

Visitor Details

#77770 Shawn Engleman

Email: shawn@cesartax.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: CERNA POLE

State: Praha

Country: CZECH REPUBLIC

Chat Transcript

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

Visitor Details

#78188 Alexis

Email: alexisa@sentryusa.com 📞 16057530880

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: 17 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

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

Alexis	Please direct me to Anjainay Singh regarding an existing issue
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.
Alexis	I was working with Anjainay Singh on an issue, and they took remote access to my screen, and I'm wondering if it's still cc
Shubham Kataria	Hello Alexis
	Actually Anjainay has left for the day (Edited)
Alexis	Maybe you can help me
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Alexis	I think somehow his computer is still connected to mine
	sentry.myrealddata.net
	I am Sentry_Alexis
Shubham Kataria	Sure, Kindly elaborate regarding the case so I can move further
	Let me check
Alexis	Thank you
Shubham Kataria	yes remote session is still connected, I apologize for the inconvenience caused to you.
Alexis	I appreciate your timely help! Can you disconnect it?
Shubham Kataria	Let me take it forward
	Sure
	It has been disconnected from my side
Alexis	Thank you, please stay connected I am going to try a few things to make sure it is fixed
Shubham Kataria	Kindly confirm if require any other assistance on this.
	Sure
Alexis	Yes you fixed it, thank you so much!
Shubham Kataria	You're welcome
	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 appi
	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

Ch
Hell

Visitor Details

#78127 Kristen Bodine
Email: kbodine@awakenjustice.org 📞 7758307381
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: RENO
State: Nevada
Country: UNITED STATES

Chat Transcript

Kristen Bodine	Hello, I am your Acebuddy
Acebuddy	Hello Kristen Bodine, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kristen Bodine	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kristen Bodine	I'd like to raise a Request
Acebuddy	Please select your request type.
Kristen Bodine	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
	<i>Ended due to chat idle timeout</i>

Ch

Hell

Visitor Details

#78337 Shari

Email: sbray805@gmail.com 📞 8054079440

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 5 Secs

City: SAN JOSE DEL CABO

State: Baja California Sur

Country: MEXICO

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Shari	Hi I don't have access to my other server
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 Shari
Shari	hi I am unable to access the Blueisle-Ent.myrealdata.net
	server
Shashwat Verma	I will surely help you with this issue.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Shari	I am the only user
Shashwat Verma	Okay
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Shari	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3612944707
	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
	As per discussion over the remote session, The issue is resolved by itself
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Shashwat Verma has ended this chat session</i>	

Visitor Details

#78559 marketing
Email: marketing@nedia.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 20 Secs
City: FRANKFURT AM MAIN
State: Hessen
Country: GERMANY

Chat Transcript

marketing	Hello, I am your Acebuddy
Acebuddy	Hello Vaish, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
marketing	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marketing	I'd like to report an Issue
Acebuddy	Please select an option!
marketing	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
marketing	The problem is with our hosting storage.
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Anjainay Singh accepted the chat transfer request.	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I’m here to help you resolve it as qu
	Are we still connected?
marketing	Yes
	We are currently using Fishbowl on your servers and it looks like the storage is about 98%
	We would like to increase the disk space. Could you please assist in providing the best price for the same.

Anjainay Singh	Thankyou for bringing this issue into our notice.
	Please provide me two minutes so that I can share the pricing details for adding the additional space.
marketing	Sure.
Anjainay Singh	Plan1 : 200GB : \$120/Month Plan2 : 100GB : \$60/Month Plan3 : 80 GB : \$50/Month Plan4 : 60 GB : \$40/Month Plan5 : 40 GB : \$28/Month
marketing	We've been long-time customers. Any chance you can do a better price for us on this?
	40 FB would suffice for us for now
	GB*
Anjainay Singh	We may offer 40 GB at \$25/month.
	In order to add 40 GB space please provide approval from spothen@nedia.com to support@acecloudhosting.com so that I
marketing	What is our current storage and cost?
Anjainay Singh	I have cleared some space in C drive so the available free space is 19.37 GB out of total 178.68 GB.
marketing	What is the cost currently per month?
Anjainay Singh	Currently you are paying \$ 60.90 for additional space.
marketing	So 60.90 for 180 GB?
Anjainay Singh	No for 80 GB.
marketing	What are we not able to see the C drive in This PC?
Anjainay Singh	We have hidden C drive from every users as it contain important operating system files , application files which are critica
marketing	How do we view the remaining storage space?
Anjainay Singh	You may type C: in search box of explorer and hit enter you will get the C drive.
marketing	Okay. Got it.. So 80 GB for 60.90.. and if we add 40 GB @ \$25 it would be be 85.9 for 120GB. Correct"
	Also the current plan also includes the storage in D drive, correct?
Anjainay Singh	Yes Vaish , you are correct.
	I need to confirm it from concerned department and once I get confirmation I will send you an update over an email.
	Are we still connected here?
marketing	Yes
	Sure. Let me verify regarding the upgrade. Please hold.
Anjainay Singh	Sure.
	Are we still connected here?
marketing	Yes

Anjainay Singh	Thankyou for your confirmation, Vaish.
	Could you please provide me an update?
	Once this chat gets disconnected, you will receive an email in which you may send your authorization.
marketing	Yes. We will just email regarding the upgrade.
	Thank you
Anjainay Singh	Is there anything else I may help you with ?
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	I will also share the ticket id with you over the mail once this chat is disconnected.
marketing	That would pretty much it. Thank you!
	Okay.
Anjainay Singh	You may disconnect this chat, I will make sure space get added urgently on server in C drive.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Ch

Hell

Visitor Details

#78684 Burton Mills

Email: burton@amcoautomation.com 📞 3197594141

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: FAIRFIELD

State: Iowa

Country: UNITED STATES

Chat Transcript

Burton Mills	Hello, I am your Acebuddy
Acebuddy	Hello Burton Mills, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Burton Mills	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Burton Mills	I'd like to raise a Request
Acebuddy	Please select your request type.
Burton Mills	Password Reset
Acebuddy	Please select an option below
Burton Mills	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
	<i>Ended due to chat idle timeout</i>

Ch

Hell

Visitor Details

#78165 Candy Sakarapanee

Email: csakarapanee@tnwf.org 📞 6154568021

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: NASHVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Candy Sakarapanee	Hello, I am your Acebuddy
Acebuddy	Hello Candy Sakarapanee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Candy Sakarapanee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Candy Sakarapanee	I'd like to report an Issue
Acebuddy	Please select an option!
Candy Sakarapanee	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Candy Sakarapanee	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resoln
	Was that helpful?
Candy Sakarapanee	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
	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.
	Hello Candy
Candy Sakarapanee	Hello
	We recently upgraded Quickbooks to 2024 Accountant Plus. Since the upgrade, we have been unable to have more than 10
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?
Candy Sakarapanee	myrealdataljanetHe
Anurag Sharma	May I take the remote access of your server?
Candy Sakarapanee	yea
	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.

Candy Sakarapanee	Thank you. The only thing open is QB on the company login page and the error message I receive when trying to login as
Anurag Sharma	Okay
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Are we still connected here?
Candy Sakarapanee	Yes
Anurag Sharma	Candy, we would request you to please contact intuit support as this issue is due to single user license that you have of Q
Candy Sakarapanee	Thank you
Anurag Sharma	Is there anything else I may help you with ?
Candy Sakarapanee	Not at this time, 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
	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



Ch
Hell

Visitor Details

#78724 Brenda Rosales
Email: brenda.rosales@eneos.com.ph ☎ 636325071840
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: 1 Min 33 Secs
City: AYALA-PASEO DE ROXAS
State: National Capital Region
Country: PHILIPPINES

Chat Transcript

Brenda Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brenda Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	Do you need any further assistance on the topic?
Brenda Rosales	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Brenda Rosales	dear yash
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Hello Brenda
	Kindly help me with your server name and user name?
Brenda Rosales	my computer name is: JXNOEPC
	username: MASUGIT
Yash Kalra	

	Please allow us 4-5 minutes while we are updating the QuickBooks from the backend.
Brenda Rosales	sure Yash.
	thank u so much for the help
Yash Kalra	As part of our backend updates, we may need to reboot the server. To prevent data loss, please: Action Required: Save all open files and documents immediately Close any critical applications Pause ongoing transactions if any
Brenda Rosales	hi Yash,
	sorry got internet connection issue
Yash Kalra	No worries.
Brenda Rosales	yes, i already inform the team regarding this. you can proceed.
Yash Kalra	Brenda, it's taking more than expected please allow 4-5 minutes more in order to update the application from the backend.
Brenda Rosales	sure. thank u
Yash Kalra	Brenda, we have updated the QuickBooks from the backend. Is there anything else I may help you with ?
Brenda Rosales	kindly help us migrate the data from QB Premier to enterprise
Yash Kalra	Brenda, for this you have to open your QB files in QuickBooks Enterprise
Brenda Rosales	can you guide me through?
Yash Kalra	If you want, I can demonstrate this. (Edited)
Brenda Rosales	sure
Yash Kalra	May I take the remote access of your server?
Brenda Rosales	sure
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Brenda Rosales	noted on this
Yash Kalra	Please login to the server
Brenda Rosales	already close
Yash Kalra	Brenda, we assisted you regarding QuickBooks company file upgrade.
Brenda Rosales	thank u so much Yash for the help :)
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below.
Brenda Rosales	it means a lot
	sure
Yash Kalra	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.

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


Visitor Details

#77684 Stephanie Craven
Email: stephanie@peaklandscapeinc.com 📞 15304481936
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=acecloudhosting.com
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 4 Secs
City: TRUCKEE
State: California
Country: UNITED STATES

Chat Transcript

Stephanie Craven	Hi,
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
	Hi Stephanie
Stephanie Craven	Hi,
	I need help restoring my quickbooks file to the 2024 quickbooks edition

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

	<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 Stephanie
	Do you want to restore the file and want to revert the changes you have made on it?
Stephanie Craven	As of right now I've been working on a 2022 version. I have several different companies within that 2022 version. I have r
Shashwat Verma	I will surely help you with this issue.
	We would like to inform you that upgrading your QuickBooks file to the 2024 version will not result in any d proceed with the upgrade, and we will take full care in case of any unexpected data loss.
Stephanie Craven	Perfect, sounds great
Shashwat Verma	But once the file get upgrade it can't be used with 2022 version
	You can use it with Qb 24 smoothly.
	Is there anything else I may help you with ?
Stephanie Craven	No that is all for today. Will all my companies transfer over
Shashwat Verma	Yes, Qb have function to upgrade the file, once you try open it with 24 version
	Hope I have answered your question.
Stephanie Craven	ok, so how do we transfer the info over? Do you need me to do something on my end? 2024 has already been installed or
Shashwat Verma	Just use your Qb 24 version to open the existing file, it will prompt you to upgrade the file
	Once the upgrade is complete, you can use that file.
	Is there anything else I may help you with ?
Stephanie Craven	where do i open/ restore my company file from
Shashwat Verma	To upgrade your QuickBooks file to 2024: Open QuickBooks Desktop 2024. Choose " Open or restore an existing company file. " Navigate to the file location on the server where your current company file is stored. Select the file and click Open . QuickBooks will prompt you to upgrade the file to the 2024 format — follow the on-screen instructions to complete th  <i>Note: Once upgraded, the file will no longer be compatible with earlier versions of QuickBooks.</i>
Stephanie Craven	when i go to open a company file its only showing a date of 11/15/2023
	should i create a backup and open from there
Shashwat Verma	That might be the date of file creation.
	Shall I remote in and show you the same?
Stephanie Craven	yes plese
	please
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.

	https://assist.acecloudhosting.com/join/1832846745
Stephanie Craven	ok
Shashwat Verma	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
Stephanie Craven	ok
Shashwat Verma	As per the remote session, we have assisted you to upgrade the Qb files .
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Shashwat Verma has ended this chat session	

Ch

Hell

Visitor Details

#77971 Bakley Smith

Email: bakley@greencirclecap.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bakley Smith	I'd like to report an Issue
Acebuddy	Please select an option!
Bakley Smith	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Bakley Smith	I am not able to access the remote desktop
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>
	<i>7:58:49 PM</i> Bakley Smith is sharing a file with you 1_image.png - (Size:338.16 KB)
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Bakley Smith	I am getting this error
Manish Singh	I will surely help you with this issue.
Bakley Smith	hi manish
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
Bakley Smith	yes for me
	and not sure if others are
Manish Singh	May I take the remote access of your local computer?
Bakley Smith	we think it is because we were running a huge report that may have run into the automatic update last night
	sure you can remote
Manish Singh	https://assist.acecloudhosting.com/join/4042309830
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
Bakley Smith	sure
	im read
	ready
Manish Singh	Kindly access this link
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Is there anything else I may help you with ?
Bakley Smith	no that is all thank you

Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	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
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Manish Singh has ended this chat session</i>

Ch
Hell

Visitor Details

#78108 jdavis

Email: jdavis@willscpas.com

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
jdavis	I'd like to report an Issue
Acebuddy	Please select an option!
jdavis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jdavis	I have a ticket number 709399
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
jdavis	I need to finish this up
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
	Hello Jdavis, How are you doing today?
jdavis	I need to finish up this ticket. I currently do not have excel nor Word
Ankit	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the ticket once.
	Thank you for your patience. I can see there are currently users logged into the server. Could you kindly ask them to log c
	We sincerely apologize for the inconvenience caused. Upon reviewing the ticket, I can confirm there has been a delay - it
jdavis	We are working on it
Ankit	I completely understand this disruption is impacting your work hours. If you would prefer, I can reschedule this for today a necessary arrangements immediately (Edited)
jdavis	We are all off
	Do it now
Ankit	Thank you. for the confirmation.
	Kindly allow me 8-10 minutes to repair the application.
	Thank you for your patience. I sincerely apologize for the delay - this is taking longer than expected. It might take anothe
	Thank you for your time and patience. We would like to inform you that we have repaired the application. I would request
jdavis	ok
	Thank You!
	Looks like it is working now
Ankit	We are glad to hear your issue has been resolved and sincerely apologize for the delay. Thank you for your patience throu

	Is there anything else I may help you with ?
jdavis	nope. Thank you for your help
Ankit	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.</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>Ankit has ended this chat session</i></p>

Chat Session Summary

Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Technical Support (QB & App Hosting)

Visitor Details

#78518 Dezerea Cornell

Email: dez@ameristarroofing.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: BRYAN

State: Texas

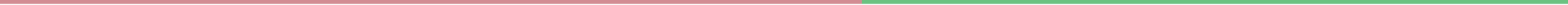
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dezerea Cornell	I'd like to raise a Request
Acebuddy	Please select your request type.
Dezerea Cornell	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



Ch
Hell

Visitor Details

#78417 Lindsey Vela
Email: admin@beaconmarineelectronics.com
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: 22 Secs
City: OXNARD
State: California
Country: UNITED STATES

Chat Transcript

Lindsey Vela	Hello, I am your Acebuddy
Acebuddy	Hello Randi, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Lindsey Vela	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lindsey Vela	I'd like to raise a Request
Acebuddy	Please select your request type.
Lindsey Vela	Printer/Scanner Addition
Acebuddy	Please select your desired option :
Lindsey Vela	Scanner Addition
Acebuddy	In order to scan from the server, TSScan software needs to be added at both end (local PC & Server). Kindly email us the
	Please select an option :
Lindsey Vela	Restart
Acebuddy	Hello Randi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lindsey Vela	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lindsey Vela	I'd like to raise a Request
Acebuddy	Please select your request type.
Lindsey Vela	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 :
Lindsey Vela	Setback
Acebuddy	Please select your request type.
Lindsey Vela	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lindsey Vela	I'd like to report an Issue
Acebuddy	Please select an option!
Lindsey Vela	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Lindsey Vela	Other QB related issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lindsey Vela	My name is Randi and I'm trying to chat about adding software for a credit card reader. Can you please connect with Blue
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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Lindsey Vela	blue isle drake
Shubham Kataria	Kindly confirm your username as well.
Lindsey Vela	Joel
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.
Lindsey Vela	please let me know if i need to log in
Shubham Kataria	Sure
	May I take the remote access of your local computer?
Lindsey Vela	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Lindsey Vela	Thank you, nothing is open.
Shubham Kataria	Great
	https://assist.acecloudhosting.com/join/3172098274
	Kindly paste this link in the browser of local computer and join the session.
Lindsey Vela	doine
	Done. Do you need me to download?
Shubham Kataria	Yes, we are connected
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	As your local system is rebooted after the installation but we are still connected over remote session
	Thank you for your patience.
Lindsey Vela	Thank you for your assistance.
Shubham Kataria	As per the remote session we have installed Fabulatech on your local computer as well.
	you're welcome
	Is there anything else I may help you with ?

Lindsey Vela	No thank you. I will be in touch if we have more issues. Have a nice day
Shubham Kataria	Sure, we will be happy to assist you.
	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 appi
	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>

Ch

Hi I'm in need of ge

Visitor Details

#77929 Jonathan Jones

Email: jonathan@musicnomad.com 📞 14076202298

Department: Support(QB & App Hosting)

Operator: Yash Ahi

Website: https://www.acecloudhosting.com/ace-support/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=oeV4&gclid=Cj0KCQjwgIXCBhDBARIsAELC9Zi1AWxOHABI4laNDpg8L9Sq9tjQIkq9BG-sWX0MYOJxvGxZSAI9zcAaAnN5EALw_wcB

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: SONOMA

State: California

Country: UNITED STATES

Chat Transcript

Jonathan Jones	Hi I'm in need of getting the answer to my ticket 707590
Aayush	

	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.
	Hello I will transfer your chat to support.
	<i>Aayush is transferring the chat to Support(QB & App Hosting).</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Jonathan. How are you doing today?
Jonathan Jones	Great, can you help get the passwords reset for the users on my ticket
Yash Ahi	Sure Jonathan, I will surely help you with that.
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
Jonathan Jones	No worries
Yash Ahi	Well I need to inform you Jonathan, that you can also manage user's password through myportal.
Jonathan Jones	Where is that?
Yash Ahi	Do you want me to assist you on remote session on how to do that? (Edited)
Jonathan Jones	Yes please
Yash Ahi	Alright.
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9482025764
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	<i>The visitor's phone number was changed from 4076202298 to 14076202298.</i>
	My pleasure Jonathan.
	Is there anything else I may help you with ?
Jonathan Jones	No I'm all good thanks
Yash Ahi	Alright, I am closing the the remote session.
	I would greatly appreciate if you could share the feedback after 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
	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/)

Ch
Hell

Visitor Details

#77975 Reece Morrel
Email: reecejr@law-office.com 📞 (918) 527-9206
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: 35 Secs
City: TULSA
State: Oklahoma
Country: UNITED STATES

Chat Transcript

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

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 Reece
Reece Morrel	I try calling the 800-432-1585 phone number for support and it does not work.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I would like to inform you that this is our 24/7 available toll free number. Phone: 1-888-415-5240
	Could you please confirm me the issue you are facing?
	So that I can help you over the chat?
Reece Morrel	I need login credentials to our remote host.
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Reece Morrel	GoYeVillage.myrealdata.net
Anurag Sharma	Please confirm if your Username is ReeceJr@myrealdata.net
Reece Morrel	Is it? I thought it was ReeceJr@law-office.com
	Which ever one works. There is only one "ReeceJr"
Anurag Sharma	Okay, I would like to inform you that this is your username ReeceJr@myrealdata.net
Reece Morrel	Great. Thank you.
Anurag Sharma	Reece, could you please confirm whether you’ve forgotten your credentials or if you're experiencing a login issue with the
Reece Morrel	I haven't logged into the server in a year or so, and I think the login procedure has changed.
Anurag Sharma	Okay no problem. We can do one thing, after this chat I will send you an email. Kindly revert back to that email with an ap
Reece Morrel	The only email account that I can access is reecejr@law-office.com
Anurag Sharma	Yes, that is the primary account. Please provide us the approval from this account only.
	Is there anything else I may help you with ?
	Are we still connected here?
Reece Morrel	am i waiting for an email from you
Anurag Sharma	You will receive the email after this chat closure.
	Can I help you with anything else?
Reece Morrel	what if it doesnt work
Anurag Sharma	It will work, I will send you a RDP as well. You can download that RDP to login to the server. (Edited)
	If you still face any issues, you are always welcome to reach out to us anytime.
	Please confirm if I can end this chat so that I can send you the email.

Reece Morrel	Please send it
Anurag Sharma	Thanks for the confirmation !
Reece Morrel	Please send it to "reecejr@law-office.com"
Anurag Sharma	Of course I will.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Reece Morrel	Thank you.
Anurag Sharma	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.
	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



Ch
Hell

Visitor Details

#78737 salmakki
Email: salmakki@vineit.com ☎ 844 484 6348
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: ST PETERSBURG
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Transcript

Shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shari	I'd like to report an Issue
Acebuddy	Please select an option!
Shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Shari	Im trying to fix my sbray connection on my other laptop.
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 Shari
	Do you still facing the connection issue?
Shari	Hi, im trying to set it up on my other laptop, that I share with my daughter.
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your new local computer?
Shari	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4982824469
	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
	As per discussion over the remote session, The issue is resolved by itself.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Shashwat Verma has ended this chat session</i>

Visitor Details

#78530 Rosa Kwon

Email: tax@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 14 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

Rosa Kwon	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rosa Kwon	Setback
Acebuddy	Hello Rosa Kwon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rosa Kwon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rosa Kwon	I'd like to report an Issue
Acebuddy	Please select an option!
Rosa Kwon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rosa Kwon	There was an error occurred when I tried to open Ultra app and the error sign is 'Only one instance of Ultra Tax CS is allow
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Rosa Kwon	Hello.
Sanyam Madan	Hello Rosa , how are you ?
Rosa Kwon	Fine, How about you?
Sanyam Madan	I am Good . Kindly help me with your server name and user name?
Rosa Kwon	Server name is Bongryong.myrealdata.net and user name is Rosa_BK.
Sanyam Madan	I will be surely assisting you with this.
Rosa Kwon	Great!
Sanyam Madan	May I take the remote access of your server?
Rosa Kwon	Yes.
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
Rosa Kwon	I closed them.
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
Rosa Kwon	It is opened.
	Thank you.

Sanyam Madan	Great
	Is there anything else I may help you with ?
Rosa Kwon	That is all.
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	<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.</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>Sanyam Madan has ended this chat session</i></p>

Ch

Hell

Visitor Details

#78488 Brenda Rosales

Email: brenda.rosales@eneos.com.ph ☎ 636325071840

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: 36 Secs

City: AYALA-PASEO DE ROXAS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

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

	Whom Would You Like to Connect With?
Brenda Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	Do you need any further assistance on the topic?
Brenda Rosales	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Brenda Rosales	Hi Yash
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Hello Brenda
Brenda Rosales	would like to follow up on the status of my ticket number 698269
Yash Kalra	Kindly allow me two minutes to check the same.
Brenda Rosales	user name: myrealdata\MASUGIT
	thank u
	i am really hoping that this will get done soon
	because anytime QB might terminate our access.
	they only give us until june 19
Yash Kalra	Brenda, upon checking from the backend we found that the order for QuickBooks has been placed and we will be upgradi
Brenda Rosales	yes!
	thank u so much]
Yash Kalra	Is there anything else I may help you with ?
Brenda Rosales	i was looking forward

	none
	will also check again later
	thank u Yash!
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
Brenda Rosales	sure
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 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.</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>Yash Kalra has ended this chat session</i></p>



Ch
Hell

Visitor Details

#78416 johnathon
Email: johnathon@islandenteretainment.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 39 Secs
City: PENSACOLA
State: Florida
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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
johnathon	User not able to connect to RDP
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.
	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
johnathon	Seems to be only one user maybe having the issue.
	Jeremy.Mo
Manish Singh	Kindly allow me two minutes to check the same.
	As I can check user are logged into the server right now.
	May I take the remote access of your local computer?
johnathon	I am talking with the user now to see if something changed since they reported the issue.
Manish Singh	Yes, please take your time.
johnathon	Are you able to enable microsoft office use for this user?
Manish Singh	Which user? Johnathon
johnathon	Jeremy.Mo
Manish Singh	If would like to provide MS Office access to user Jeremy.po kindly email us from your authorized email [johnathon@islande
	On support@acecloudhosting.com
	Are we still connected here?
johnathon	yes
	Is the user Jeremy.Po or Jeremy.Mo?

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript -----

grace.lee	Hello, I am your Acebuddy
Acebuddy	Hello Grace.lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
grace.lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
grace.lee	I'd like to report an Issue
Acebuddy	Please select an option!
grace.lee	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
grace.lee	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	Do you need any further assistance on the topic?
grace.lee	Yes
Acebuddy	Please wait while we connect you to our 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.
	Hello Grace
	Good day
grace.lee	Hello. My computer keeps prompting me to update QuickBooks, which is making it difficult to process payroll properly. Wo
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
grace.lee	(grace.lee@myrealdata.net) (myrealdata\grace.lee)
Shubham Kataria	

	Thank you for the information however in order to update QB we require downtime from server for next 15-20 minutes an
	If you would like me to update QB now, please ask everyone to log off otherwise if you prefer I can schedule the updates 1
grace.lee	That's fine. Please go ahead with the process.
	I will notify everyone now.
Shubham Kataria	Sure, once everyone will log off from the server please do let me know so that I can initiate the QB update.
	Hi Grace, I've initiated the update for you as all users logged off from the server.
	Are we still connected here?
	As you've disconnected the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-524
Shubham Kataria has ended this chat session	

Ch

Hell

Visitor Details

#78794 itadmin

Email: itadmin@jamesferrell-law.com ☎ 13467417315

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 21 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
itadmin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
itadmin	I'd like to report an Issue
Acebuddy	Please select an option!
itadmin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
itadmin	we are being kicked out of remote desktop while trying to print checks. please check system resources to see if printing tl
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
itadmin	Hello. user Meagan Ferrel started print a lot of checks. she continued to get kicked out of remote desktop once the job sta
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>6:43:25 PMitadmin is sharing a file with you</i> <i>Untitled.png - (Size:23.77 MB)</i>
itadmin	currently she has stopped printing, but once she starts again I would like to see if you can check on the system.
Sanyam Madan	Kindly allow me two minutes to check the same.
	Kindly help me with your server name and user name?
itadmin	one moment
Sanyam Madan	take your time
itadmin	the user should be meaganferrell
	the server is ferrel llaw group (James C Ferrell, PC)_ let me verify the exact server name.
Sanyam Madan	Kindly allow me 3-4 minutes to check the same.
itadmin	JamesCFerrell.Myrealdata.net
Sanyam Madan	May I take the remote access of your local computer?
itadmin	I was asked to handle this, but now I am told she is working. so we have to wait. Once she is printing checks again I can c
Sanyam Madan	yes , we can do that
	Is there anything else I may help you with ?
itadmin	Sorry about that, I will get back as soon as she allows us to investigate further.
Sanyam Madan	yes , sure

	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
itadmin	thats fine
Sanyam Madan	<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 response.</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>
	<i>Sanyam Madan has ended this chat session</i>

Ch

Hell

Visitor Details

#77766 VISHNU IVARAJ

Email: vivaraj@accountingresourcesinc.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: MUDRADI

State: Karnataka

Country: INDIA

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
VISHNU IVARAJ	I'd like to report an Issue
Acebuddy	Please select an option!
VISHNU IVARAJ	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
VISHNU IVARAJ	In ACE Server I can't able to access the client folder
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
VISHNU IVARAJ	ACE SERVER - vishnu.i@myrealddata.net
Ashutosh Mishra	The business name is VELAN INFO SERVICES?
VISHNU IVARAJ	Accounting Resources Inc
	Hi Ashutosh, Are you there
Ashutosh Mishra	Yes
	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
VISHNU IVARAJ	Sure
Ashutosh Mishra	Is this the first time you are facing this issue?
VISHNU IVARAJ	I got the Credential yesterday & I'm using this first time
Ashutosh Mishra	I see, please sign off once and sign in again.
VISHNU IVARAJ	I tried this already
	<i>3:08:01 PMVISHNU IVARAJ is sharing a file with you</i> <i>image.png - (Size:6.0 KB)</i>
Ashutosh Mishra	Ok, i understand you are a new user for this server. In this case we would require authorization from the registered contac
VISHNU IVARAJ	Kindly do the needful ASAP
Ashutosh Mishra	Sure, I would send mail to the authorized contact and once the approval is received, we will proceed at the earliest.
VISHNU IVARAJ	Thank You Ashutosh!
Ashutosh Mishra	Is there anything else I may help you with ?
VISHNU IVARAJ	No

Ashutosh Mishra	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 feedback on your experience.
	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.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Ashutosh Mishra has ended this chat session</i>

Ch

Hell

Visitor Details

#77788 Christine Moss

Email: mossaccounting@rocketmail.com 📞 15096850299

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: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

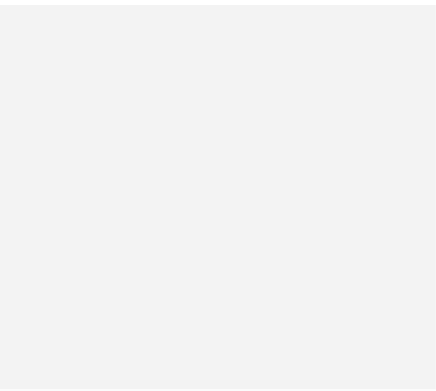
Visitor Details

#78459 ERICAJOHNS
Email: ericajohns@southernwoodframing.com 📞 3017512317
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 28 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

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

ERICAJOHNS	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>Ashutosh Mishra accepted the chat transfer request.</i>
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
ERICAJOHNS	Unable to log into QB, yet again!
	it says "Hold tight, We're updating your Quickbooks. This could take a few minutes."
Shivam Singh	I will be surely assisting you with this.
	Allow me 5 minutes to look into the server.
ERICAJOHNS	okay.. this is happening frustratingly often.
Shivam Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
ERICAJOHNS	All users on server
Shivam Singh	Allow me to fix it.
ERICAJOHNS	please.
Shivam Singh	I will be back with you shortly with an update.
ERICAJOHNS	thank you.
Shivam Singh	Thank you for your patience
ERICAJOHNS	yep
Shivam Singh	Erica, thanks for your patience, changes have been applied. (Edited)
	Please try now and let me know if you still face the issue.
	Are we still connected here?
	Are we still connected here?
ERICAJOHNS	yes
	It is letting me in, now. Thank you.
Shivam Singh	Great
	Erica, Is there anything else I may help you with?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	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

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

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

Shivam Singh has ended this chat session

Ch

PLEA

Visitor Details

#77876 **nguyen**
Email: chinh_cn@yahoo.com 📞 4082096515
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: <https://www.acecloudhosting.com/ace-support/>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: THON VINH CHAU
State: Khanh Hoa
Country: VIET NAM

Chat Transcript

nguyen	PLEASE UPDATE QUICKBOOK
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.
nguyen	THX
<i>Mohit is transferring the chat to Support(QB & App Hosting).</i>	
<i>Yash Ahi accepted the chat transfer request.</i>	
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Chinh. How are you doing today?

nguyen	I AM FINE
	HOW ABOUT Y
Yash Ahi	I am also doing good. Thank you for asking.
	Could you please help me with your server name or business name?
	Are we still connected here?
nguyen	YES
	SAIGON SERVICES
	THAT BUSINESS NAME
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.
nguyen	SAIGONSERVICES@MYREALDATA
Yash Ahi	So, you want to update Quickbooks on the server, correct?
nguyen	YES, CORRECT
Yash Ahi	Alright, I am updating the same.
	Kindly allow me 2 minutes.
nguyen	THX
Yash Ahi	No problem.
	Thank you for your patience Chinh.
	We would like to inform you that we have updated the QB application on the server.
	Is there anything else I may help you with ?
nguyen	CAN YOU GIVE FEW SECOND TO DOUBLE CHECK
Yash Ahi	Sure.
nguyen	work great
	thank you
Yash Ahi	My pleasure.
	I would greatly appreciate if you could share the feedback after this chat.
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
nguyen	yes, will do
Yash Ahi	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.
	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 Ahi has ended this chat session

Ch
Hell

Visitor Details

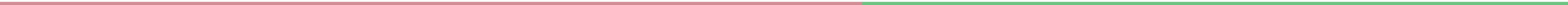
#77747 Arron Forbes
Email: irzad.zamcorp@gmail.com ☎ 15926741503
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 41 Secs
City: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript

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

Arron Forbes	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Arron Forbes	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>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Irzad. How are you doing today?
Arron Forbes	Hello kindly assist with ticket id 703185
Yash Ahi	I will surely help you with this.
	Kindly allow me two minutes to check the same.
Arron Forbes	User is unable to export reports to excel from QB.
Yash Ahi	Let me check, please allow me two minutes,
	Thank you for your patience Irzad.
	Could you please confirm the username, who do not have access to excel? (Edited)
Arron Forbes	They have access to excel
	It's just when they export reports from QB it freezes
	Users are Farhat and Daniela
Yash Ahi	Alright, so that needs to be checked over the remote session. Could you please ask them to login to the server?
Arron Forbes	One sec I believe they left the office already
Yash Ahi	Alright, I have also made a small change at my end. But I still need to check, if they are able to export from QB or not.
Arron Forbes	Ok the user is available
Yash Ahi	Alright, I can see that the user is logged in to the server.
	May I take the remote access of his server?
Arron Forbes	Sure
Yash Ahi	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
Arron Forbes	Ok
Yash Ahi	Hi Irzad
	It seems to be working now.
	Is there anything else I may help you with ?

Arron Forbes	No that's it thanks
Yash Ahi	I am happy, I was able to fix your issue. (Edited)
	After this chat you will get the reference ticket ID.
Arron Forbes	Thanks
Yash Ahi	You're welcome.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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.
	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 Ahi has ended this chat session</i>



Ch

Good day, may I have

Visitor Details

#78537 team

Email: team@infiniteaccountants.com ☎ 2125440001

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: ZAPOTE

State: Laguna

Country: PHILIPPINES

Chat Transcript

team	Good day, may I have an assistance for Quickbooks Desktop?
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
	Hello Team
	Please let me know how may I assist you today
team	Hello Rahul. Actually we are encountering a problem regarding Quickbooks. Our boss, Mr Allen can't login to his QB Desktop
Rahul	Could you please help me with your CID number
	or your business name
team	Sorry may you wait for a moment, I will ask our boss regarding to this.
	Its Infinite Accounting Services
Rahul	Perfect
	your CID number is: CID61322
	I am transferring your Chat to our Support team, they will be helping you for the same.
	Have a great day
	<i>Rahul is transferring the chat to Support(QB & App Hosting).</i>
team	Than you Rahul.
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
	Could you please confirm your username?
team	this was the username provided after the update of the subscription myrealdata\AllenC.NPRE
Anjainay Singh	Could you please confirm whether user Allen is able to login into server?
team	Actually Mr Allen was the one asking for the logins since he can't use the logins provided and it seems like it doesn't work
	<i>2:31:16 AMteam is sharing a file with you</i> <i>1_image.png - (Size:11.29 KB)</i>
Anjainay Singh	Please allow me two minutes so that I can assist you accordingly.
team	Sure.
Anjainay Singh	Could you please send us the new authorization email from allen@infiniteaccountants.com
team	Copy on this. I will inform Mr. Allen
Anjainay Singh	I can reset it for you now so that Allen can login into server or alternatively when this chat gets end I will request an autho
	Will it work for you?
team	I already ask for Mr Allen and Im still waiting for his response
Anjainay Singh	Sure.

team	but I already sent him the link of the acesupport
Anjainay Singh	If he is facing issue in accessing the server , I can resolve it by resetting the password and send him the URL directly to hi
team	Sorry may I ask how he can directly ask or send you the authorization?
	he said sure
	<i>2:41:59 AMteam is sharing a file with you</i> <i>image.png</i> - (<i>Size:10.65 KB</i>)
Anjainay Singh	He need to send an approval to support@acecloudhosting.com from allen@infiniteaccountants.com
	Please let me know when he has send the email.
team	I will. Please wait and bear us a moment Thank you!
Anjainay Singh	Sure.
	Could you please provide any update?
team	Sorry my boss still not responding yet and I'm trying to reach out
Anjainay Singh	Okay no worries , we will communicate him directly over an email and will help him to reset the password.
	It will save your business hours so that you may focus on your work, we will take care of it.
team	Sure. Thank you. I will also notify him. Than you very much for the assistance. Have a great day!
Anjainay Singh	Is there anything else I may help you with ?
team	Nothing more. Thank you very much!
Anjainay Singh	No worries dear, I will take care of it so that you can focus on your work.
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
team	Thank you very much. Much appreciaterd!
Anjainay Singh	You may disconnect this chat, Thankyou.
	<i>Anjainay Singh has ended this chat session</i>

Visitor Details

#78708 bramaglia
Email: bramaglia@willscpas.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: SCOTTSDALE
State: Arizona
Country: UNITED STATES

Chat Transcript

bramaglia	Hello, I am your Acebuddy
Acebuddy	Hello Brock Ramaglia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bramaglia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bramaglia	I'd like to raise a Request
Acebuddy	Please select your request type.
bramaglia	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re
	Do you need any further assistance on the topic?
bramaglia	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session



Visitor Details

#77816 Giancarlo Esquilin

Email: esquilin@thrivcpa.com ☎ 17874149600

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: CABO ROJO

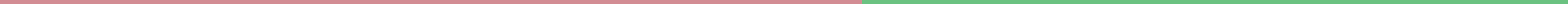
State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Giancarlo Esquilin	Hello, I am your Acebuddy
Acebuddy	Hello Esquilin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Giancarlo Esquilin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Giancarlo Esquilin	I'd like to raise a Request
Acebuddy	Please select your request type.
Giancarlo Esquilin	Change in Users
Acebuddy	Please select your desired option!
Giancarlo Esquilin	User Replacement
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existi
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer t
	Do you need any further assistance on the topic?
Giancarlo Esquilin	Yes

Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Esquilin. How are you doing today?
Giancarlo Esquilin	Hello. I would like to be able to change the user's name on the account for the desktop access I have.
Yash Ahi	Well Esquilin. We do not recommend modifying an existing user due to technical challenges. Hence we request you to dis
	You won't be able to change the users name.
Giancarlo Esquilin	Ok thank you
	I will work on that later tomorrow. Thank you
Yash Ahi	Alright.
	Is there anything else I may help you with ?
Giancarlo Esquilin	no, thanks
Yash Ahi	After this chat you will get the reference ticket ID
	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
	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 Ahi has ended this chat session</i>



Ch
Hell

Visitor Details

#78696 LEO HSU

Email: leohsu@southeastworldwide.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: CERRITOS
State: California
Country: UNITED STATES

Chat Transcript

LEO HSU	Hello, I am your Acebuddy
Acebuddy	Hello Leo Hsu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
LEO HSU	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
LEO HSU	I'd like to raise a Request
Acebuddy	Please select your request type.
LEO HSU	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 :
LEO HSU	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session



Visitor Details

Ch

need to c

#78071 Candy Sakarapanee
Email: csakarapanee@tnwf.org 📞 6154568021
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/hosting/ultratax-software/?utm_source=google&utm_medium=cpc&utm_campaign=Pmax_UltraTax&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=225965351
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: NASHVILLE
State: Tennessee
Country: UNITED STATES

Chat Transcript -----

Candy Sakarapanee	need to clear space in the disk drive
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
	<i>Amit is transferring the chat to Support(QB & App Hosting).</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.
Candy Sakarapanee	Thank you
Shubham Kataria	Hello Sakarapanee
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Candy Sakarapanee	myrealdata\JanetHe
Shubham Kataria	Kindly confirm your business name as well
Candy Sakarapanee	TN Wildlife Federation
Shubham Kataria	Thank you for the information. Please allow me a minute to check the Diskspace on your server.
Candy Sakarapanee	Thank you. I believe the 2022 version of Quickbooks needs to be uninstalled and temporary files deleted.
Shubham Kataria	Yes, I'm checking the same.
	Please stay connected, I'm trying to clean up the C drive.
Candy Sakarapanee	Thank you
Shubham Kataria	You're welcome
	Thank you for your patience.
	I've deleted the temp files from the server and now you have 16 % of free space.
Candy Sakarapanee	Thank you. Has 2022 Quickbooks been uninstalled as well?

Shubham Kataria	Earlier it was 11 %
	No it is still installed on the server.
Candy Sakarapanee	Please leave the 2024 version intact but uninstall 2022
Shubham Kataria	But if you would like us to remove it. Please email us with the registered email address.
Candy Sakarapanee	Will do, thank you. Before this chat, I was unable to sign into QB for space issues. Please hold and allow me a moment to
Shubham Kataria	I apologize, I have checked the server and Only QB 2024 is there.
	No problem. You may check
Candy Sakarapanee	*I am no longer receiving the error message, thank you
Shubham Kataria	You're welcome.
	Is there anything else I may help you with ?
Candy Sakarapanee	That is all, thank you
Shubham Kataria	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 appi
	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

Ch

Hell

Visitor Details

#78066 lorena seppanen

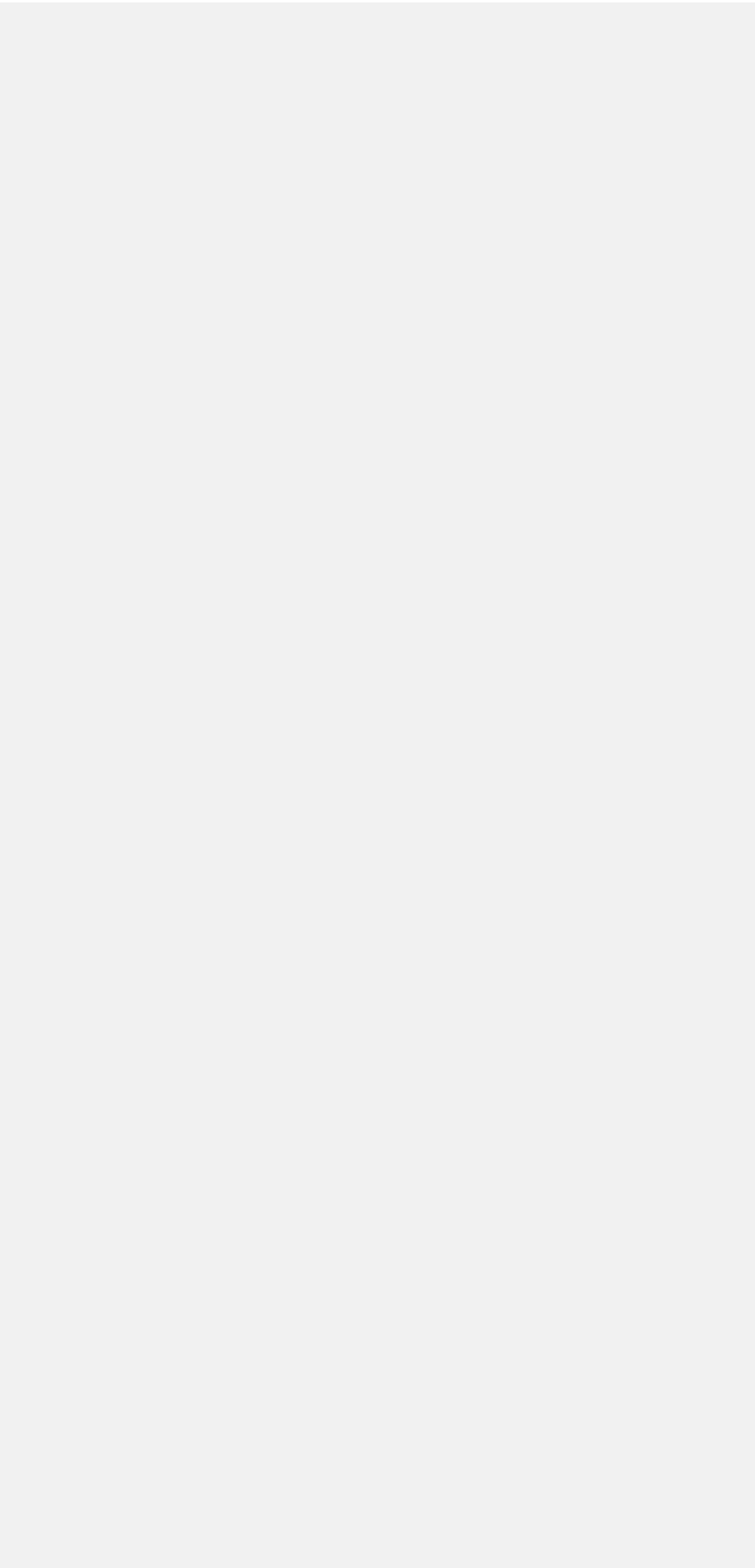
Email: lorenas@sentryusa.com ☎ 6058801246

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: WATERTOWN
State: South Dakota
Country: UNITED STATES

Chat Transcript -----

lorena seppanen	Hello, I am your Acebuddy
Acebuddy	Hello Lorena Seppanen, I'm you
	Whom Would You Like to Conne
	As we haven't got any response Kindly re-initiate the chat.

Ended due to chat idle timeout

Ch
Hell

Visitor Details -----

#77928 betzaida.montero
Email: betzaida.montero@deliverydynamics.com ☎ 85074
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: AMELIA DE ICAZA
State: Panama
Country: PANAMA

Chat Transcript -----

betzaida.montero	Hello, I am your Acebuddy
------------------	---------------------------

	Acebuddy	Hello Betzaida Montero, I'm you
		Whom Would You Like to Conner
	betzaida.montero	Technical Support (QB & App Ho
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	betzaida.montero	I'd like to raise a Request
	Acebuddy	Please select your request type.
	betzaida.montero	Other Request
	Acebuddy	Please drop an email to support technicians will connect with yo
		If you are facing any issue/probl
		As we haven't got any response Kindly re-initiate the chat.
		<i>Ended due to chat idle timeout</i>

Ch
Hell

Visitor Details -----

#78620 davidDavid kirchenbaum
Email: david@robkellermd.com 📞 9548503656
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 9 Secs
City: FT LAUDERDALE
State: Florida
Country: UNITED STATES

	Chat Transcript	
	davidDavid kirchenbaum	Hello, I am your Acebuddy
	Acebuddy	Hello Daviddavid Kirchenbaum,
		Whom Would You Like to Conne
	davidDavid kirchenbaum	Technical Support (QB & App Ho
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	davidDavid kirchenbaum	I'd like to report an Issue
	Acebuddy	Please select an option!
	davidDavid kirchenbaum	Other Issue
	Acebuddy	Please specify the issue you are
	davidDavid kirchenbaum	getting a message that my c dri
	Acebuddy	Please wait while we connect yc
		<i>Acebuddy (bot) forwarded the c</i>
		<i>Yash Ahi accepted the chat tran:</i>
	Yash Ahi	Thank you for contacting Ace Cl
		Hi David. How are you doing toc
	davidDavid kirchenbaum	great thanks for asking and you
	Yash Ahi	I am also doing good David. Tha
		I will surely help you with this is:
		Could you please help me with y
	davidDavid kirchenbaum	Vitimmune.myrealdata.net
		DavidKirchenbaum@myrealdata
	Yash Ahi	Thankyou for the information.
		Kindly allow me two minutes to
		Thank you for your patience Da
		I have cleared around 10 GB spa
		Is there anything else I may help
	davidDavid kirchenbaum	no thanks for your help

	Yash Ahi	My pleasure.
		I would greatly appreciate if you
		After this chat you will get the re
		Thank you for choosing ACE clou
		You may end this chat now. Onc conversation, along with a ticke
		I request you to kindly spare a n working. I will appreciate that. o Thanks!
		Note: You may change/reset you (https://selfcare.acecloudhosting
		For self-help, check out our Kno

Yash Ahi has ended this chat ses

Ch
Hell

Visitor Details -----

#78657 Danilo
Email: danilo@nodactechnology.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 18 Secs
City: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript -----

	Danilo	Hello, I am your Acebuddy
	Acebuddy	Hello Danilo, I'm your Ace Buddy
		Whom Would You Like to Connect
	Danilo	Technical Support (QB & App Ho
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Danilo	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Danilo	Other Request
	Acebuddy	Please drop an email to support technicians will connect with yo
		If you are facing any issue/probl
	Danilo	Setback
	Acebuddy	Please select your request type.
	Danilo	Setback
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Danilo	I'd like to report an Issue
	Acebuddy	Please select an option!
	Danilo	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue :
	Danilo	Other QB related issue
	Acebuddy	Please specify the issue you are
	Danilo	I already have a ticket # 718456
	Acebuddy	Please wait while we connect yo
		<i>Acebuddy (bot) forwarded the c</i>
		<i>Shubham Kataria accepted the c</i>
	Shubham Kataria	Thank you for contacting Ace Cl today.
		Hello Danilo
		Kindly allow me two minutes to
		Thank you for waiting.

		Kindly confirm the server login u
	Danilo	mailto:john.m1@myrealdata.net
		john.m1@myrealdata.net
	Shubham Kataria	Thank you for the information.
		May I take the remote access of
	Danilo	Yes
	Shubham Kataria	Prior providing the access, I wou
	Danilo	Ok perfect
	Shubham Kataria	I've sent the remote request on
	Danilo	Go ahead
		I already accepted it
	Shubham Kataria	We are connected on the remot the time, I am putting the chat c give your confirmation on this cl
		Thank you for your patience.
		As per the remote session we fo scheduling the updates for nigh
		Is there anything else I may help
		Are we still connected here?
	Danilo	Yes
		Perfect
		No that's it, thank you so much
	Shubham Kataria	You're welcome. We will proactiv
		Thank you for choosing ACE clou
		You may end this chat now. Onc conversation, along with a ticke
		I request you to kindly spare a n working. I will appreciate that. o Thanks!
		Note: You may change/reset you (https://selfcare.acecloudhosting
		For self-help, check out our Know
		<i>Shubham Kataria has ended this</i>

Ch

Hell

Visitor Details

#77920 Bri Smith, CPA
Email: bri@bdsmithfinancial.com 📞 117578286158
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: VIRGINIA BEACH
State: Virginia
Country: UNITED STATES

Chat Transcript

Bri Smith, CPA	Hello, I am your Acebuddy
Acebuddy	Hello Bri Smith, Cpa, I'm your Ac
	Whom Would You Like to Connec
Bri Smith, CPA	Technical Support (QB & App Ho
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bri Smith, CPA	I'd like to raise a Request
Acebuddy	Please select your request type.
Bri Smith, CPA	Server Resource Addition
Acebuddy	Please select the resource type
	As we haven't got any response Kindly re-initiate the chat.

Ended due to chat idle timeout

Ch

Hell

Visitor Details -----

#78043 shari
Email: shari@jkservicesinc.com 📞 18054079440
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 1 Min 25 Secs
City: BOISE
State: Idaho
Country: UNITED STATES

Chat Transcript -----

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy.
	Whom Would You Like to Connect
shari	Technical Support (QB & App Ho
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are
shari	Need status of new server
Acebuddy	Please wait while we connect yc
	<i>Acebuddy (bot) forwarded the c.</i>

	shari	Got disconnected and no superv
		<i>Deepak Taneja declined the trar</i>
		<i>Manish Singh accepted the chat</i>
	Manish Singh	Thank you for contacting Ace Cl
		Hii Shari
		I have talked with the Engineer over this chat to the Escalation
	shari	Ok
	Manish Singh	He is going to callback now, Sha
		Are you on call with Sumeet?
		Are we still connected here?
		As you are on call with Sumeet c

Manish Singh has ended this ch

Ch

Hell

Visitor Details -----

#78146 Scott Hill
Email: hill.scott1963@gmail.com
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: LONGVIEW
State: Texas
Country: UNITED STATES

Chat Transcript -----

	Scott Hill	Hello, I am your Acebuddy
	Acebuddy	Hello Scott Hill, I'm your Ace Buddy
		Whom Would You Like to Connect With?
	Scott Hill	Technical Support (QB & App Hosted)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Scott Hill	I'd like to report an Issue
	Acebuddy	Please select an option!
	Scott Hill	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue is it?
	Scott Hill	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to QuickBooks. I will help you with resolving the issue.
		Was that helpful?
	Scott Hill	No
	Acebuddy	No issues, please wait while I connect you to a support agent.
		<i>Acebuddy (bot) forwarded the chat to Shivam Singh</i>
		<i>Shivam Singh accepted the chat</i>
	Shivam Singh	Thank you for contacting Ace Cloud Hosting. We will be happy to help you.
		We were connected a while ago, but you were disconnected. How can I help you?
	Scott Hill	I'm getting an error trying to open my QuickBooks company file.
	Shivam Singh	Scott, I will surely help you with this. Please share the error message with me.
		Could you please share a screenshot of the error message?
	Scott Hill	Want to start a sharing session?
		I've gotten two different error messages.
	Shivam Singh	Sure
		Prior providing the access, I would like to know the error message.
	Scott Hill	Done
	Shivam Singh	https://assist.acecloudhosting.com
		Kindly paste this link in the browser and press enter.
	Scott Hill	Did it work? it asked me to download something.
	Shivam Singh	

		yes, please do so.
	Scott Hill	Done
	Shivam Singh	Thanks for the confirmation We are connected on the remote the time, I am putting the chat c give your confirmation on this cl
		As the issue got resolved, and n
		Is there anything else I may help
	Scott Hill	Thank you again.
		I'm good for now.
	Shivam Singh	Much Appreciated.
		Thank you for choosing ACE clou
		I would greatly appreciate if you smileys at the end of this chat.
		You may end this chat now. Onc conversation, along with a ticke
		I request you to kindly spare a n working. I will appreciate that. o Thanks!
		Note: You may change/reset you (https://selfcare.acecloudhosting
		For self-help, check out our Kno

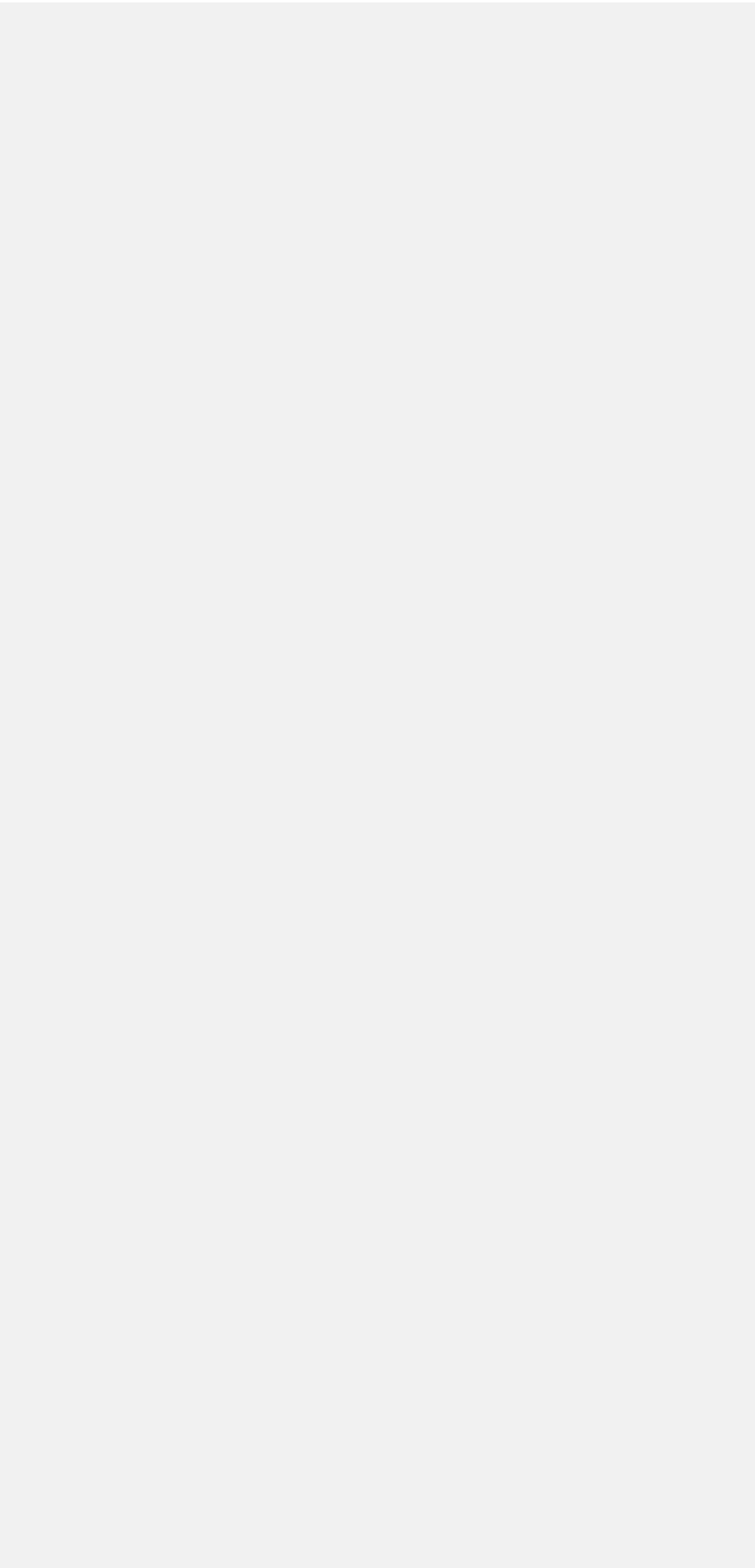
Shivam Singh has ended this ch

Ch

Hell

Visitor Details -----

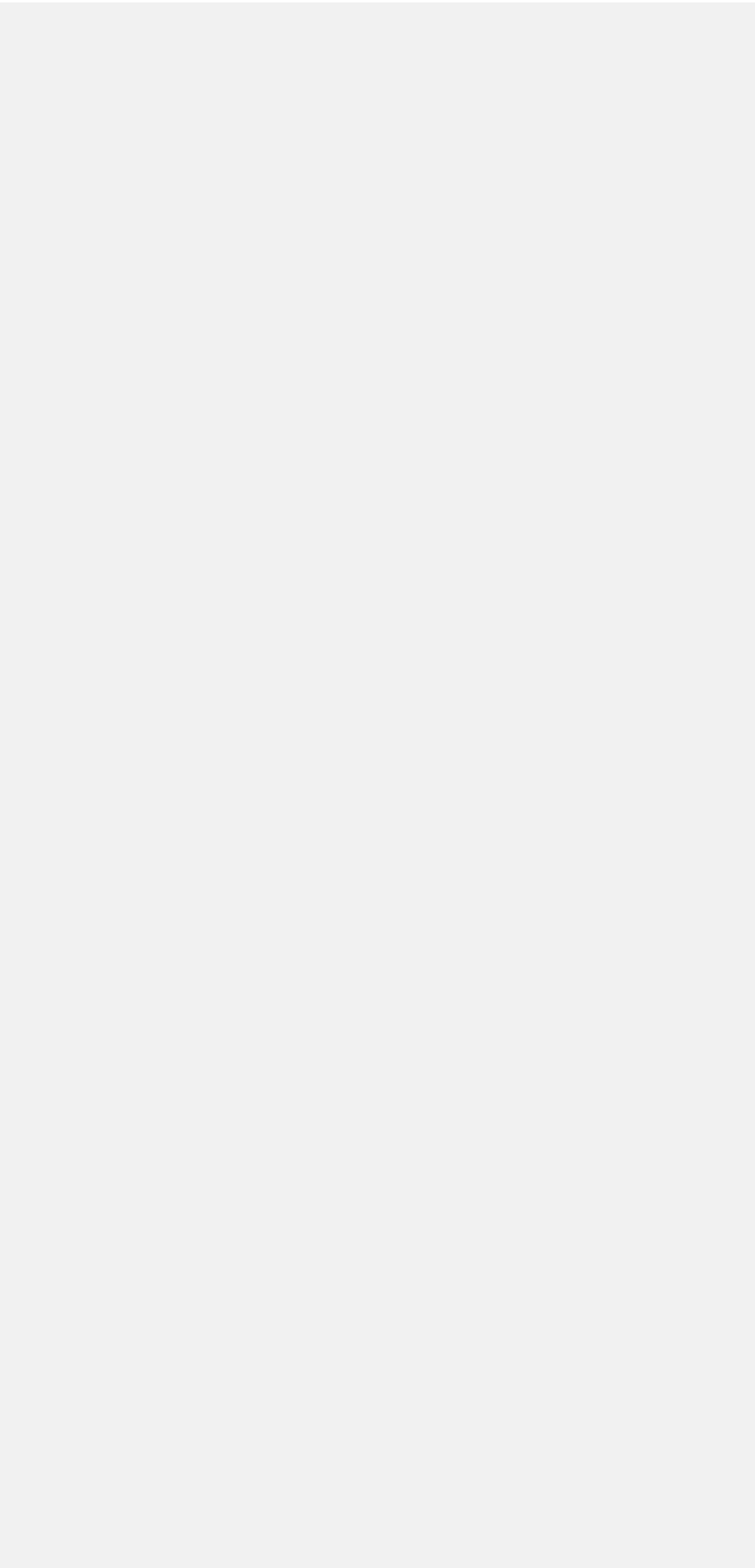
#78327 yaz
Email: yaz@imperialpainting.com ☎ 17816985894
Department: Support(QB & App Hosting)



Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: WEST ORANGE
State: New Jersey
Country: UNITED STATES

Chat Transcript -----

yaz	Hello, I am your Acebuddy
Acebuddy	Hello Nicholas, I'm your Ace Buc
	Whom Would You Like to Conne
yaz	Technical Support (QB & App Ho
Acebuddy	Welcome to Ace Support.
	Please chose an option :
yaz	I'd like to report an Issue
Acebuddy	Please select an option!
yaz	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue i
yaz	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good.
	Was that helpful?
	<i>The visitor's name, email addres</i>
	As we haven't got any response Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>



Visitor Details -----

#78087 hanumeshqb
Email: hanumeshqb@gmail.com 📞 8142143613
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: ANANTAPUR
State: Andhra Pradesh
Country: INDIA

Chat Transcript -----

hanumeshqb	Hello, I am your Acebuddy
Acebuddy	Hello Hanumeshqb, I'm your Ace
	Whom Would You Like to Conne
hanumeshqb	Technical Support (QB & App Ho
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hanumeshqb	I'd like to report an Issue
Acebuddy	Please select an option!
hanumeshqb	Other Issue
Acebuddy	Please specify the issue you are
hanumeshqb	My RDP is Showing Unlock the p
Acebuddy	Please wait while we connect yc
	<i>Acebuddy (bot) forwarded the c</i>
	<i>Tushar accepted the chat transfi</i>
Tushar	Thank you for contacting Ace Cl
	I will be surely assisting you witi
	<i>9:50:56 AMhanumeshqb is shar</i> <i>Screenshot 2025-06-10 095012.</i>
hanumeshqb	myrealdata/Hanu

		Accountsavvynew Server Name
	Tushar	Kindly allow me two minutes to
	hanumeshqb	ya sure
	Tushar	Are other users facing the same
	hanumeshqb	this is the first time
	Tushar	Kindly try to reconnect I have lo
	hanumeshqb	okay Sure
	Tushar	Is it working now.
	hanumeshqb	Yes
	Tushar	Is there anything else I may help
	hanumeshqb	nothing
	Tushar	Kindly share your feedback by c
		Thank you for choosing ACE clou
		You may end this chat now. Once conversation, along with a ticket

I request you to kindly spare a n working. I will appreciate that. o Thanks!

Note: You may change/reset you (https://selfcare.acecloudhosting

For self-help, check out our Know

Tushar has ended this chat sess

Ch

Hell

Visitor Details -----

#78176 pstapleton
Email: pstapleton@tippfloor.com ☎ 12019838438

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: 23 Secs

City: RIDGEFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

pstapleton	Hello, I am your Acebuddy
Acebuddy	Hello Patrick Stapleton, I'm your
	Whom Would You Like to Connect
pstapleton	Technical Support (QB & App Ho
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pstapleton	I'd like to report an Issue
Acebuddy	Please select an option!
pstapleton	Other Issue
Acebuddy	Please specify the issue you are
pstapleton	User PATTY_TFC can't login to re
Acebuddy	Please wait while we connect yc
	<i>Acebuddy (bot) forwarded the c</i>
	<i>Gaurav Kumar declined the tran</i>
	<i>Anurag Sharma accepted the ch</i>
Anurag Sharma	Thank you for contacting Ace Cl
	Hello Patrick
pstapleton	Hi, I have a conference call in 5 desktop and can't log back in
Anurag Sharma	I deeply apologize for the incon
	So can I schedule a callback for
	When you are available?
pstapleton	When she gets option to enter a

		on sent code via e-mail, a mail i
		Can you check backend and see
	Anurag Sharma	Okay
		May I take the remote access of
	pstapleton	user e-mail is pvivanco@tippfloc
		yes
		I have to run to a meeting
	Anurag Sharma	Okay
		Patrick, I understand the urgenc order to proceed with the troubl
	pstapleton	I am the user
	Anurag Sharma	If you are busy right now then, I
		Please confirm what would you l
	pstapleton	issues login
	Anurag Sharma	Okay
		May I take the remote access of
	pstapleton	yes
	Anurag Sharma	Prior providing the access, I wou
	pstapleton	the email with the code not cor
	Anurag Sharma	Okay no problem. I will figure ou
		https://assist.acecloudhosting.c
		Kindly paste this link in the brov
		We are connected on the remot the time, I am putting the chat c give your confirmation on this cl
		Since we are working on the ren with the trouble shooting in the
		Thank you for choosing ACE clou
		You may end this chat now. Onc conversation, along with a ticke
		I request you to kindly spare a n working. I will appreciate that. o Thanks!
		Note: You may change/reset you (https://selfcare.acecloudhosting

For self-help, check out our Know

Anurag Sharma has ended this c

Ch
Hell

Visitor Details

#78033 jessica.ward.cpa
Email: jessica.ward.cpa@gmail.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: LOGAN
State: Utah
Country: UNITED STATES

Chat Transcript

jessica.ward.cpa	Hello, I am your Acebuddy
Acebuddy	Hello Jessica.ward.cpa, I'm your
	Whom Would You Like to Conne
jessica.ward.cpa	Technical Support (QB & App Ho
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jessica.ward.cpa	I'd like to raise a Request
Acebuddy	Please select your request type.
jessica.ward.cpa	Other Request
Acebuddy	Please drop an email to support

	technicians will connect with yo
	If you are facing any issue/probl
jessica.ward.cpa	Setback
Acebuddy	Please select your request type.
jessica.ward.cpa	Setup Ace Server
Acebuddy	If you would like to configure the Operating System
jessica.ward.cpa	Microsoft Windows
Acebuddy	Please Click on the below link ar on your Windows PC
	Do you need any further assista
	As we haven't got any response Kindly re-initiate the chat.

Ended due to chat idle timeout

Ch

Hell

Visitor Details -----

#78581 karie
Email: karie@wigstudio1.com 📞 9517688806
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: PORTLAND
State: Oregon
Country: UNITED STATES

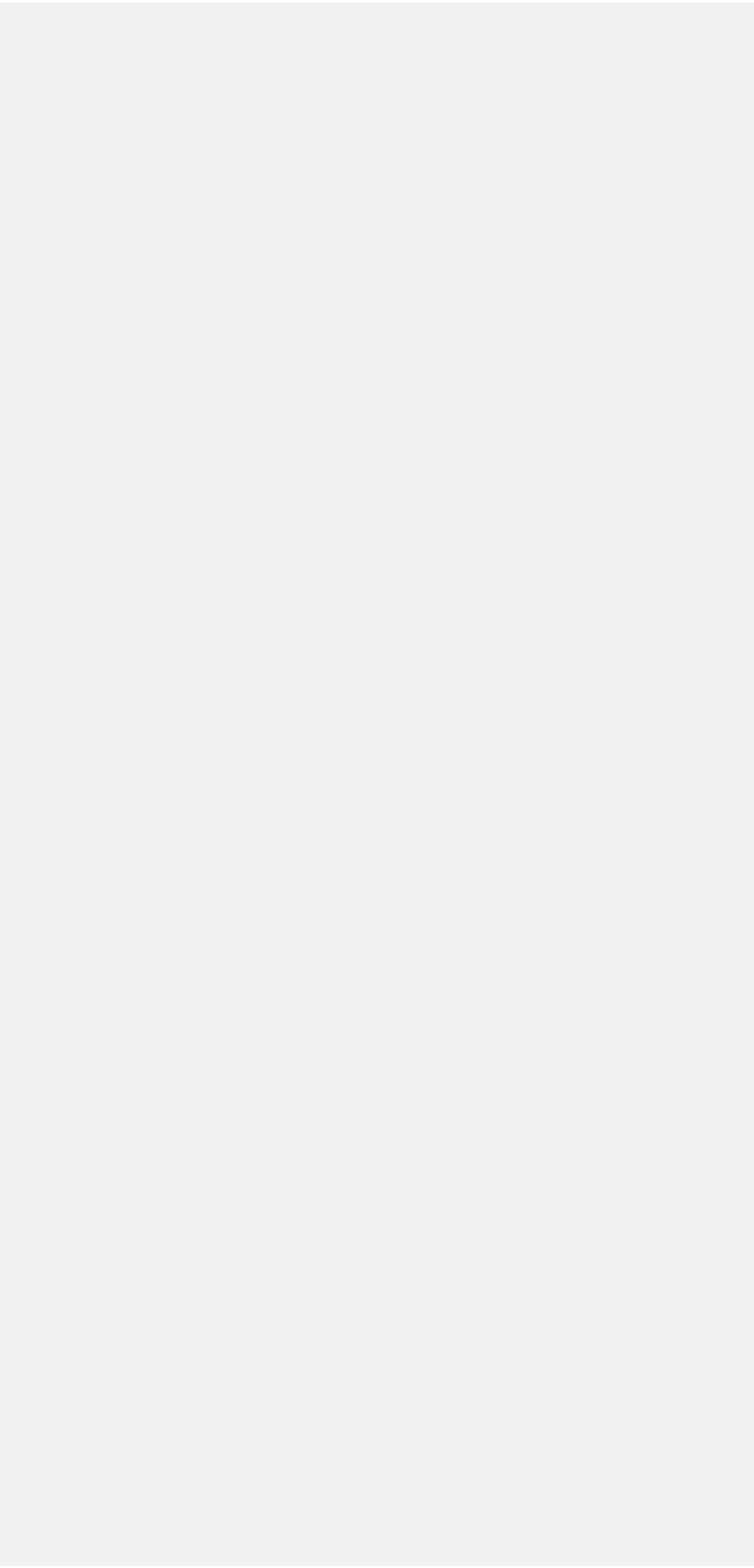
Chat Transcript -----

	karie	Hello, I am your Acebuddy
	Acebuddy	Hello Karie, I'm your Ace Buddy.
		Whom Would You Like to Connect
	karie	Technical Support (QB & App Ho
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	karie	I'd like to raise a Request
	Acebuddy	Please select your request type.
	karie	Other Request
	Acebuddy	Please drop an email to support technicians will connect with yo
		If you are facing any issue/probl
		As we haven't got any response Kindly re-initiate the chat.
		<i>Ended due to chat idle timeout</i>

Ch
Hell

Visitor Details -----

#78306 Mahendi Thobhani
Email: mthobhani@sarinenergy.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.r
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: HOUSTON
State: Texas
Country: UNITED STATES



Chat Transcript -----

Mahendi Thobhani	Hello, I am your Acebuddy
Acebuddy	Hello Mahendi Thobhani, I'm you
	Whom Would You Like to Conner
Mahendi Thobhani	Technical Support (QB & App Ho
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mahendi Thobhani	I'd like to raise a Request
Acebuddy	Please select your request type.
Mahendi Thobhani	Password Reset
Acebuddy	Please select an option below
Mahendi Thobhani	Already Enrolled to Selfcare Port
Acebuddy	Please follow the process mentio
	Do you need any further assista
Mahendi Thobhani	No
Acebuddy	Thank you for contacting Ace Su

Acebuddy has ended this chat s

Ch
Hell

Visitor Details -----

#78273 ankit
Email: ankit@hkidata.com
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Apple iPhone
Browser: Apple Safari

	Device: Mobile	
	Average Response Time: 31 Secs	
	City: ANAND	
	State: Gujarat	
	Country: INDIA	
	Chat Transcript -----	
	ankit	Hello, I am your Acebuddy
	Acebuddy	Hello Ankit, I'm your Ace Buddy.
		Whom Would You Like to Connect
	ankit	Technical Support (QB & App Ho
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	ankit	I'd like to report an Issue
	Acebuddy	Please select an option!
	ankit	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue i
	ankit	Other QB related issue
	Acebuddy	Please specify the issue you are
	ankit	Setback
	Acebuddy	What type of QuickBooks Issue i
	ankit	Other QB related issue
	Acebuddy	Please specify the issue you are
	ankit	Restart
	Acebuddy	Hello Ankit, I'm your Ace Buddy.
		Whom Would You Like to Connect
	ankit	Technical Support (QB & App Ho
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	ankit	I'd like to report an Issue
	Acebuddy	Please select an option!
	ankit	Other Issue
	Acebuddy	

		Please specify the issue you are
	ankit	Hi
	Acebuddy	Please wait while we connect yc
		<i>Acebuddy (bot) forwarded the c</i>
		<i>Shivam Singh accepted the chat</i>
	Shivam Singh	Thank you for contacting Ace Cl
	ankit	Hi QB going to be freeze
		may be we left chat
	Shivam Singh	Yes, you became unresponsive
	ankit	frozen of QB happenes 2/3 time
	Shivam Singh	Could you please tell me the use
	ankit	All are logoff now
		all having slowness n freezing is
	Shivam Singh	AS you are logged in, could you
		I will surely help you with this is:
	ankit	I m not working
		Can i logoff?
	Shivam Singh	I deeply apologize for the inconven
	ankit	logged off
	Shivam Singh	Please initiate the chat or give u
	ankit	Now facing by all
		so get connected to u
		and all logged off
		please do needful
	Shivam Singh	I will surely help you with this is:
		Can we reboot the server.
	ankit	Ok
		do it if u think to so
		just start work properly
	Shivam Singh	Surely please stay connected, I
	ankit	Okk
	Shivam Singh	Please ask everyone to login aft

	ankit	Ok
	Shivam Singh	Thanks for your patience.
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we al (1-888-415-5240) if any further
		You may end this chat now. Onc conversation, along with a ticke
		I request you to kindly spare a n working. I will appreciate that. o Thanks!
		Note: You may change/reset you (https://selfcare.acecloudhosting
		For self-help, check out our Kno
		<i>Shivam Singh has ended this ch</i>

Ch
Hell

Visitor Details -----

#78702 Lindsey Vela
Email: admin@beaconmarineelectronics.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 43 Secs
City: OXNARD
State: California

	Country: UNITED STATES	
	Chat Transcript -----	
	Lindsey Vela	Hello, I am your Acebuddy
	Acebuddy	Hello Randi, I'm your Ace Buddy
		Whom Would You Like to Connect
	Lindsey Vela	Technical Support (QB & App Ho
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Lindsey Vela	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Lindsey Vela	Other Request
	Acebuddy	Please drop an email to support technicians will connect with you
		If you are facing any issue/probl
	Lindsey Vela	Yes, I'm facing issues with my se
	Acebuddy	Please select an option!
	Lindsey Vela	Other Issue
	Acebuddy	Please specify the issue you are
	Lindsey Vela	Need to confirm the QB credit ca
	Acebuddy	Please wait while we connect yo
		<i>Acebuddy (bot) forwarded the c</i>
		<i>Manish Singh accepted the chat</i>
	Manish Singh	Thank you for contacting Ace Cl
		Hii Randi
	Lindsey Vela	Good morning, Manish
	Manish Singh	May I know what issue you are f
	Lindsey Vela	I apologize, it is working
		I misunderstood my directions.
		I'll click back if I face issues
	Manish Singh	Sure, we will be happy to assist
		Is there anything else I may help

Are we still connected here?

As there was no response, we are disconnecting you. Please call us at (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session.

Chat Session Summary

Chatted with

Hell

Visitor Details

#78649 RaeAnn L'Esperance

Email: rlesperance@kbscpa.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: ST ALBANS

State: Vermont

Country: UNITED STATES

Chat Transcript

RaeAnn L'Esperance	Hello, I am your Acebuddy
Acebuddy	Hello Raeann L'esperance, I'm your Acebuddy
	Whom Would You Like to Connect with?
RaeAnn L'Esperance	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
RaeAnn L'Esperance	I'd like to raise a Request
Acebuddy	Please select your request type.

	RaeAnn L'Esperance	Password Reset
	Acebuddy	Please select an option below
	RaeAnn L'Esperance	Not Enrolled to Selfcare Portal
	Acebuddy	Please drop an email on support password needs to be reset and
		Do you need any further assista
	RaeAnn L'Esperance	Yes
	Acebuddy	Please wait while we connect yc
		<i>Acebuddy (bot) forwarded the c</i>
		<i>Anjainay Singh accepted the ch</i>
	Anjainay Singh	Thank you for contacting Ace Cl
		Could you please confirm your a
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we al (1-888-415-5240) if any further
		<i>Anjainay Singh has ended this c</i>

Ch
Hell

Visitor Details -----

#78271 team
Email: team@infiniteaccountants.com ☎ 2125440001
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop

		Average Response Time: 59 Secs
		City: POBLACION
		State: Laguna
		Country: PHILIPPINES
		Chat Transcript -----
	team	Hello, I am your Acebuddy
	Acebuddy	Hello Allen, I'm your Ace Buddy.
		Whom Would You Like to Connect
	team	Technical Support (QB & App Ho
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	team	I'd like to report an Issue
	Acebuddy	Please select an option!
	team	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue i
	team	Other QB related issue
	Acebuddy	Please specify the issue you are
	team	Hello , help me on quickbooks d
	Acebuddy	Please wait while we connect yo
		<i>Acebuddy (bot) forwarded the c</i>
		<i>Tushar accepted the chat transfi</i>
	Tushar	Thank you for contacting Ace Cl
		I will be surely assisting you witi
	team	infinite Accounting
	Tushar	Thank you for the details.
		May I take the remote access of
	team	Infinite Accounting Services Inc
		okay
	Tushar	Prior providing the access, I wou
		This message has been deleted
	team	okay

	Tushar	As I checked your subscription it is
	team	Yes
		Is it okay now ?
		May I logging In ?
	Tushar	You can work normally for three
		but the license will expire after 30 days
		We offer QuickBooks 2024 enterprise
	team	When I open it , it say renew subscription
		Please help
	Tushar	I will be emailing you all the options you can choose to simply proceed with the renewal
		For now, you can just close the pop up
		Is there anything else I may help you with?
		Are we still connected here?
		Are we still connected here?
	team	none so far thanks
	Tushar	Thank you for choosing ACE cloud hosting

You may end this chat now. Once you end this conversation, along with a ticket, you will receive an email from us with the details of the ticket.

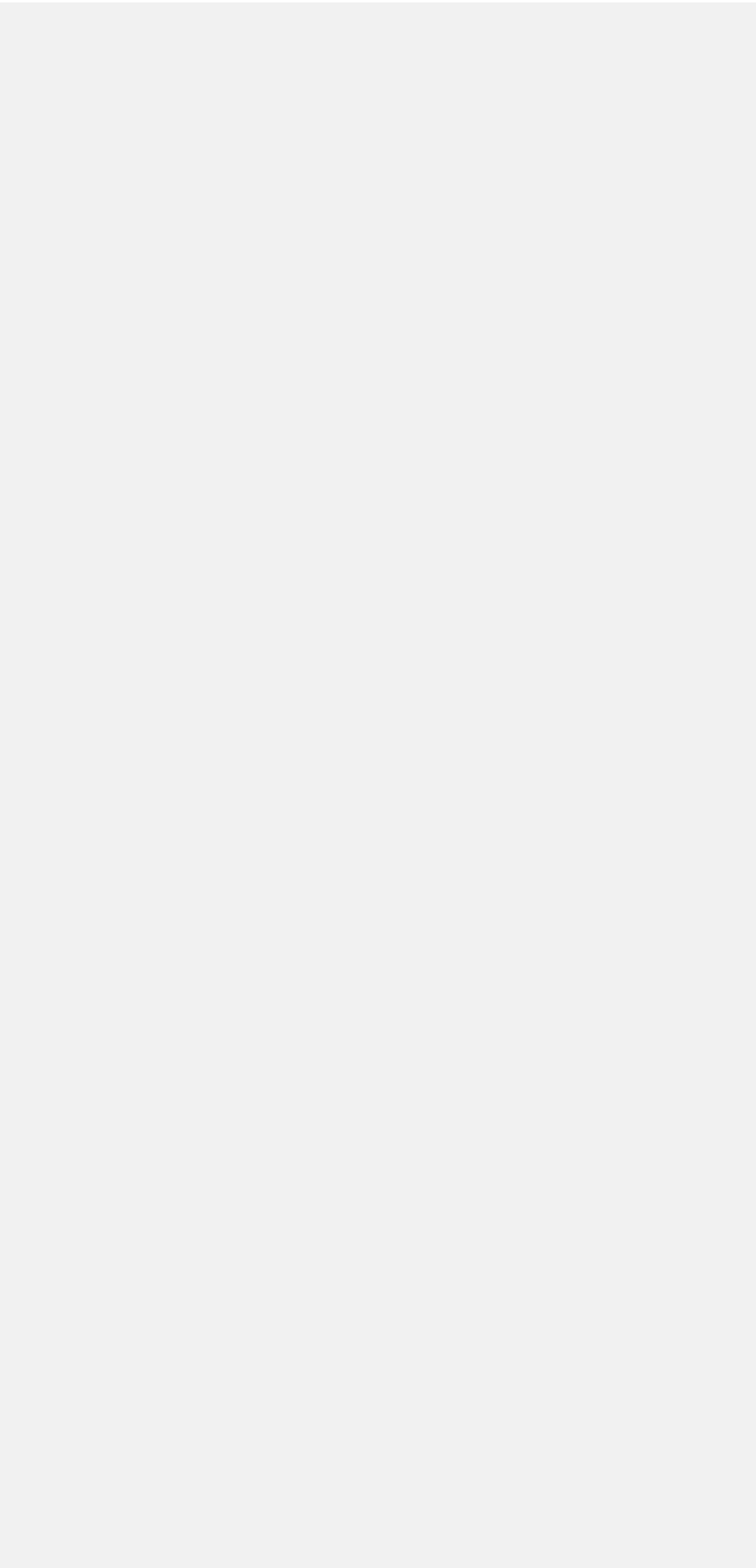
I request you to kindly spare a moment to rate your experience with us. Your feedback is very important to us. We will appreciate that. o

Thanks!

Note: You may change/reset your password from your account page. <https://selfcare.acecloudhosting.com>

For self-help, check out our Knowledge Base

Tushar has ended this chat session

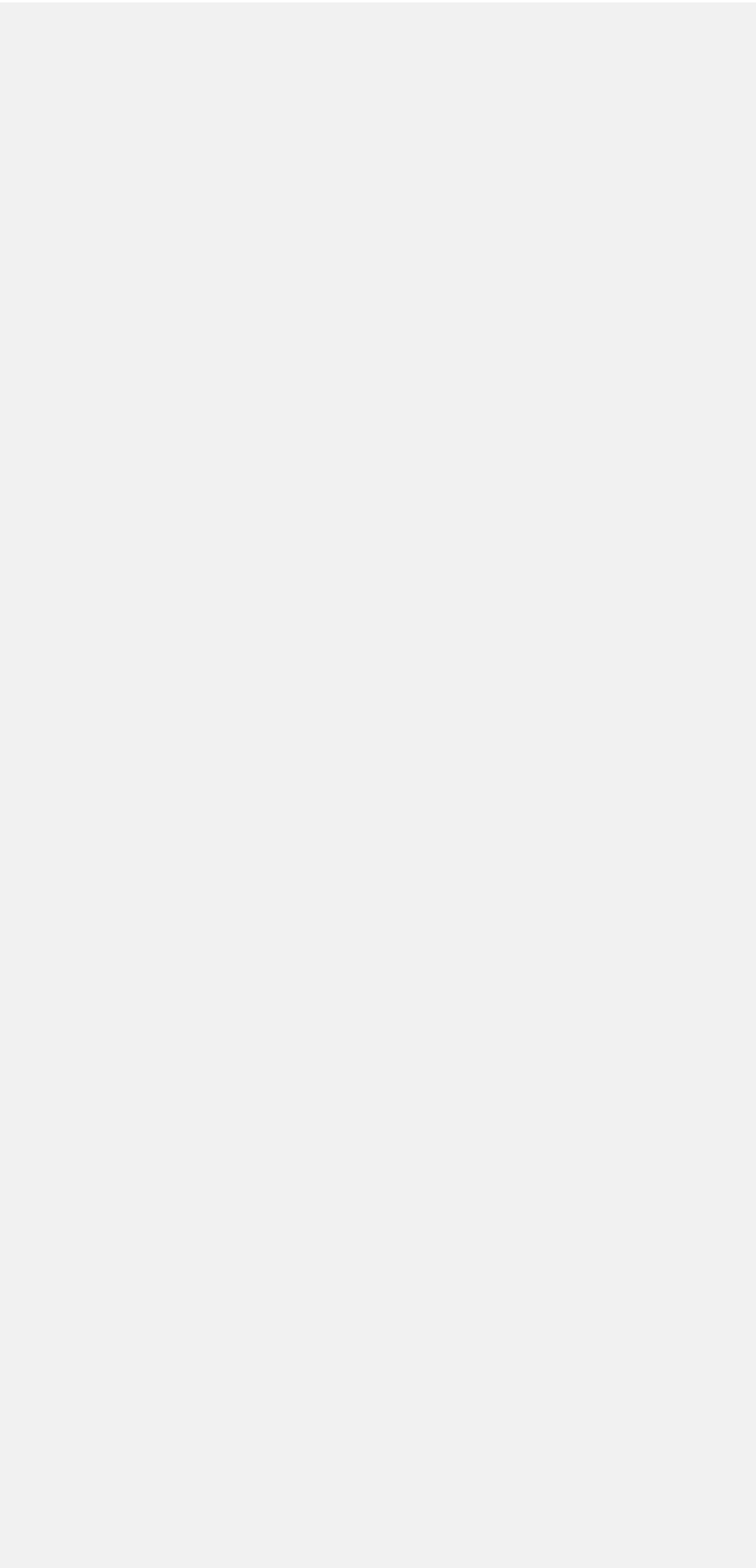


Visitor Details -----

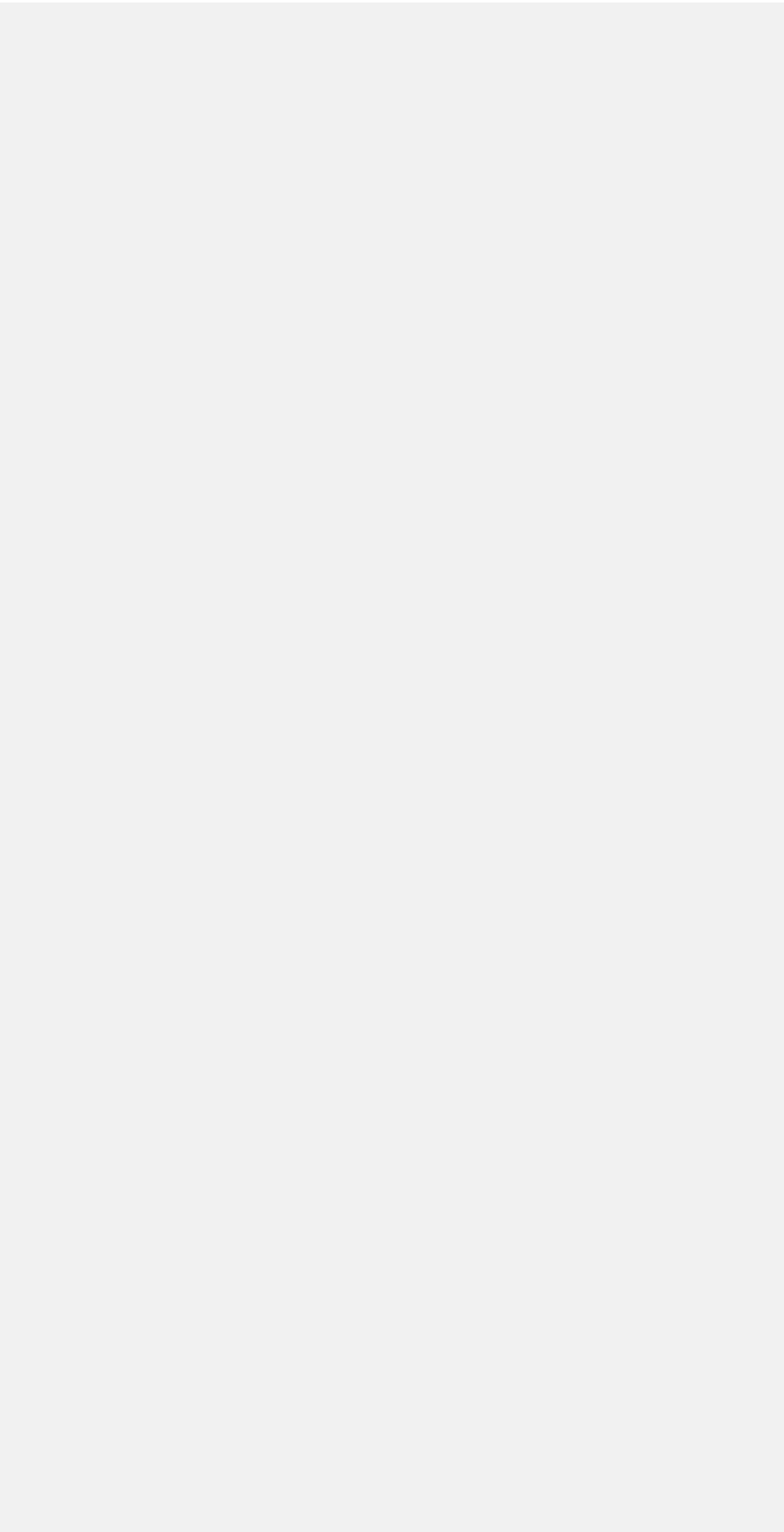
#77977 shari
Email: shari@jkservicesinc.com 📞 18054079440
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-c
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 28 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript -----

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Bu
	Whom Would You Like to Cc
shari	Technical Support (QB & Ap
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Is
shari	Other QB related issue
Acebuddy	Please specify the issue you representative!
shari	the admin user on blueisle-
Acebuddy	Please wait while we conne
Acebuddy (bot) forwarded t	
Anjainay Singh accepted th	
Anjainay Singh	Thank you for contacting Ac you today.
	Thank you for bringing this



	here to help you resolve it a
	Could you please ask user t
shari	no
	its in QB
Anjainay Singh	Could you please confirm th
shari	sbray
Anjainay Singh	Thankyou for confirmation.
	Please inform her to allow r
	I am trying to take her reme
shari	ok its me
Anjainay Singh	Could you please also confi (Edited)
shari	it is just the admin user whi
Anjainay Singh	Thankyou for your confirma
shari	enterprise2024
Anjainay Singh	Could you please try to ope
	Thankyou for trying , please
	Please try to relaunch it.
	You can access the file now
shari	thanks
Anjainay Singh	Is there anything else I may
shari	do we have a status on the
	and email
Anjainay Singh	Could you please provide m information?
shari	704568
Anjainay Singh	Thankyou for letting me kno
	One of our escalation engin
shari	should I call quickbooks dir
	this has been ongoing and i
Anjainay Singh	<div>I appreciate you letting us</div> <div>and I'll do my best to assi</div>
	Please provide me just two



	Before you reached us on c
shari	yes was on a call since 6am
Anjainay Singh	This may take sometime to
	He will update you urgently
shari	it has been all week and yo
	my client is not able to wor
Anjainay Singh	As I got information from hi
	resolved.
	We all appreciate your patie
	We too know how critical th
shari	ok
Anjainay Singh	As a team we take care of a
	permanently.
	Our best engineers are wor
	Shari, Is there anything else
shari	no
Anjainay Singh	I have passed this informat
	We will keep this issue unde
	I am disconnecting the rem

Anjainay Singh has ended t

