

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70339 Ali Wynn
Email: ali.wynn@montesanogroup.com ☎ 18056981608
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: 5 Secs
City: SANTA BARBARA
State: California
Country: UNITED STATES

Chat Transcript

Ali Wynn	Hello, I am your Acebuddy
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Ali Wynn	Hi! sorry, I'm sending an email to Ian with all of the details, what would our quickbooks version name be? <i>11:10:44 PMAli Wynn is sharing a file with you</i> <i>image.png - (Size:13.03 KB)</i> <i>would this be it?</i>
Manish Singh	Just attach this in the email.
Ali Wynn	Okay great thank you!
Manish Singh	Is there anything else I may help you with ?
Ali Wynn	No that's it thank you!
Manish Singh	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70793 SID
Email: sid.nani@pie-ventures.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: LAS VEGAS
State: Nevada
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70527 hitesh

Email: hitesh@patel.cpa

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: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70048 Amber Wiley
Email: awiley@emainc.net ☎ 7704484644
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Sec
City: NEWINGTON
State: Georgia
Country: UNITED STATES

Chat Transcript

Amber Wiley	Hello, I am your Acebuddy
Acebuddy	Hello Amber Wiley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amber Wiley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amber Wiley	I'd like to raise a Request
Acebuddy	Please select your request type.
Amber Wiley	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :

Amber Wiley	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Amber Wiley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amber Wiley	I am trying to access my Ace Cloud hosting from my laptop and cannot connect any longer. I am able to connect on my PC
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Amber Wiley	Good morning
Shubham Kataria	Hello Amber
	Good morning
Amber Wiley	I am needing to get access to my ace cloud hosting on my laptop and its not working. it worked on here at one time but not on my laptop
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Amber Wiley	EMA.myrealddata.net
	User is AmberWiley
Shubham Kataria	Thank you for the information
	May I know if you are receiving any error while accessing Remote desktop
Amber Wiley	yes, it says there was a problem connecting to the remote resource. Ask your network admin for help
	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your network admin for help [Expanded Information] Error code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 01/02/25 04:04:37 PM Press Ctrl+Q to quit
Shubham Kataria	no problem. I will surely assist you with this
	May I take the remote access of your local computer?
Amber Wiley	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Amber Wiley	done
Shubham Kataria	https://assist.acecloudhosting.com/join/8942169001
	Kindly join this link
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
Amber Wiley	thanks for your help!1

Shubham Kataria	As per our remote conversation your issue has been resolved
	Is there anything else I may help you with ?
Amber Wiley	yes all resolved. nope, im good... thanks again
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Amber Wiley	i will
Shubham Kataria	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide your feedback.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Shubham Kataria has ended this chat session</i></p>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70656 Nancy Guzman

Email: nancy@cjklns.com ☎ 9198896682

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

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Nancy Guzman	Hello, I am your Acebuddy
Acebuddy	Hello Nancy Guzman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nancy Guzman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nancy Guzman	I'd like to report an Issue
Acebuddy	Please select an option!
Nancy Guzman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nancy Guzman	Outlook issue, Outlook will not stay open
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Nancy Guzman	I am having issues with my outlook, it will not stay open
Aarush Aneja	Hello Nancy
	May I take the remote access of your server?
	Are we still connected here?
	Are we still connected here?
	We checked and found you disconnected the chat session. We are also disconnecting it now.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and su
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71693 Lindsey
Email: lindsey@demersandassociates.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: 1 Min 38 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Lindsey	Hello, I am your Acebuddy
Acebuddy	Hello Lindsey Lutch, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lindsey	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lindsey	I'd like to report an Issue
Acebuddy	Please select an option!
Lindsey	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Lindsey	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lindsey	Unable to print report to excel
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Lindsey	I have a ticket #629110
Tushar Pharswan	May I know the username which is facing this issue?
Lindsey	It's 4 people in our office having the same issue. I don't know what you mean by username
Tushar Pharswan	The profile name through which you login to server.
Lindsey	Lindsey_New
Tushar Pharswan	They have access to O365 correct?
Lindsey	yes
Tushar Pharswan	May I know the QuickBooks version that is causing the issue.
Lindsey	2023 & they did an update but did not fix the issue
Tushar Pharswan	2023 accountant or premier?
Lindsey	both
Tushar Pharswan	As i checked update are complete but needs install part as well for that we require a reboot of server.
Lindsey	Ok I can let my team know now?
Tushar Pharswan	I just sent a pop up to everyone for server will reboot in next 5 minutes. (Edited)
Lindsey	ok
Tushar Pharswan	Server is now rebooting.
Lindsey	ok
Tushar Pharswan	Both the QuickBooks are now updated.
	Kindly check if the issue is resolved or not.
Lindsey	Ok
	No all buttons still greyed out except the CSV file
Tushar Pharswan	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
Lindsey	Sure
	You can go ahead
Tushar Pharswan	We are connected now.
	It seems to be working is there something else that is causing the issue. (Edited)
Lindsey	The format is not correct when you export as CSV
	We were able to create a new worksheet of update an existing one & now don't have that option

Tushar Pharswan	Okay I will check that.
Lindsey	This is not what we want the reports to look like
Tushar Pharswan	Can you please log of from the Ecel and relog in.
Lindsey	Our accountant has an old file on her local desktop & was able to print the reports correct
	https://quickbooks.intuit.com/learn-support/en-us/help-article/import-export-data-files/fix-export-excel-issues-quickbooks-msockid=163c5c8f2e3b69a50d424f322f8b686a
Tushar Pharswan	May I log you off from Excel/O365.
Lindsey	Yes
Tushar Pharswan	Kindly sign in again.
	open QuickBooks again and try.
Lindsey	No
Tushar Pharswan	The options are greyed out due to the permission on your QuickBooks user account. Could you please login with the admin user permissions?
Lindsey	I don't have those right
Tushar Pharswan	Please enter the admin password again.
Lindsey	I don't have that info
Tushar Pharswan	the same password which you used to login to company file.
Lindsey	ok
Tushar Pharswan	Please try to export from this account.
Lindsey	No
Tushar Pharswan	Allow me few minutes.
Lindsey	The accountant & boss are admin & have the same issue
	Ok
Tushar Pharswan	Thank you for waiting I will have to log you off once kindly relog in.
	Kindly Log off from server and relog in and accept my remote prompt again. (Edited)
	Kindly try the QuickBooks application and see if the issue is still there or not.
Lindsey	no
	It's still there not fixes
	Fixed
	I'm getting really behind on work. I think you need to contact Intuit regarding this issue
	This has taken a lot of my time the past 2 days
Tushar Pharswan	Intuit will be a good idea kindly let us know if they ask for any server related changes.

Lindsey	I'm not contacting Intuit, you guys need to as this is an ACE issue
	Everything was fine until last week
	& like I said we were able to open a file on the local desktop & all functions were working properly
	You can also troubleshoot after office hours to not interrupt work day
Tushar Pharswan	We will reinstall the O365 application as we will also reinstall the QuickBooks application.
Lindsey	Can you do this tonight once everyone is logged off?
	& give us a time so I can let my team know?
Tushar Pharswan	It is likely that this will resolve the issue. Could you also please provide us with your contact number so we can reach out been reinstalled. After that, kindly check again and let us know if the issue persists.
	Yes we will schedule it for night hours.
Lindsey	Ok, (310) 836-0340
Tushar Pharswan	Thank you for the contact number we will resolve this issue.
	This message has been deleted
	This message has been deleted
Lindsey	Do you know a time?
	I have a crew that works at night
Tushar Pharswan	Kindly tell us a time frame in which we can work on server.
	kindly mention with timezone.
Lindsey	Around 11:30pm onward Pacific time
Tushar Pharswan	We will require 1 to 2 hours for the same.
Lindsey	Ok
Tushar Pharswan	Before disconnecting is it possible for the users to log off for just 10 minutes as I can run a quick repair of O365 applicatio
Lindsey	Yes give me 1 min
Tushar Pharswan	Thank you.
	Melissa and your session is active as of now.
Lindsey	ok
	off
Tushar Pharswan	now Melissa is still logged in.
Lindsey	Ok
Tushar Pharswan	Repair is in process.
Lindsey	ok
Tushar Pharswan	Kindly log in and also login to your Excel application. After that try to access QuickBooks and see if the issue still persists

Lindsey	Yes that worked
Tushar Pharswan	Finally.
Lindsey	Thank you!
Tushar Pharswan	Is there anything else I may help you with ?
Lindsey	Nope
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Tushar Pharswan has ended this chat session</i></p>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70106 Amorette Gent
Email: amorette@performancepropumps.com ☎ 15033565888
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 3 Secs
City: SEATTLE
State: Washington
Country: UNITED STATES

Chat Transcript

Amorette Gent	Hello, I am your Acebuddy
Acebuddy	Hello Amorette Gent, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amorette Gent	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amorette Gent	I'd like to report an Issue
Acebuddy	Please select an option!
Amorette Gent	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amorette Gent	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Amorette Gent	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Amorette Gent	Hello
Tushar Pharswan	Hello Amorette.
Amorette Gent	We are having issues with logging into QB, error -6175, saying that QB cannot open our company file
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Amorette Gent	PerformancePro
	my user is AmoretteG
Tushar Pharswan	Thank you for the details.
	Kindly allow me two minutes to check the details.
Amorette Gent	Yes, thank you
Tushar Pharswan	May I take the remote access of your server?
Amorette Gent	yes
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
Amorette Gent	Yes, I have done that

Tushar Pharswan	Kindly accept the prompt on server.
	We are connected now.
	Kindly log off from the server I will reboot the server from our end afterwards.
Amorette Gent	ok thank you
	I am off the server
Tushar Pharswan	Great let's wait for 1 minute.
	Kindly login again and then try to open QuickBooks company file and let me know if the issue still persists or not.
Amorette Gent	ok
	yes, everything is working correctly now, thank you so much for the assistance!
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
Amorette Gent	no, thanks again!
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71629 Zach Paul
Email: zachp@rennisoncompanies.com
Department: Support(QB & App Hosting)

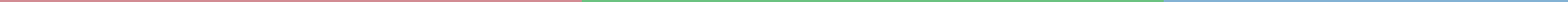
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 41 Secs
City: SANDY
State: Idaho
Country: UNITED STATES

Chat Transcript

Zach Paul	Hello, I am your Acebuddy
Acebuddy	Hello Zach Paul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Zach Paul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zach Paul	Restart
Acebuddy	Hello Zach Paul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Zach Paul	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gantavya accepted the chat transfer request.</i>
Gantavya	Hi Zach,
	Thanks a lot for connecting with ACE,
	How may I assist you today
Zach Paul	Im not sure who I am actually supposed to talk to about this. But, I have some questions about filing 1099 through QB. Dc
Gantavya	Our support team might be able to help you with this, let me transfer this chat to our support team
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Zach Paul	Ok great. when filing a 1099 in QB does the completed 1099 get sent to the vendor via email?
Manish Singh	Is it a QB connector?

Zach Paul	Im not sure what a quickbooks connector is.
	What is it?
Manish Singh	Can you please explain the issue you are afcing?
Zach Paul	Im not having an issue. I need to file 1099's and would like to know if once they have been submitted if the vendors that v or if we would need to send it by mail.
Manish Singh	<p>You can choose to send the 1099 forms either by mail or electronically (via email or through an online portal). However the vendor consents to receiving it electronically.</p> <p>Here are the steps you can follow:</p> <p>File with the IRS : You submit the 1099 forms electronically (e-file) or via paper to the IRS, depending on the method yo</p> <p>Send to Vendors : After filing, you need to provide a copy to the vendors by January 31st of the following year (if it's a</p> <p>Email : If the vendor agrees to receive the form electronically, you can send it via email.</p> <p>Mail : You can also mail physical copies to the vendors.</p>
	Is there anything else I may help you with ?
Zach Paul	Thats it. Thank you.
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Manish Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71626 Michelle Lovell
Email: mlovell@polytexink.com ☎ 13364083735
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows

Browser: Google Chrome
Device: Desktop
Average Response Time: 23 Secs
City: GREENSBORO
State: North Carolina
Country: UNITED STATES

Chat Transcript -----

Michelle Lovell	Hello, I am your Acebuddy
Acebuddy	Hello Michelle Lovell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michelle Lovell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michelle Lovell	I'd like to raise a Request
Acebuddy	Please select your request type.
Michelle Lovell	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michelle Lovell	I'd like to report an Issue
Acebuddy	Please select an option!
Michelle Lovell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Michelle Lovell	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Michelle Lovell	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Michelle Lovell	excellent
	thanks for the help

Manish Singh	Hii Michelle, how may i assist you?
Michelle Lovell	I am trying to log onto our company and it won't open for me
Manish Singh	Kindly allow me two minutes to check the same.
Michelle Lovell	oh my message just changed when I try to open it
	it says that the file has been updated to a newer version of quickbooks
	i just hit yes for remote control, assuming that was you
Manish Singh	Yes
Michelle Lovell	should I enter the password now?
Manish Singh	Yes, Please
Michelle Lovell	done
Manish Singh	You are opening the company file in 2021 which is for 2024 version.
	That's why getting that error.
Michelle Lovell	not sure how those wires got crossed
	but I really appreciate you straightening it out for me
Manish Singh	Is there anything else I may help you with ?
Michelle Lovell	no, that's exactly what i needed
	i appreciate your expertise
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Visitor Details

#70192 Scott Whittington
Email: scott@whittco-llc.com 📞 19728531220
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Scott Whittington	Hello, I am your Acebuddy
Acebuddy	Hello Scott, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Scott Whittington	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Scott Whittington	I'd like to report an Issue
Acebuddy	Please select an option!
Scott Whittington	Password Reset
Acebuddy	Please select an option below
Scott Whittington	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70281 Zach Hollman
Email: zach@alphaprimeusa.com ☎ 19547565945
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 10 Secs
City: FT LAUDERDALE
State: Florida
Country: UNITED STATES

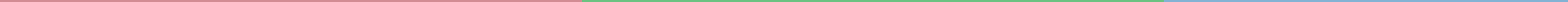
Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Zach Hollman	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Zach Hollman	Critical Update is required for QuickBooks. Also, the VM is running super slow
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Zach Hollman	barable
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Zach Hollman	hi
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Zach Hollman	one moment
	<i>The visitor's phone number was changed to 19547565945.</i>
	Alpha Prime (CID72466)
Yash Kalra	Kindly allow me two minutes to check the same.
	It's taking more than expected please allow us some more time.
Zach Hollman	k
Yash Kalra	Kindly confirm your username as well, so that we can assist you.
Zach Hollman	which one
	MarcJacobs
Yash Kalra	May I take the remote access of your server?
Zach Hollman	yes
	Also, under Marcs account the emails need to come from him not Stuti
	Can we fix that too?
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end.
Zach Hollman	its fine
	which acct do i need to allow access too
	All yours
	Can we do this over the phone vs chat. Taking to long and have to get this user fixed quickly
Yash Kalra	Please share your call back number and a good time to reach you along with time zone or you can call us at
Zach Hollman	954-756-5945. You can call right now
Yash Kalra	Zach, our engineer will call you in a few minutes.

	Is there anything else I can assist you with?
	Are we still connected here?
Zach Hollman	Yes, do you know when they are going to call
Yash Kalra	As soon as this chat ends, our engineer will call you. (Edited)
Zach Hollman	Can we end this chat then
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Yash Kalra has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70724 LISA HAMER
Email: hamnerenterprisespllc@outlook.com
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 3 Secs
City: MISSOULA
State: Montana
Country: UNITED STATES

Chat Transcript

LISA HAMER	Hello, I am your Acebuddy
Acebuddy	Hello Lisa Hamer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
LISA HAMER	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
LISA HAMER	I'd like to raise a Request
Acebuddy	Please select your request type.
LISA HAMER	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
LISA HAMER	Setback
Acebuddy	Please select your request type.
LISA HAMER	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
LISA HAMER	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
LISA HAMER	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
LISA HAMER	I am trying to download a conversion link and I don't have authorization to do so. I put a shortcut link on my desktop that
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
LISA HAMER	Ticket ID: 618049
Yash Kalra	Kindly allow me two minutes to check the same.
LISA HAMER	HamerEnt.myrealddata.net
Yash Kalra	Please allow me sometime while I am making some changes from the backend.
	<i>2:39:41 AM</i> <i>Yash Kalra is sharing a file with you</i> <i>image.png - (Size:14.68 KB)</i> <i>Please help us with the SSN.</i>

	Are we still connected here?
	Lisa, the application has been successfully installed and added to your server's desktop. You should now be able to use it
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
<i>Yash Kalra has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71484 Bridget

Email: contact@bridgetcpa.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bridget	I'd like to report an Issue
Acebuddy	Please select an option!
Bridget	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Bridget	drake installing issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Bridget
Bridget	hello
	need support on Drake installing
Shashwat Verma	Yes, we have checked your recent email, but you have not mentioned the Drake version, do you want us to install the Dra
Bridget	yes
	drake 2024
Shashwat Verma	Kindly email us the Setup file, serial number and account number associated with Drake 2024 from registered email addre
Bridget	okey
Shashwat Verma	Is there anything else I may help you with ?
Bridget	no, I will sent the details now, Thankyou
Shashwat Verma	Perfect.
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	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>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I need your assistance with obtaining access to a installed application. Each year when the new ATX softw installed on the "FinfrockATX2.myrealdata.net" server I n contact you to do something on the back-end so I am able it. the new application is the 2024ATX software.

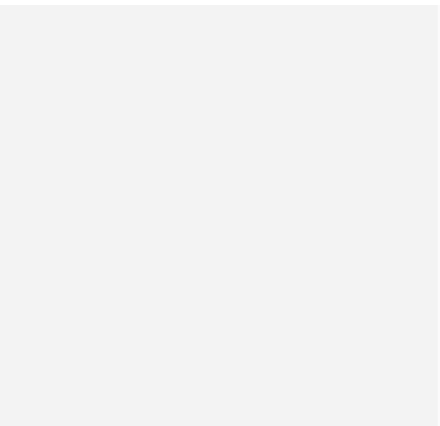
Visitor Details

#71147 THERESE MULHOLLAND
Email: tmulholland@ally-cpa.com ☎ 7347402774
Department: Support(QB & App Hosting)
Operator: Aarush Aneja
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 7 Secs
City: CANTON
State: Michigan
Country: UNITED STATES

Chat Transcript

THERESE MULHOLLAND	Hello, I need your assistance with obtaining access to a newly installed application. Each year when the new ATX software server I need to contact you to do something on the back-end so I am able to open it. the new application is the 2024ATX
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further. <i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>
THERESE MULHOLLAND	Thank you <i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
THERESE MULHOLLAND	Thank you
Aarush Aneja	Kindly check now once
	Kindly enter the ATX server name as "Finfrock" in case it is required (Edited)

THERESE MULHOLLAND	Still not working
Aarush Aneja	Apologies, May I take the remote access of your server? (Edited)
THERESE MULHOLLAND	yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6602083009
	Kindly paste this link in the browser of local computer and join the session.
THERESE MULHOLLAND	I believe I need to access the software on my server
Aarush Aneja	You require logging with Admin user
THERESE MULHOLLAND	I don't understand what you mean
	My Admin gives me access to the software on a second server and provides me a log-in to use
	I have to ask for this every year, is there a history of what was done in the past that you can refer to?
	Sandeep Kumar assisted last year
Aarush Aneja is transferring the chat to Tushar Pharswan.	
	He logged into server with my name: "May i know if this is your server username: TerriM"
Aarush Aneja	TerriM@myrealdata.net
THERESE MULHOLLAND	FinfrockATX2.myrealdata.net
	User name for that server is TerriM
Tushar Pharswan has not responded for the transfer request.	
Aarush Aneja	Correct. Kindly check with the credentials of the user for ATX. It must be provided by your admin
THERESE MULHOLLAND	I just updated the username
Aarush Aneja	No worries, Kindly enter the correct credentials. You will be able to access the application.
THERESE MULHOLLAND	I'm having trouble with the Authenticator app
Aarush Aneja	This must be managed by your admin. Also, you may contact ATX support to remove
THERESE MULHOLLAND	Okay, I will reach out to my Admin. I can now get to the log-in for the application, which is what I needed you tohelp me w
Aarush Aneja	Welcome
	Therese, Is there anything else I may help you with ? (Edited)
THERESE MULHOLLAND	no, thank you very much
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w



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

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

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

Aarush Aneja has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70250 Tiara Carlington
Email: glevon@mytec.bm ☎️ 14412926420
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 6 Secs
City: SILVER SANDS
State: Saint Michael
Country: BARBADOS

Chat Transcript

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

	I'd like to raise a Request
Acebuddy	Please select your request type.
Tiara Carlington	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Tiara Carlington	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Tiara Carlington	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tiara Carlington	i need to change the otp email address
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Tiara Carlington	Meyer Group of Companies
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Gary can you please help with the user name ?
Tiara Carlington	(CID73454)
	i need to change the otp email address from glevon@mytec.bm to helpdesk@oxygen.bm
Shubham Yadav	Thanks for the confirmation
	Gary I would like to inform you that user Gary_MG is disabled right now from the server
Tiara Carlington	yes. i disabled it
Shubham Yadav	Can you please confirm for which user want us to change the mail for ?
Tiara Carlington	i need to change the otp email address for the admin portal
	(CID73454)
Shubham Yadav	Alright Gary, we will need an email from authorized contact of the account for this request.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is : helpdesk@oxygen.bm 14412780852
Tiara Carlington	that is me. I can send that now
	yes i changed that

Shubham Yadav	That's great, please send us the mail for the same. We will then proceed with it
Tiara Carlington	the email will come from my original address glevon@mytec.bm
Shubham Yadav	Alright Gary, send us an email we will revert back on that with updates.
	Gary are you there?
Tiara Carlington	yes
	i just sent the email to have the otp email address changed
Shubham Yadav	Thank you for the confirmation Gary. We will change the E-mail address and will update you on the same mail.
	Is there anything else I may help you with ?
Tiara Carlington	that is all thanks
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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 Yadav has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70851 ksapp
Email: ksapp@rosefeltlaw.com ☎ 727-241-4488
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: Texas
Country: UNITED STATES

Chat Transcript -----

ksapp	Hello, I am your Acebuddy
Acebuddy	Hello Kelley Sapp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ksapp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ksapp	I'd like to raise a Request
Acebuddy	Please select your request type.
ksapp	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
ksapp	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#71294 Beth Rudner
Email: beth@stockpkg.com ☎ 114025069370
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: 41 Secs

City: OMAHA

State: Nebraska

Country: UNITED STATES

Chat Transcript

Beth Rudner	Hello, I am your Acebuddy
Acebuddy	Hello Beth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Beth Rudner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Beth Rudner	I'd like to raise a Request
Acebuddy	Please select your request type.
Beth Rudner	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Beth Rudner	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Beth Rudner	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Beth Rudner	I need to kick one of my users off the server as they didn't log out properly and they are hanging up my QB file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Beth
Beth Rudner	ATLProduction is the user
Anurag Sharma	Thanks for the confirmation !
	I would like to inform you that I have successfully logged the user out from the server.

	Is there anything else I may help you with ?
Beth Rudner	let me just check the quickbooks file
Anurag Sharma	Sure, please take your time
Beth Rudner	it's all good thank you!
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70164 David Weinstein
Email: david@davidweinsteincpa.com ☎ 19149071180
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: 15 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	I'm getting low percentage warning on my C drive. Can you move 20 GB from D drive to the C drive?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii David.
	I will surely help you with this issue.
David Weinstein	Ok
	Do I have to log out?
Manish Singh	As I can check you have 36.52 GB space left in D:/ drive and 17.10 GB left in C:/ drive.
	Kindly let us know if you would like to add space in C:/ drive or transfer the space from D:/ drive to C:/ drive.
	<i>Plan 1 = 200 GB : \$120/mo</i> <i>Plan 2 = 100GB : \$60/mo</i> <i>Plan 3 = 80 GB : \$50/mo</i> <i>Plan 4 = 60 GB : \$40/mo</i> <i>Plan 5 = 40 GB : \$28/mo</i>
David Weinstein	Transfer space. Transfer 20 GB from the D drive to the C drive
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is : david@davidweinsteincpa.com
	Is there anything else I may help you with ?
	Are we still connected here?

David Weinstein	yes
	I sent the email
	I'd like the icons to be on the right monitor. I don't know why its on the left monitor
Manish Singh	May I take the remote access of your server?
David Weinstein	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
David Weinstein	ok
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	the issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Manish Singh has ended this chat session	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70297 Jocelyn
Email: jjsaccounting@gmail.com 📞 12087095347
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: 14 Secs
City: BLACKFOOT
State: Idaho
Country: UNITED STATES

Chat Transcript

Jocelyn	Hello, I am your Acebuddy
Acebuddy	Hello Jocelyn Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jocelyn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jocelyn	I'd like to report an Issue
Acebuddy	Please select an option!
Jocelyn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jocelyn	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Jocelyn	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Jocelyn	Good afternoon
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Good afternoon, JOCELYN
	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jocelyn	myrealdata and username is JocelynJ.NPRE1
Yash Kalra	Kindly allow me two minutes to check the same.
	Jocelyn, as we can see it's a shared server and many users are currently logged in, so we have scheduled this task for the
	Is there anything else I may help you with ?
Jocelyn	What task?

Yash Kalra	Task to update QuickBooks
	Please let us know if you are facing any other issue.
Jocelyn	I'm getting a payroll update error
Yash Kalra	May I take the remote access of your server?
Jocelyn	Yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Jocelyn	ok
Yash Kalra	Jocelyn, I have received your request and noted the error. As soon as this chat ends, I will move this ticket to the concern backend.
	Is there anything else I may help you with ?
Jocelyn	No. Just need to get payroll done so it is an urgent matter
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
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Yash Kalra has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71745 Lewisville

Email: lewisville@eaglefintax.com 📞 4696098829

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: 54 Secs

City: HYDERABAD

State: Telangana

Country: INDIA

Chat Transcript

Lewisville	Hello, I am your Acebuddy
Acebuddy	Hello Supervisor, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lewisville	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lewisville	I'd like to report an Issue
Acebuddy	Please select an option!
Lewisville	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lewisville	UNABLE TO ACTIVATE E-FILE ERO
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>10:16:32 PMLewisville is sharing a file with you</i> <i>image.png - (Size:53.85 KB)</i> <i>IT SHOWING ERROR</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello
Lewisville	I UNABLE TO DO FIRM SETUP
	PLEASE CHECK ABOVE SCREEN SHOT
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Lewisville	myrealdata.net
	user lewisvilleeagle1

Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Lewisville	okay
Anurag Sharma	May I take the remote access of your server?
Lewisville	okay
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Lewisville	okay
Anurag Sharma	Please login to the server and accept the remote session request.
Lewisville	okay
Anurag Sharma	Please confirm me once you are logged in. So that I can send you the remote session request.
Lewisville	send me request
Anurag Sharma	Please accept the request on the server.
	Seems like there is some technical error. Which is denying the remote session.
Lewisville	i did'nt receive any request
Anurag Sharma	I am sending you a link. Please use that to join the session.
Lewisville	okay+
Anurag Sharma	https://assist.acecloudhosting.com/join/6662216808
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat.
	It seems to be application specific issue. I request you to kindly contact the Drake support. They can assist you better wit
	Is there anything else I may help you with ?
Lewisville	Thankyou
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70387 Ashley McNease
Email: amcnease@kerrbsi.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: 15 Secs
City: LAS VEGAS
State: Maryland
Country: UNITED STATES

Chat Transcript

Ashley McNease	Hello, I am your Acebuddy
Acebuddy	Hello Ashley Mcnease, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ashley McNease	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashley McNease	I'd like to report an Issue
Acebuddy	Please select an option!
Ashley McNease	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ashley McNease	Ticket ID: 617239 Slow connection
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Kindly allow me 2-4 minutes to check the same.
Ashley McNease	ok
Tushar Pharswan	I'm checking your server from back end to find the cause of it.
Ashley McNease	Thank you.
Tushar Pharswan	Thank you for waiting as I can see the server side seems fine.
	I'm going to transfer this chat session to another engineer he will check on your end as well for this issue.
	Kindly stay connected till then.

Tushar Pharswan is transferring the chat to Anurag Sharma.

Ashley McNease	Thank you.
----------------	------------

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Kindly allow me two minutes to check the same.
Ashley McNease	ok. Thank you.
Anurag Sharma	Ashley, as I can observe the server is running low on C drive space
	Moreover, I also identified that the RAM utilization on the server is also very high.
	At 96%
	Which is causing slowness on the server.
Ashley McNease	We moved files on Monday. And it's still high?
Anurag Sharma	Yes.
Ashley McNease	Okay. So we need to move more?
Anurag Sharma	Yes, if you can free up some space yourself it will be great.
	Meanwhile I am also trying to free some space from the server.
Ashley McNease	I'll talk to the manager and see what we can do on our side.
Anurag Sharma	Yes, just to remind you one more thing that the server's RAM utilization is also running very high.
	It is taking 91% of RAM utilization. I would suggest you to talk with your manager regarding this issue as well.
	After this chat I will send you an email in which I will guide you with the alternatives for this issue.
	You can just revert back to that email if you want to proceed with those solutions.
Ashley McNease	Thank you!
Anurag Sharma	Just to inform you in person, I would like to inform you that we can add some additional disk space on the server for you. It will be chargeable. I am sharing you the plan details which you can discuss with your manager and inform me on email.

	These are the plans: Plan 1: 200 GB – \$120/month Plan 2: 100 GB – \$60/month Plan 3: 80 GB – \$50/month Plan 4: 60 GB – \$40/month Plan 5: 40 GB – \$28/month
	For disk space addition.
	And as the server's RAM utilization is also very high. Thus, if you wish to add some additional RAM on the server. It is char
	I will inform you all these information on email as well.
	Is there anything else I may help you with ?
Ashley McNease	That is all for today. Thank you!
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appl quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71362 Paul Young
Email: paul@afm-inc.com ☎ 12059085757
Department: Support(QB & App Hosting)
Operator: Rohan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 8 Secs

City: BIRMINGHAM

State: Alabama

Country: UNITED STATES

Chat Transcript

Paul Young	Hello, I am your Acebuddy
Acebuddy	Hello Paul Young, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Paul Young	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paul Young	I'd like to raise a Request
Acebuddy	Please select your request type.
Paul Young	Password Reset
Acebuddy	Please select an option below
Paul Young	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re processed.
	Do you need any further assistance on the topic?
Paul Young	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	Acebuddy (bot) forwarded the chat request
	Rohan Prajapati accepted the chat transfer request.
Paul Young	ticket ID 628247
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Paul, How are you doing today ?
	Thank you for sharing the Ticket Number.
	Kindly allow me 4-5 minutes to check the same.
Paul Young	tech support picked up the call
Rohan Prajapati	Thanks for the confirmation !

	May I disconnect the chat, as you are now connected with one of our engineers on the call?
Paul Young	yes thank you for your availability
Rohan Prajapati	Thanks for the confirmation !
	This message has been deleted
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appl 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/)

Rohan Prajapati has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71168 Cindy Haden
Email: chaden@ascendmedie.com ☎ 913-344-1397
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: 48 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Cindy Haden	Hello, I am your Acebuddy
-------------	---------------------------

Acebuddy	Hello Cindy Haden, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cindy Haden	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Haden	I'd like to report an Issue
Acebuddy	Please select an option!
Cindy Haden	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cindy Haden	I cannot get Teams to load.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Cindy
Cindy Haden	Hello
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your server?
Cindy Haden	Yes
	I need to run to an appointment. Could you send me an email once you have completed the correction?
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	Alright
Cindy Haden	Yes, nothing is open.
Manish Singh	This message has been deleted
Cindy Haden	No thank you.
Manish Singh	We will look into the matter and email you once done. (Edited)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me 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)

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71546 **lsmith.gandf**
Email: lsmith.gandf@gmail.com 📞 209-599-8911
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: 50 Secs
City: RIPON
State: California
Country: UNITED STATES

Chat Transcript

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

lsmith.gandf	We were kicked out of ace cloud hosting but your system status shows all is well
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Could you please help me with your server name and the user account you are signed in with
lsmith.gandf	Hi, how do I find the server name
Sharath Kumar	while signin into the server, the RDP connector shows the server name
	just above the username
lsmith.gandf	It won't let me get that far
Sharath Kumar	no worries, I checked with your email address and found this as the account - G&F Ag Service Inc could you confirm that we have the correct account
lsmith.gandf	gandfag
	Yes, that is the correct account
Sharath Kumar	yes, thank you for confirming
	allow me a moment to sign into the server
	I see two user accounts in disconnected state - LisaSmith and MelissaLane
lsmith.gandf	Yes, that is correct
Sharath Kumar	I will have to log out these accounts
lsmith.gandf	ok
Sharath Kumar	accounts have been signed out
	please try signing in now
lsmith.gandf	It's just spinning
Sharath Kumar	Kindly cancel the sign in process. Let me reboot the server and check if that resolves your concern
	I see Melissa has just signed into the server
lsmith.gandf	Ok, I'll try again
	When I try to log in it says there is a major update but it wont' let me install
Sharath Kumar	Since Melissa has logged in, I am not going to restart the server now
	are you referring to QuickBooks application here?
lsmith.gandf	No, I think it's referring to Ace Hosting as I haven't logged in yet
Sharath Kumar	is it possible to send a screenshot of the error message that you are getting
	<i>4:56:22 AMlsmith.gandf is sharing a file with you</i> <i>1_image.png - (Size:9.99 KB)</i>

	checking on this, allow me a quick moment
	could you let me know what happens when you click on "yes"?
Ismith.gandf	It just takes you to the log in screen like normal
Sharath Kumar	understood
	Lisa, I am not sure why the issue is occurring. I do see that there is an ongoing ticket for the same issue that is with the h
Ismith.gandf	yes, Melissa has the same issue
Sharath Kumar	If you respond to the ticket #627031 with an appropriate time to reach you, the team concerned will be able to assist you
Ismith.gandf	I did get back in. Can you tell why we got kicked out?
Sharath Kumar	may I ask if you were away from the computer when you got disconnected?
Ismith.gandf	No, we were both working in Quickbooks when we got kicked out
Sharath Kumar	that is strange, because I could see both the accounts were in disconnected state. This usually happens when you close th the server
	I think this has to do with the Ace connect application
	and how often does this issue occur?
Ismith.gandf	I think this was the first time we both got kicked out
Sharath Kumar	I have informed the team about this issue and they will be working on it. Kindly allow us a day's time to get back to you w
Ismith.gandf	Ok, thanks for your help
Sharath Kumar	Is there anything else I may help you with ?
Ismith.gandf	No, that should do it
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appl quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71167 Kyle Dhanani
Email: kyle.asianengineparts@gmail.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: 48 Secs
City: BELLINGHAM
State: Washington
Country: UNITED STATES

Chat Transcript

Kyle Dhanani	Hello, I am your Acebuddy
Acebuddy	Hello Kyle Dhanani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kyle Dhanani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kyle Dhanani	I'd like to report an Issue
Acebuddy	Please select an option!
Kyle Dhanani	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kyle Dhanani	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Kyle Dhanani	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

	<i>Acebuddy (bot) forwarded the chat request</i>
Kyle Dhanani	thank
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Kyle
Kyle Dhanani	in order to login, i have to ask my coworker to logoff
	doesn't seem right
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I think you must be using single user mode and need our assistance to switch it to multiuser mode. Please confirm if this is the case.
Kyle Dhanani	no
	it says company file in use
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kyle Dhanani	asianengine.myrealdata
	user is KyleDhanani
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Kyle Dhanani	just had to unfreeze it
	brutal
	currently logged into the KimLilljord server
Anurag Sharma	Kyle are you facing QB freezing issue or QB company file not working issue?
Kyle Dhanani	both!!!!
Anurag Sharma	On two different servers?
Kyle Dhanani	SherryBrown was working fine. I tried to login, didn't work. She logged out, I logged in. QB then froze. I unfroze it and logged in.
	both seem to working now
	but it's the whole process that is bothering me
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer? (Edited)
Kyle Dhanani	sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Kyle Dhanani	ok
Anurag Sharma	https://assist.acecloudhosting.com/join/4782734230
	Kindly paste this link in the browser of local computer and join the session.

Kyle Dhanani	ok
	one sec
Anurag Sharma	Sure, please take your time
	Are you able to connect?
Kyle Dhanani	yeah one sec
	finishing a task]
Anurag Sharma	Okay
	Are you able to connect now?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat.
	Please stay connected
	As per the remote session, I guided you with the user of single user mode and multiuser mode.
	Is there anything else I may help you with ?
Kyle Dhanani	lol
	cheers bro

Kyle Dhanani has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71146 THERESE MULHOLLAND
Email: tmulholland@ally-cpa.com ☎ 7347402774
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: CANTON
State: Michigan

Country: UNITED STATES

Chat Transcript

THERESE MULHOLLAND	Hello, I am your Acebuddy
Acebuddy	Hello Therese Mulholland, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70908 Raymond Crump

Email: ray@raycrumpcpa.com ☎ 8045982500

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: 6 Secs

City: GLEN ALLEN

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Raymond Crump	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raymond Crump	I'd like to report an Issue
Acebuddy	Please select an option!
Raymond Crump	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Raymond Crump	user CHRISTY and SUSAN, and probably the other users encounter ACCESS DENIED when trying to log in. User RAYMOND
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Raymond Crump	Thank you
	I am Raymond Crump, server RWCCP1
Tushar Pharswan	Kindly allow me two minutes to check the same.
	As I can see no users are logged in did the issue reappear with Raymond.
	Also is there any screen shot available of the error message?
	User Raymond is logged in as I can see from back end now.
Raymond Crump	RAYMOND is fine
	on another computer, it says: THE GROUP POLICY CLIENT SERVICE FAILED TO SIGN IN. ACCESS IS DENIED
Tushar Pharswan	Kindly share me an email on which I can send the remote access link.
Raymond Crump	ray@raycrumpcpa.com
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
	I have sent the link.
	Kindly Click on the link and open the downloaded file.
Raymond Crump	done
	(on the workstation having difficulty)
Tushar Pharswan	okay as I can see you are the authorised contact person do you the password for the users having difficulty login in.
	The access you gave me is of your server logged in session.
Raymond Crump	Possibly
	Work3894**
	another computer is the one you have joined

	on our local
Tushar Pharswan	Okay let me test it.
Raymond Crump	Work3894*****
	five stars
	on user CHRISTY
Tushar Pharswan	Kindly allow me two minutes to resolve this from back end.
	Thank you for waiting, I will now have to reboot the server.
	May I proceed?
Raymond Crump	yes
Tushar Pharswan	Reboot is in the process.
	It will take 2-4 minutes.
	I deeply apologize for the inconvenience caused to you.
	Raymond we will have to test the users Work3894***** is this the password for Christy?
Raymond Crump	i believe so
	we use the CHRISTY icon on her computer
Tushar Pharswan	We will reset it to Work3894***** and after our testing you can always reset your password afterwards.
	Raymond we will now have to make a new user profile we will transfer all the data to the new user profile.
	Kindly tell us the other username as well who is facing the same issue.
Raymond Crump	huh. SUSAN was having same issue; not sure of STAFF1 or STAFF2
	they all had the same password
Tushar Pharswan	We will first resolve the issue for Christy then once it's all done, we will email you for the same Kindly revert back to that e-mail and we will probe the cause of why this issue arrived on the first place.
Raymond Crump	there must have been some kind of reset overnight
Tushar Pharswan	After the new user's profile is made, we will share a new password link with you which is only be seen by you as password
	We will look into the probable cause and will update you over the email once we look into it.
	Kindly allow me a minutes to check once again.
	We were actively working on your issue as we speak.
	We will have to proceed with the new user creation and data migration.
	I deeply apologize for the inconvenience caused to you.
	Is there anything else I may help you with ?
Raymond Crump	i need all users to be able to log in
Tushar Pharswan	We will make sure all users are able to login again Kindly wait for our email.

Raymond Crump	is there a time estimate for CHRISTY to be able to log in
Tushar Pharswan	Within 30minuters to 1 Hours, it will be fixed and will update you over the email.
	Also, could you provide us with your contact information.
Raymond Crump	thank you.. phone 804.598.2500 Raymond Crump
	can user RAYMOND still be logged in?
Tushar Pharswan	Yes, user Raymond can log in.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70974 craig
Email: craig@enscpany.com ☎ 7188351978
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: 9 Secs
City: HOWARD BEACH
State: New York
Country: UNITED STATES

Chat Transcript

craig	Hello, I am your Acebuddy
Acebuddy	Hello Craig, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
craig	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
craig	I'd like to report an Issue
Acebuddy	Please select an option!
craig	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
craig	can I log back into my server, it was being worked on
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Hello Craig.
	Was just emailing you.
	Kindly log in QuickBooks is updated.
craig	ok let me see, thanks
Tushar Pharswan	Sure, please take your time
	Kindly let me know.
	<i>1:29:02 AMcraig is sharing a file with you</i> <i>errors that pop up.pdf - (Size:52.82 KB)</i> <i>errors that pop up</i>
	Kindly click on ok to the critical error message.
	It is generic error message will get resolved after a server reboot.
craig	which one the one that says 11% free space remianing on the c drive or the quickbooks error
Tushar Pharswan	It's a low disk space error which means your C drive is at 11% free space available.
	I will try to clean up some space from our end also kindly try at your end as well by deleting unwanted files in desktop, dc
	Also, I will share the storage from us as well on email.

craig	ok I clicked on quickbook error and it opened what do i need to do to get the updates into quickbooks
Tushar Pharswan	I have updated the QuickBooks application for you.
	<i>1:34:14 AM</i> <i>Tushar Pharswan is sharing a file with you</i> <i>image.png</i> - (<i>Size:16.04 KB</i>)
craig	if I close quickbooks and try to open it, it stiill shows a critical quickbooks update is waiting for installation. The critical err
Tushar Pharswan	Let me try to reboot server once.
craig	ok
Tushar Pharswan	Kindly login again and check.
craig	ok
Tushar Pharswan	Is it still there ?
craig	now the message is gone. Thank you
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
craig	no thank you. Have a greeat day
Tushar Pharswan	You too Craig.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70439 johnathon

Email: johnathon@islandentertainment.com ☎ (250) 746-9707

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

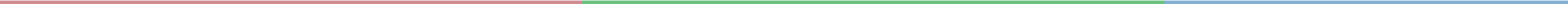
City: PENSACOLA

State: Alabama

Country: UNITED STATES

Chat Transcript

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnathon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnathon	I'd like to report an Issue
Acebuddy	Please select an option!
johnathon	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
johnathon	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
johnathon	Pop up screens in the way and it will not let us work
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Chat request was not picked up by the operators</i>
johnathon	hello



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70166 David Weinstein
Email: david@davidweinsteincpa.com ☎ 19149071180
Department: Support(QB & App Hosting)
Operator: Gaurav kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Secs
City: FT LAUDERDALE
State: Florida
Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	I requested 20 GB be moved from D to C. When can I go back in and work?
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Gaurav Kumar accepted the chat transfer request.	
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.

	Hello David.
	This message has been deleted
	I will surely help you with this issue.
David Weinstein	ty
Gaurav Kumar	The task is already completed.
	Is there anything else I may help you with ?
David Weinstein	Yes there's nothing on the d drive
	can you put the data back on the d drive
	Do i need to logout?
	40 GB and no data
Gaurav Kumar	David , allow me a few minutes here please.
David Weinstein	Ok i'm going to lunch I'll check when I get back
	I'm logging out
Gaurav Kumar	Sure, we will update you regarding the same via email.
David Weinstein	ty
Gaurav Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Gaurav Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71579 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

City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

finance	Hello, I am your Acebuddy
---------	---------------------------



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70075 rhiannon
Email: rhiannon@thebeaconadvisors.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: 7 Secs
City: PLYMOUTH
State: Massachusetts
Country: UNITED STATES

Chat Transcript

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

rhiannon	I'd like to raise a Request
Acebuddy	Please select your request type.
rhiannon	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
rhiannon	Restart
Acebuddy	Hello Rhiannon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rhiannon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rhiannon	I'd like to report an Issue
Acebuddy	Please select an option!
rhiannon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
rhiannon	i cant connect to my mircosoft authenticator app to log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
rhiannon	i cant log in because i cant get in to my microsoft authenticator
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
rhiannon	server name is: WIN2019 User Name is: fgadmin
Tushar Pharswan	May I know your company name or CID number for your account,
rhiannon	the beacon advisors
Tushar Pharswan	I'm unable to locate the details provided by you.
	If you know other usernames that may help us locating the account.
rhiannon	ok thanks !
	<i>rhiannon has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70630 Ethan Upper
Email: e.upper@sbit.org
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Microsoft Edge
Device: Desktop
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

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

	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	As this session got disconnected kindly reinitiate the session again.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me 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/)

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70109 winnie

Email: winnie@mi-hq.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: ANN ARBOR

State: Michigan

Country: UNITED STATES

Chat Transcript

winnie

Hello, I am your Acebuddy

Acebuddy	Hello Winnie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
winnie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
winnie	I'd like to report an Issue
Acebuddy	Please select an option!
winnie	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
winnie	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
winnie	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
winnie	614043 Ticket no
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	Kindly allow me two minutes to check the same.
winnie	Thanks Shubham.
	We are having a lot of issues lately.
Shubham Yadav	Winnie don't worry I will help you with the issues.
	Kindly help me with your server name and user name?
winnie	Where is the server name saved?
	my user name is winnie@MI-hq.com
Shubham Yadav	Can you please confirm your Customer ID or Name?
winnie	MIH
	michigan innovation headquarters
Shubham Yadav	Thanks for the confirmation
	Winnie, what issues are you experiencing with QuickBooks, and how long have you been facing them? (Edited)
winnie	I am able to get into QB but when i go to log into a business unit then I get the message of " This action requires Window

	this is the second time we got this message in the past week
	do you track the tickets and issues logged from MIH?
Shubham Yadav	Yes Winnie
winnie	We get kicked out a lot.
Shubham Yadav	May I take the remote access of your local computer?
winnie	hold on. Let me close the files
Shubham Yadav	sure
	Prior providing the access, I would suggest you to close any important documents at your end.
winnie	ok, im ready
Shubham Yadav	https://assist.acecloudhosting.com/join/3722135531
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat.
	As per remote session , QuickBooks needs to be updated and we have scheduled this for night hours as per your request.
	Is there anything else I may help you with ?
winnie	That is all. thank you!
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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 Yadav has ended this chat session

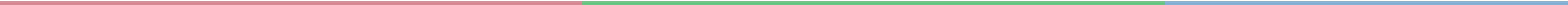
Visitor Details

#71028 dilanglais
Email: dilanglais@gmail.com 📞 9787667342
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: SALISBURY
State: Massachusetts
Country: UNITED STATES

Chat Transcript

dilanglais	Hello, I am your Acebuddy
Acebuddy	Hello Diane M Langlais, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
dilanglais	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
dilanglais	I'd like to raise a Request
Acebuddy	Please select your request type.
dilanglais	Password Reset
Acebuddy	Please select an option below
dilanglais	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70489 fady.hocheimy
Email: fady.hocheimy@mfhgroup.com ☎ +2207751010
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 3 Secs
City: KER BAKARY
State: Banjul
Country: GAMBIA

Chat Transcript

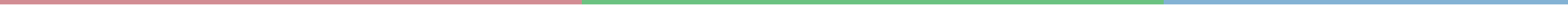
fady.hocheimy	Hello, I am your Acebuddy
Acebuddy	Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fady.hocheimy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fady.hocheimy	I'd like to report an Issue
Acebuddy	Please select an option!
fady.hocheimy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fady.hocheimy	cant log in
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
fady.hocheimy	hi
Saurabh Surana accepted the chat transfer request.	

Saurabh Surana is transferring the chat to Manish Singh.

Manish Singh accepted the chat transfer request.

	how r u
	please cannot log in
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
fady.hocheimy	hi again Manish
	4:08:39 PMfady.hocheimy is sharing a file with you Screenshot 2025-01-12 at 10.35.59 AM.png - (Size:173.05 KB)
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your local computer?
fady.hocheimy	ok
Manish Singh	https://assist.acecloudhosting.com/join/4142553765
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat.
fady.hocheimy	thanks
	hope issue will not recur
Manish Singh	Is there anything else I may help you with ?
fady.hocheimy	no thanks
Manish Singh	It will not
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71304 carolina
Email: carolina@ptaxagents.com ☎ 905317123637
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: ESENTEPE MAH.
State: Istanbul
Country: TURKEY

Chat Transcript

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

carolina	Hello Shubham, how are you?
Shubham Kataria	Hello Caroline, I'm good
	what about you?
carolina	I'm fine thank you
	I received an e-mail from Ace regarding Windows, so I want to know if you can help me checking if my windows it's ok
	I think I have a problem with it's activation
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
carolina	CarolinaO it's my user name
	The server name I think its Professional Tax Agents
Shubham Kataria	thank you for the information. let me check
	May I take the remote access of your local computer to check it.
carolina	Of course
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
carolina	Everything it's close :)
Shubham Kataria	https://assist.acecloudhosting.com/join/8872449970
	Kindly join this link
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	As per the remote session I've checked, you're using Windows 11 on your local computer. You can access the remote desk
	Is there anything else I may help you with ?
carolina	No Shubham, thank you very much!
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
carolina	Of course
Shubham Kataria	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

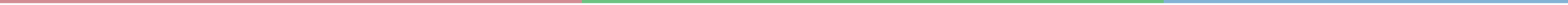
#71398 john
Email: john@claritymba.com 📞 415.491.1099
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: SAN RAFAEL
State: California
Country: UNITED STATES

Chat Transcript

john	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to raise a Request
Acebuddy	Please select your request type.
john	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
john	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P

	Do you need any further assistance on the topic?
john	Yes
Acebuddy	Please wait while we connect you to our Support Representative
Acebuddy (bot) forwarded the chat request	
Shashwat Verma accepted the chat transfer request.	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
john	hello Shashwat!
	I have only a small question - can I change the name of my server?
Shashwat Verma	Yes, you can change the name
john	i have multiple servers and I would like to keep one server but then the other name
	would you recommend that I shut the first server down and then request the name change?
Shashwat Verma	You can document your both request in email and send to us from registered address and will proceed as per the procedu
john	ok sounds good - i will reach out when the time comes to make the change. Thanks very much for your help!
Shashwat Verma	Thanks

admin has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71717 nisarg mistry
Email: nisargmistry@yahoo.com ☎ 6402123189
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: 21 Secs
City: HIGHTSTOWN

State: New Jersey
Country: UNITED STATES

Chat Transcript

nisarg mistry	Hello, I am your Acebuddy
Acebuddy	Hello Nisarg Mistry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nisarg mistry	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nisarg mistry	I'd like to report an Issue
Acebuddy	Please select an option!
nisarg mistry	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
nisarg mistry	ticket no 631924
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
nisarg mistry	hello
Shashwat Verma	Hello
nisarg mistry	I have raised a ticket and havent got any update yet
	ticket no 631924
Shashwat Verma	Kindly allow me two minutes to check the same.
nisarg mistry	i need to work and waiting for the software to be installed
Shashwat Verma	We have checked your ticket regarding install ezCheckPrinting & Virtual Printer
nisarg mistry	yes
Shashwat Verma	Have you been working on any deadline as the ticket is under progress and it will take 1-2 hours to get completed
nisarg mistry	its already more than 3 hours sir
	can you please check the time?
Shashwat Verma	Yes, the ticket was raised at 5:20AM ist
nisarg mistry	

	yes I need to generate some reports and print them through this software for tomorrow morning
Shashwat Verma	Also would like to inform installation is under progress in off hours
nisarg mistry	so how long it has been now?
Shashwat Verma	It's been 4 hrs
nisarg mistry	can someone look into now?
Shashwat Verma	Yes, we assure you that will be completed before tomorrow morning.
nisarg mistry	sir I need it now
	I have waited for it... I need this
	I need to complete my work today
Shashwat Verma	Okay, will do it on priority.
nisarg mistry	how long will it take?
Shashwat Verma	We still need 1 hour to complete it.
nisarg mistry	are you sure it will be done??? I desperately need it
Shashwat Verma	Yes, we try our best as you have been on deadline
	Is that work for you?
nisarg mistry	max to max 1 hour please
	I need to get it completed ASAP
Shashwat Verma	We understand you concern
	Will try our best to complete your request.
nisarg mistry	thank you
Shashwat Verma	Thanks for understanding and patience
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You may reach me 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/)

Chat Transcript

Currently I have two users on two computers. If I add one c
but remain with two users how much will that increase n

Visitor Details

#70919 Gloria Phillips
Email: gphillips@gpacnt.com 📞 15804783686
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 15 Secs
City: PONCA CITY
State: Oklahoma
Country: UNITED STATES

Chat Transcript

Gloria Phillips	Currently I have two users on two computers. If I add one computer but remain with two users how much will that increas
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
Gloria Phillips	My account is under Gloria Phillips Accounting LLC
	Dikshant Yadav is transferring the chat to Riten.
	Riten accepted the chat transfer request.
Riten	Hi philips let me go ahead and check that for you !
	Just to clarify Phillips, you need to access the cloud from a third separate Computer without an additional user right?
Gloria Phillips	Yes if possible
Riten	Thanks for the clarity, Yes , you'll be able to access the server from a third computer with one of the login credentials you
	Would you want a better clarity via support on how to do that ?

Gloria Phillips	Thank you for the information. Yes I would like the information on how to do the process.
Riten	Perfect, let me transfer you to support to guide you!
	<i>Riten is transferring the chat to Support(QB & App Hosting).</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
	<i>Vignesh Arul is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Phillips
Gloria Phillips	HelLlo
Anurag Sharma	Could you please elaborate your issue?
Gloria Phillips	I'm going to be installing Ace on another computer.
Anurag Sharma	Okay
Gloria Phillips	But wanted to know if there are written instructions.
Anurag Sharma	Could you please confirm that are you using windows or Mac?
Gloria Phillips	Windows
Anurag Sharma	Thanks for the confirmation !
	Yes there are written SOPs for the help of users.
Gloria Phillips	Also I need to have installed Drake Software 24. Is that something I do or you do?
Anurag Sharma	After this chat I will send you an email you can just revert back to that email with an approval from the primary contact sc
Gloria Phillips	Great! Ace is always so helpful. I love dealing with the company.
Anurag Sharma	Thankyou so much. (Edited)
	Is there anything else I may help you with ?
Gloria Phillips	One last item, can you tell me how I am doing on storage?
Anurag Sharma	Okay, I will surely help you with this.
	Kindly allow me two minutes to check the same.
Gloria Phillips	Thank you!
Anurag Sharma	Phillips as I can see you have enough space on the server right now.
	There is no such need to add additional space on the server right now.
	Is there anything else I may help you with ?
Gloria Phillips	So you will email a instructions on installing on my Ace on my computer and and how to install Drake on the server?
Anurag Sharma	I will send you the RDP details, which you can use to access the server directly. For your future reference, I will also send y Additionally, for the Drake installation, I will need approval from the primary contact before I can proceed with installing tl

	I hope I am able to convey my message clearly to you.
	Is there anything else I may help you with ?
	Are we still connected here?
Gloria Phillips	No that's all
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me 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>Anurag Sharma has ended this chat session</i>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71372 hiram

Email: hiram@rpwproducts.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

hiram	Hello, I am your Acebuddy
Acebuddy	Hello Hiram, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70677 bponn
Email: bponn@ponnmachine.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: WOBURN
State: Massachusetts
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select your request type.
bponn	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70359 Cindy Holloway

Email: qualityquicktaxoffice@gmail.com ☎ 13346460662

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: ROANOKE

State: Alabama

Country: UNITED STATES

Chat Transcript

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

Cindy Holloway	I'd like to raise a Request
Acebuddy	Please select your request type.
Cindy Holloway	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70362 Admin

Email: admin@prologistech.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

Average Response Time: 3 Secs

City: TOMS RIVER

State: New Jersey

Country: UNITED STATES

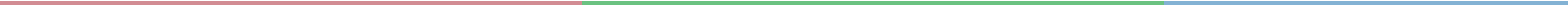
Chat Transcript

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

	Please chose an option :
Admin	I'd like to raise a Request
Acebuddy	Please select your request type.
Admin	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Admin	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Admin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Admin	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Admin	It is asking when I login to download the file doctor. Then it does not allow me to login
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Shlomo
Admin	Hi how are you
Shashwat Verma	Very well! how about you?
Admin	i am good
Shashwat Verma	Could you please elaborate your concern?
Admin	When I login to my quickbooks file it asks me to download the latest qb file doctore software
	does not let me login if I click to cancel
Shashwat Verma	I will surely help you with this issue.
Admin	Great
Shashwat Verma	Kindly allow me two minutes to check the same.
	Could you please confirm the username you are using to login to server under Parkview account?
Admin	I am using Gabi for the perfect venture file on the server
	it is in client data folder
Shashwat Verma	Thanks for the confirmation, and as it's a shared server ,kindly confirm the Qb version you are using?
	Is it Enterprise 2023?

Admin	23 enterprise
Shashwat Verma	Thanks, Shlomo, looks like the file you have mentioned required a repair, will do it from our end within 20 mins, will updat
	Is that work for you ?
Admin	Great
	thank you
Shashwat Verma	Is there anything else I may help you with ?
Admin	can you please send what was wrong as well
Shashwat Verma	Sure
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
Admin	Thank you
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Admin	will do
Shashwat Verma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appli
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71213 charito.carreon
Email: charito.carreon@intelegencia.com ☎ 09978478668
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: MALATE
State: Rizal
Country: PHILIPPINES

Chat Transcript

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

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71093 bookkeepingandpayrollguru
Email: bookkeepingandpayrollguru@gmail.com ☎ 13214133351
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

bookkeepingandpayroll	Hello, I am your Acebuddy
Acebuddy	Hello Bookkeepingandpayrollguru, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bookkeepingandpayroll	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bookkeepingandpayroll	I'd like to report an Issue
Acebuddy	Please select an option!
bookkeepingandpayroll	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
bookkeepingandpayroll	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
bookkeepingandpayroll	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
Acebuddy (bot) forwarded the chat request	
bookkeepingandpayroll	I have a ticket The Ticket Number is: 625106
Shubham Kataria accepted the chat transfer request.	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
bookkeepingandpayroll	Thank you Shubham. I have a ticket: The Ticket Number is: 625106
Shubham Kataria	Kindly allow me two minutes to check the same.
bookkeepingandpayroll	Thank you
Shubham Kataria	You're welcome
	Could you please confirm the username who is facing the QB issue

bookkeepingandpayroll	User: AAPS4
Shubham Kataria	Could you please ask the user to access Server now and run QuickBooks
bookkeepingandpayroll	One minute please
Shubham Kataria	Sure, please take your time
bookkeepingandpayroll	We work remote so I have to call her. She is going to try again now
Shubham Kataria	Okay
bookkeepingandpayroll	she is still receiving the message
Shubham Kataria	May I take the remote access of her server?
bookkeepingandpayroll	You are exceeding the maximum of users who can access at one time
	Yes
Shubham Kataria	Prior providing the access, please ask her to close any important documents at her end.
bookkeepingandpayroll	Yes done
Shubham Kataria	I'm connected on the server, checking the issue. Kindly allow me few minutes
bookkeepingandpayroll	Great than kyou
Shubham Kataria	You're welcome
	Kindly ask the user to enter the password in company file
bookkeepingandpayroll	Her QB user name is ADMIN for this particular file
Shubham Kataria	Okay
	Please allow me two minutes
	Could you please confirm how many users are currently using this company file
bookkeepingandpayroll	Atlantic Pumping has license for 2 users at once. Currently should be User AAPS 3 and AAPS 4 using the file at the same t
Shubham Kataria	If you allow can we close QuickBooks once on the server?
bookkeepingandpayroll	Closing Atlantic Pumping file or entire QB system?
	Myself an another user are working in another file currently.
Shubham Kataria	the QuickBooks application only
	I guess this company file is not closed properly at someone's end that's why we are receiving this prompt
bookkeepingandpayroll	Yes. User AAPS4 was kicked out of the server while in the file and it hung up I believe
	<i>10:22:25 PMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:27.69 KB)</i> <i>Currently there are 4 users logged on the server and its seems that this particular file was not close</i>
Shubham Kataria	If you allow, can I close QuickBooks for once because you have two user license for QB
bookkeepingandpayroll	Ok, yes go ahead

Shubham Kataria	Thank you
	I'm checking with the user now if she able to access or not
	She is able to access the company file now
	Now only one user more can access the same company file
bookkeepingandpayroll	Yes that is correct. Thank you so much.
Shubham Kataria	you're welcome
	Is there anything else I may help you with ?
bookkeepingandpayroll	Yes both are in and working again. Thank you so much.
Shubham Kataria	great, you're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
bookkeepingandpayroll	Absolutely.
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	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>Shubham Kataria has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70707 Jeff

Email: jeff@cesfence.com 📞 973-714-4532

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop
Average Response Time: 14 Secs
City: EAST HANOVER
State: New Jersey
Country: UNITED STATES

Chat Transcript

Jeff	Hello, I am your Acebuddy
Acebuddy	Hello Jeff, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jeff	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeff	I'd like to report an Issue
Acebuddy	Please select an option!
Jeff	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jeff	email
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jeff	We had an issue with office 365 and email this morning and received and email that it was resolved but still not working
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jeff	CESFence
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Jeff	yes
Yash Kalra	Jeff, we have noted the issue and scheduled it for a call back Is there anything else I may help you with?
Jeff	I will wait for a call back
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day. (Edited)

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to help us improve our service.

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

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71445 Kvanbeek
Email: kvanbeek@allamericandreamhomes.com ☎ 17153309471
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Apple iPhone
Browser: Google Chrome
Device: Mobile
City: SURING
State: Wisconsin
Country: UNITED STATES

Chat Transcript

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

Kvanbeek	I'd like to report an Issue
Acebuddy	Please select an option!
Kvanbeek	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kvanbeek	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Kvanbeek	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70626 Liz Rayner
Email: liz@rchomesinc.com 📞 13234502331
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: 9 Secs
City: SIMI VALLEY
State: California
Country: UNITED STATES

Chat Transcript

Liz Rayner	Hello, I am your Acebuddy
Acebuddy	Hello Liz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Liz Rayner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Liz Rayner	Restart
Acebuddy	Hello Liz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Liz Rayner	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi.
Liz Rayner	Hello- Ticket 619766 - we have not received word on the status os this ticket and excel is still crashing on our remote desl
Priyanshu	We apologize for the inconvenience. Please allow me to transfer your chat to the concerned team so that they can assist :
Liz Rayner	Ok, thankyou
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Liz Rayner	Hello- Ticket 619766 - we have not received word on the status os this ticket and excel is still crashing on our remote desl
Tushar Pharswan	Hello liz,
	I'm currently checking it on server end.
Liz Rayner	Thank you
Tushar Pharswan	Thank you for waiting.
	We will have to reinstall the O365 application on the server we will do it night hours.
	I deeply apologize for the inconvenience caused to you.
	Is there anything else I may help you with ?
Liz Rayner	Ok, thank you, so long as there is a resolution.
	That is all
	I appreciate your help
Tushar Pharswan	Thanks for understanding.

	We will email you once it is resolved.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to help us improve our service.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session



Chat Transcript

I need a list of all computers that's logged into the remote server

Visitor Details

#70251 Rachel Cronan
Email: rachel.cronan@sicllc.net ☎ 16783160970
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&utm_content=Google
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 8 Secs
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

Rachel Cronan	I need a list of all computers that's logged into the remote server
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Sure, let me transfer you to support.

	They will help you wisht the same.
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>
Rachel Cronan	
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Rachel Cronan	sic.myrealdata
Shubham Kataria	Thank you for the information.
Rachel Cronan	RachelCr123.rdp
Shubham Kataria	Kindly confirm if you require the user list who are currently active on the server
Rachel Cronan	I disabled Javier on Sunday, Can you please let me know what computers he logged in with
Shubham Kataria	Sure, allow me two minutes to check the same.
	Upon checking, I found Javier Echevarria is re-enabled again yesterday
Rachel Cronan	hes not supposed to be
Shubham Kataria	This was completed by the account owner via my portal.
	If you wish to disable the user, you can do so by disabling the account again through my portal.
Rachel Cronan	I just did
	Again
	Will you please tell me what computers hes logged in with
Shubham Kataria	Currently he is not logged on to the server
	I can see only you are logged in
Rachel Cronan	You don't have a history
	<i>7:42:59 PMShubham Kataria is sharing a file with you</i> <i>image.png - (Size:6.69 KB)</i>
	Like his all time history when he ever logged in
Shubham Kataria	JavierE@myrealdata.net - This is the user name of javier from which he logged in usually
Rachel Cronan	yes
Shubham Kataria	yes, ye can share you the logon report as well
Rachel Cronan	Thank you can you email that to me
Shubham Kataria	Sure
	Would you like to disable the account also
Rachel Cronan	Thank you he's stealing information and his user name needs to be completely gone

Shubham Kataria	okay no problem, We will help you out
	Could you please us to disable the account
Rachel Cronan	I'm trying to change password and its not letting me
Shubham Kataria	We will disable it from our side and will also send the logon report on the same email
Rachel Cronan	ok and will you reset my password
Shubham Kataria	Sure
Rachel Cronan	Thanks your the best
Shubham Kataria	Kindly drop us email on support@acecloudhosting.com for password reset and account disable for Javier
	I will work on it priority basis
Rachel Cronan	okay
Shubham Kataria	Thank you
	Is there anything else I may help you with ?
Rachel Cronan	nope
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Shubham Kataria has ended this chat session</i></p>

