderson

Email: totb.bvi@gmail.com ☎ 06176108008

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min

City: ST THOMAS

State: Us Virgin Islands

Country: US VIRGIN ISLANDS

Chat Transcript

Chat Duration : 8 Mins 55 Secs

Charlene Henderson	Hello, I am your Acebuddy	20 Jan, 6:15:01 PM
Acebuddy	Hello Carol Berry, I'm your Ace Buddy. I'll be happy to assist you!	6:15:03 PM
	Whom Would You Like to Connect With?	6:15:03 PM
Charlene Henderson	Technical Support (QB & App Hosting)	6:15:09 PM
Acebuddy	Welcome to Ace Support.	6:15:09 PM
	Please chose an option :	6:15:09 PM
Charlene Henderson	I'd like to report an Issue	6:15:14 PM
Acebuddy	Please select an option!	6:15:14 PM
Charlene Henderson	Other Issue	6:15:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:15:24 PM
Charlene Henderson	Good Day. I am trying to login to our account and my password is not working. When I tried to login to Selfcare it tells me our account has been restricted. I need to know why.	6:16:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:16:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:16:19 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	6:16:25 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	6:16:27 PM
	Hello Carol	6:16:39 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:16:43 PM
Charlene Henderson	Good Day.	6:16:45 PM
	tob.myrealdatal.net	6:17:17 PM
	cberry.rdp	6:18:06 PM
Aarush Aneja	Thank you for the details	6:18:23 PM
	We are checking the same in the backend. Kindly provide 2-3 minutes to check it in backend	6:18:44 PM
Charlene Henderson	ok	6:18:52 PM
Aarush Aneja	Please check now once	6:20:11 PM
Charlene Henderson	Ok I am in. Can you tell me what caused the problem?	6:21:25 PM

Aarush Aneja	There might be some issue with the backend or services for the self-care portal. We have re-enabled the account and you can now access the portal	6:23:26 PM
Charlene Henderson	Ok. Thank you for your assistance. That was the only issue I had.	6:23:48 PM
Aarush Aneja	Welcome	6:23:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:23:52 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!	6:23:54 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/)	

Aarush Aneja has ended this chat session

6:23:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 3:23:41 AM

#70820 Jeremiah Bogenhagen

Email: jeremiah@relaxingyou.com ☎ 7193422645

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 4 Secs

City: IDALIA

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 37 Secs

Jeremiah Bogenhagen	Hello, I am your Acebuddy	16 Jan, 3:23:43 AM
Acebuddy	Hello Jeremiah Bogenhagen, I'm your Ace Buddy. I'll be happy to assist you!	3:23:44 AM
	Whom Would You Like to Connect With?	3:23:44 AM
Jeremiah Bogenhagen	Technical Support (QB & App Hosting)	3:23:56 AM
Acebuddy	Welcome to Ace Support.	3:23:56 AM
	Please chose an option :	3:23:56 AM
Jeremiah Bogenhagen	I'd like to raise a Request	3:24:04 AM
Acebuddy	Please select your request type.	3:24:04 AM
Jeremiah Bogenhagen	Setback	3:24:16 AM
Acebuddy	Welcome to Ace Support.	3:24:16 AM
	Please chose an option :	3:24:16 AM
Jeremiah Bogenhagen	I'd like to report an Issue	3:24:22 AM
Acebuddy	Please select an option!	3:24:22 AM
Jeremiah Bogenhagen	Other Issue	3:24:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:24:30 AM
Jeremiah Bogenhagen	Can I please get an update on Ticket 621647? I was told it would be in a couple hours and its now been 4	3:25:12 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:25:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:25:12 AM
	<i>Manish Singh accepted the chat transfer request.</i>	3:26:57 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:27:05 AM
Jeremiah Bogenhagen	Hello	3:27:14 AM
Manish Singh	Hii Jeremiah	3:28:12 AM
	As we can check one of our Engineer is working on the ticket regarding QB installation and removal.	3:28:57 AM
	We will notify you over email when the task is done.	3:29:13 AM
	Is there anything else I may help you with ?	3:29:17 AM
Jeremiah Bogenhagen	Please, I do need to be able to complete work on there today please Informa them they said 2 hrs and it has been 4 hrs now	3:30:10 AM
Manish Singh	I apologize for any delay. Thank you for your patience.	3:31:18 AM
	We are working on it now.	3:31:27 AM

	You will get the update soon.	3:31:35 AM
Jeremiah Bogenhagen	Thank you	3:31:45 AM
Manish Singh	Is there anything else I may help you with ?	3:31:50 AM
Jeremiah Bogenhagen	not at this moment	3:31:57 AM
Manish Singh	Kindly log off from the server.	3:32:41 AM
	Regarding the Uninstallation and Installation.	3:32:52 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:34:10 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!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	3:34:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 8:30:14 AM

#70643 accounting

Email: accounting@gulfpetroservices.com  13467157121

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: MANVEL

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 52 Secs

accounting	Hello, I am your Acebuddy	14 Jan, 8:30:15 AM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	8:30:17 AM
	Whom Would You Like to Connect With?	8:30:17 AM
accounting	Technical Support (QB & App Hosting)	8:30:21 AM
Acebuddy	Welcome to Ace Support.	8:30:21 AM
	Please chose an option :	8:30:21 AM
accounting	I'd like to report an Issue	8:30:28 AM
Acebuddy	Please select an option!	8:30:28 AM
accounting	QuickBooks Issue	8:30:35 AM
Acebuddy	What type of QuickBooks Issue are you facing?	8:30:35 AM
accounting	QuickBooks Login Issue	8:30:40 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	8:30:40 AM
	Was that helpful?	8:30:40 AM
accounting	No	8:30:46 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:30:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:30:46 AM
accounting	The Ticket Number is: 620163	8:30:53 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:31:12 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:31:15 AM
	Hello	8:31:20 AM
	Kindly allow me two minutes to check the same.	8:31:29 AM
accounting	no problem, thx	8:31:40 AM
Shashwat Verma	I will surely help you with this issue.	8:33:26 AM
accounting	THX	8:33:34 AM
Shashwat Verma	May I take the remote access of your server?	8:33:36 AM
accounting	SURE	8:33:44 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:33:54 AM

accounting	OK, I AM READY	8:34:30 AM
Shashwat Verma	Could you please confirm which username you are using to access the server?	8:34:58 AM
accounting	GPS_Account	8:35:17 AM
Shashwat Verma	Currently, you are not active on server	8:35:31 AM
	Kindly connect to server	8:35:38 AM
accounting	sorry	8:35:43 AM
	will do	8:35:46 AM
Shashwat Verma	No problem	8:35:52 AM
	Kindly accept the remote access request.	8:36:29 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.	8:36:36 AM
	Kindly open the company file	8:37:02 AM
	Looks like file is already in multiuser mode, also no prompt is there mentioning file user limit.	8:38:45 AM
accounting	yeah, this problem happened since about one two weeks ago	8:39:32 AM
	before we were good	8:39:39 AM
Shashwat Verma	Okay, if you still face the issue again, you can connect with us	8:39:57 AM
	As of now, file is working fine.	8:40:10 AM
	You can ask any other user on server to access the file from their end too for confirmation.	8:40:34 AM
accounting	they are experiencing the same thing	8:40:53 AM
Shashwat Verma	So they are getting prompt, as there is no prompt for user limitation at your end?	8:41:37 AM
accounting	I get too, not every time, but sometimes I do receive that	8:42:38 AM
Shashwat Verma	Okay, let me check from backend.	8:43:04 AM
accounting	thank you	8:43:24 AM
Shashwat Verma	We have checked from our end and everything is working fine but as you mentioned that you face the issue sometimes so, Is there any user facing this issue currently? we can take their remote and proceed with troubleshooting or if not you can connect to us at the same time whenever you get the prompt again.	8:45:57 AM
accounting	OK, I will reach out to you when get the prompt next time	8:46:40 AM
	thank you anyway	8:46:44 AM
Shashwat Verma	Sure	8:46:46 AM
	Is there anything else I may help you with ?	8:46:48 AM
accounting	I am good now	8:46:54 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:46:58 AM

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

8:47:02 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!

8:47:05 AM

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

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

Shashwat Verma has ended this chat session

8:47:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jan, 1:10:27 AM

#70221 Albert Rodriguez

Email: albert@arutilitiesllc.com 12103107890

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Sec

City: LA VERNIA

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 37 Secs

Albert Rodriguez	Hello, I am your Acebuddy	7 Jan, 1:10:28 AM
Acebuddy	Hello Albert, I'm your Ace Buddy. I'll be happy to assist you!	1:10:29 AM
	Whom Would You Like to Connect With?	1:10:29 AM

Albert Rodriguez	Technical Support (QB & App Hosting)	1:10:33 AM
Acebuddy	Welcome to Ace Support.	1:10:33 AM
	Please chose an option :	1:10:33 AM
Albert Rodriguez	I'd like to report an Issue	1:10:41 AM
Acebuddy	Please select an option!	1:10:41 AM
Albert Rodriguez	QuickBooks Issue	1:10:45 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:10:45 AM
Albert Rodriguez	QuickBooks Login Issue	1:13:44 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	1:13:44 AM
	Was that helpful?	1:13:44 AM
Albert Rodriguez	No	1:14:10 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:14:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:14:11 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:14:23 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:14:27 AM
	Hii Albert	1:14:37 AM
Albert Rodriguez	hello	1:15:29 AM
	Can you please help me with our quickbooks?	1:16:36 AM
Manish Singh	Is this the first time you are facing this issue?	1:16:37 AM
Albert Rodriguez	Ticket ID: 615431	1:16:43 AM
Manish Singh	Kindly allow me two minutes to check the same.	1:17:28 AM
	May I take the remote access of your server?	1:17:37 AM
Albert Rodriguez	yes	1:18:05 AM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	1:18:24 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.	1:18:44 AM
	Is there anything else I may help you with ?	1:25:14 AM
	Are we still connected here?	1:27:09 AM
	Are we still connected here?	1:28:51 AM
	Are we still connected here?	1:29:59 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	

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

1:30:04 AM

Manish Singh has ended this chat session

1:30:06 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jan, 10:55:51 PM

#70059 Bryan Bwest

Email: bwest@gmail.com 15122645277

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 7 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 31 Secs

Bryan Bwest	Hello, I am your Acebuddy	2 Jan, 10:55:52 PM
	sorry. I had to leave last chat. I'm trying to get Auto Entry that I downloaded to the server to read the qb file for 360 metal roof supply	10:56:31 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:57:30 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:57:54 PM
	Are we still connected here?	10:59:49 PM
Bryan Bwest	thanks	11:01:20 PM
Anurag Sharma	Kindly help me with your server name and user name?	11:01:38 PM
Bryan Bwest	I'm the admin. UN: Admin PW: 1999Jeep	11:02:28 PM
	trying to get AutoEntry to access the 360 Metal Roof QB file. I already installed AutoEntry. I just can't	11:03:18 PM

	get it to connect to the qb path	
Anurag Sharma	Could you please confirm if your account name is Presidio Doors LLC?	11:04:19 PM
Bryan Bwest	yes. that is the main account Presidio Doors LLC	11:05:26 PM
	I have 4 entities. the one QB file I'm trying to access for Auto Entry is the 360 Metal Roof Supply file	11:06:00 PM
Anurag Sharma	Okay	11:06:48 PM
	May I take the remote access of your local computer?	11:06:58 PM
Bryan Bwest	yes	11:07:11 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	11:07:20 PM
Bryan Bwest	ok. nothing important is open	11:07:38 PM
Anurag Sharma	https://assist.acecloudhosting.com/join/7482391893	11:07:44 PM
	Kindly paste this link in the browser of local computer and join the session.	11:07:49 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:08:51 PM
	The issue seems to be resolved now.	11:15:48 PM
	Is there anything else I may help you with ?	11:15:53 PM
Bryan Bwest	that's it. Thank you for your help. Happy New Year	11:17:38 PM
Anurag Sharma	Thanks for the confirmation !	11:17:44 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:17:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:17:51 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!	11:17:53 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>Anurag Sharma has ended this chat session</i>	11:17:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jan, 4:26:26 AM

#70412 Taylor McComb

Email: taylor@musiccitytechnology.com  16152008045

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: MOUNT JULIET

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 11 Secs

Taylor McComb	Hello, I am your Acebuddy	10 Jan, 4:26:28 AM
Acebuddy	Hello Taylor Mccomb, I'm your Ace Buddy. I'll be happy to assist you!	4:26:29 AM
	Whom Would You Like to Connect With?	4:26:29 AM
Taylor McComb	Technical Support (QB & App Hosting)	4:26:33 AM
Acebuddy	Welcome to Ace Support.	4:26:33 AM
	Please chose an option :	4:26:33 AM
Taylor McComb	I'd like to raise a Request	4:26:42 AM
Acebuddy	Please select your request type.	4:26:42 AM
Taylor McComb	Reboot your Server	4:26:53 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.	4:26:53 AM
	Do you need any further assistance on the topic?	4:26:53 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:57:40 AM
<i>Ended due to chat idle timeout</i>		4:57:40 AM

