

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 8:10:23 PM

#71498 Charles Xavier
Email: support@coretechs.it 📞 2259007448
Department: Support(QB & App Hosting)
Operator: Aarush Aneja
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 29 Secs
City: BETANIA
State: Panama
Country: PANAMA

Chat Transcript

Chat Duration : 15 Mins 33 Secs

Charles Xavier	Hello, I am your Acebuddy	28 Jan, 8:10:25 PM
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!	8:10:26 PM
	Whom Would You Like to Connect With?	8:10:26 PM
Charles Xavier	Technical Support (QB & App Hosting)	8:10:35 PM
Acebuddy	Welcome to Ace Support.	8:10:35 PM
	Please chose an option :	8:10:35 PM
Charles Xavier	I'd like to raise a Request	8:10:46 PM
Acebuddy	Please select your request type.	8:10:46 PM
Charles Xavier	Setup Ace Server	8:10:58 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:10:58 PM
Charles Xavier	Microsoft Windows	8:11:05 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	8:11:05 PM
	Do you need any further assistance on the topic?	8:11:05 PM
Charles Xavier	Yes	8:11:19 PM

Acebuddy	Please wait while we connect you to our Support Representative	8:11:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:11:20 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:12:06 PM
Aarush Aneja	. (Edited)	8:12:09 PM
	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:12:18 PM
	Hello Charles	8:12:31 PM
	How may I assist you today	8:12:38 PM
Charles Xavier	hello Aarush	8:13:22 PM
	we need your help setting up server connections for a user on a different computer	8:13:46 PM
Aarush Aneja	We will surely assist you	8:13:46 PM
Charles Xavier	her computer is damaged, and we are setting her up on a different computer temporarily	8:14:09 PM
Aarush Aneja	No worries, we will surely assist the user.	8:14:10 PM
	May I take the remote access of the local computer of the user? (Edited)	8:14:19 PM
Charles Xavier	not sure what you mena by that, sorry	8:14:41 PM
	*mean	8:14:52 PM
Aarush Aneja	We require connecting to the user's computer to setup the remote connection	8:15:09 PM
Charles Xavier	ok	8:15:16 PM
	what do you need from me in order to get connected?	8:15:25 PM
Aarush Aneja	Kindly share the below link with the user to open in a browser and tell the user to allow the remote connection (Edited)	8:15:34 PM
	https://assist.acecloudhosting.com/join/1712543532	8:15:35 PM
Charles Xavier	done	8:16:10 PM
Aarush Aneja	Once the user paste this link in the browser of local computer and joins the session, we will surely assist him with setting up the remote connection	8:16:59 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:17:06 PM
Charles Xavier	she has a QB rdp shortcut already on the desktop but she says it's an old version and it doesn't work as the server was changed at some point	8:18:13 PM
	so please set her up like it was a new computer, I guess?	8:18:23 PM
Aarush Aneja	Sure, Charles	8:18:42 PM
	We assisted the user in connecting back on to the server	8:21:49 PM
Charles Xavier	one more thing is missing	8:21:59 PM
	on her desktop, she has a shortcut to QuickBooks, can we have that also working? the connection	8:22:28 PM

Browser: Microsoft Edge
Device: Desktop
Average Response Time: 8 Secs
City: SPRING
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 17 Secs

Ashley Grant	Hello, I am your Acebuddy	13 Jan, 2:23:31 AM
Acebuddy	Hello Ashley Grant, I'm your Ace Buddy. I'll be happy to assist you!	2:23:32 AM
Ashley Grant	Whom Would You Like to Connect With?	2:23:32 AM
	Managed IT	2:23:39 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:23:39 AM
Acebuddy (bot) forwarded the chat request		2:23:39 AM
Priyanshu accepted the chat transfer request.		2:23:49 AM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?	2:24:22 AM
Ashley Grant	I was issued a new desktop at work and I am having issues logging in to the remote server. Can you please help me? I already attempted to download the RDP file from the Ace Cloud Hosting Website / Downloads. I receive an error message stating "Your computer can't connect to the remote computer because the Remote Desktop Gateway server's certificate has expired or has been revoked. Contact your network administrator for assistane"	2:25:21 AM
Priyanshu	Sure, could you please help me with your business name.	2:26:40 AM
Ashley Grant	Lomness CPA	2:26:48 AM
Priyanshu	Thank you for sharing your business name.	2:27:17 AM
	It seems that your server is being managed by different team, therefore please allow me to transfer your chat to the concerned team who can better assist you on this.	2:27:57 AM
Priyanshu is transferring the chat to Support(QB & App Hosting).		2:28:14 AM
Ashley Grant	Yes, sorry about that. Thank you	2:28:34 AM
Tushar Pharswan accepted the chat transfer request.		2:28:36 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:28:49 AM
	I deeply apologize for the inconvenience caused to you.	2:29:12 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:29:17 AM
Ashley Grant	I believe the server name is LomnessCPA1	2:29:32 AM
	I believe my username is either AshleyG or Ashley	2:29:42 AM
Tushar Pharswan	May I take the remote access of your local computer?	2:30:34 AM

Ashley Grant	yes	2:30:57 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	2:31:09 AM
Ashley Grant	Just a reminder, I am currently logged in to the local. I am unable to login to the remote server.	2:31:25 AM
	I am ready whenever	2:31:30 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/4722682003	2:31:58 AM
	Kindly Click on the link and open the downloaded file.	2:32:00 AM
	We are connected now.	2:33:18 AM
Ashley Grant	I dont know why my password is not working	2:34:16 AM
Tushar Pharswan	When was the password given to you.	2:34:48 AM
Ashley Grant	i set it up myself, i do not remember	2:35:03 AM
	but i used it to login to my computer today	2:35:07 AM
	i am not sure when to use "ashley" or "ashleyG" as the username.	2:36:00 AM
Tushar Pharswan	Let me see the correct username from our end.	2:36:20 AM
Ashley Grant	thank you.	2:36:29 AM
	there is the error message that i mentioned.	2:36:38 AM
Tushar Pharswan	I found it .	2:38:42 AM
	Its AshleyGRA@myrealdata.net	2:38:44 AM
	let me correct it for you.	2:38:51 AM
	Its working now.	2:40:26 AM
	Is there anything else I may help you with ?	2:40:28 AM
Ashley Grant	Ok I got it, thank you!!!	2:40:32 AM
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	2:40:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:40:42 AM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	2:40:46 AM
	<i>Tushar Pharswan has ended this chat session</i>	2:40:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 8:33:39 PM

#70668 BINITA ADHIKARI
Email: abctaxllc@outlook.com ☎ 12025319519
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 6 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 38 Secs

BINITA ADHIKARI	Hello, I am your Acebuddy	14 Jan, 8:33:39 PM
Acebuddy	Hello Binita Adhikari, I'm your Ace Buddy. I'll be happy to assist you!	8:33:40 PM
	Whom Would You Like to Connect With?	8:33:40 PM
BINITA ADHIKARI	Technical Support (QB & App Hosting)	8:34:38 PM
Acebuddy	Welcome to Ace Support.	8:34:38 PM
	Please chose an option :	8:34:38 PM
BINITA ADHIKARI	I'd like to raise a Request	8:34:44 PM
Acebuddy	Please select your request type.	8:34:44 PM
BINITA ADHIKARI	Application Update	8:34:50 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	8:34:50 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	8:34:50 PM

BINITA ADHIKARI	Yes	8:34:58 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:34:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:34:58 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:35:56 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:36:03 PM
	Hii Binita	8:36:11 PM
BINITA ADHIKARI	HEY, I'M TRYING TO INSTALL THE DRAKE ACCOUNTING 2025, IT SAYS THE SYSTEM ADMINISTRATOR HAS SET POLICIES TO PREVENT INSTALLATION	8:36:30 PM
	CAN YOU GIVE ME THE ACCESS TO INSTALL IT.	8:36:47 PM
Manish Singh	Yes, as you don't have Admin rights over the server, we can do that instllation for you.	8:37:36 PM
BINITA ADHIKARI	THEN DOWNLOAD ASAP, ITS URGENT	8:38:11 PM
Manish Singh	But for that kindly download the Setup file on your user end and email us on support@acecloudhosting.com for installation request.	8:38:34 PM
BINITA ADHIKARI	I ALREADY DID IT MAN	8:38:46 PM
	CHECK THE HISTORY	8:38:53 PM
Manish Singh	Alright, give me to minutes to check.	8:39:19 PM
BINITA ADHIKARI	BETTER GIVE ME THE ACCESS SO THAT I CAN DO IT. I NEED TO LOGIN IN FROM MY ACCOUNT.	8:39:51 PM
Manish Singh	Kindly email us on the same ticket Binita regarding the Admin access.	8:42:01 PM
	We will provide the access accordingly.	8:42:12 PM
	Are we still connected here?	8:45:16 PM
BINITA ADHIKARI	sent	8:46:28 PM
	please check it	8:46:32 PM
Manish Singh	Yes, we have seen the email and working on your request.	8:47:45 PM
	Is there anything else I may help you with ?	8:47:49 PM
	Are we still connected here?	8:53:08 PM
	This message has been deleted	8:53:20 PM
	Are we still connected here?	8:56:15 PM
BINITA ADHIKARI	yeah	8:57:18 PM
Manish Singh	Is there anything else I may help you with ?	8:57:41 PM
	Are we still connected here?	9:07:25 PM
	Are we still connected here?	9:11:17 PM
	Are we still connected here?	9:15:12 PM

9:15:17 PM

9:15:18 PM



Hello, I am your Acebuddy


9 Jan, 2:09:12 AM

Country: UNITED STATES

Chat Duration : 16 Mins 14 Secs

Aaron Martin	Hello, I am your Acebuddy	9 Jan, 2:09:15 AM
Acebuddy	Hello Aaron Martin, I'm your Ace Buddy. I'll be happy to assist you!	2:09:16 AM
	Whom Would You Like to Connect With?	2:09:16 AM
Aaron Martin	Technical Support (QB & App Hosting)	2:09:22 AM
Acebuddy	Welcome to Ace Support.	2:09:22 AM
	Please chose an option :	2:09:22 AM
Aaron Martin	I'd like to raise a Request	2:09:40 AM
Acebuddy	Please select your request type.	2:09:41 AM
Aaron Martin	Other Request	2:09:54 AM

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:09:54 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:09:54 AM
Aaron Martin	Yes, I'm facing issues with my server	2:10:13 AM
Acebuddy	Please select an option!	2:10:16 AM
Aaron Martin	QuickBooks Issue	2:10:21 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:10:21 AM
Aaron Martin	Other QB related issue	2:10:29 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:10:30 AM
Aaron Martin	Hello, I need to make a Backup of the entire database	2:11:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:11:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:11:07 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	2:12:04 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:12:09 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:12:20 AM
Aaron Martin	hi, my name is Aaron	2:12:22 AM
	ok	2:12:28 AM
	AaronMartin	2:13:02 AM
	Americatax.myrealdata.net	2:13:20 AM
	mean a Quickbocks backup	2:14:04 AM
Tushar Pharswan	Thank you for the information.	2:14:41 AM
Aaron Martin	By backup you mean you want to create a backup file of QuickBooks file, or you want to restore a file of previous date.	2:15:45 AM
	I need to make a bakcup of the current data in the cloud	2:16:11 AM
	of the entire database	2:16:42 AM
	and I need to be able to copy it locally on my machine	2:17:21 AM
Tushar Pharswan	We already do the back up of your whole server every day and you can restore your data of last 45 days.	2:17:47 AM
	May I know the reason for this?	2:18:21 AM
Aaron Martin	I need a backup of the QB database to use it locally	2:18:31 AM
Tushar Pharswan	By this you mean the files which are in your client data named QB Files.	2:19:42 AM
	May I know the reason for this is QuickBooks not working well on the server?	2:20:18 AM
Aaron Martin	v	2:20:57 AM

	I'm doing a performance test locally and I need to use my entire system locally, so I need to be able to access all the QB datav	2:20:58 AM
Tushar Pharswan	For this request kindly email, us at support@acecloudhosting.com with your request detailing the reason for the same and one of our engineers will take over the case and help you accordingly.	2:23:02 AM
	Is there anything else I may help you with ?	2:23:07 AM
Aaron Martin	no now	2:24:48 AM
	thanks	2:24:53 AM
Tushar Pharswan	Okay.	2:25:18 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:25:19 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:25:24 AM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	2:25:26 AM
	<i>Tushar Pharswan has ended this chat session</i>	2:25:29 AM
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Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70280 Christopher Gore

Email: chris@c3energypartneres.com 📞 14063660622

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

7 Jan, 11:11:32 PM

Device: Desktop
Average Response Time: 6 Secs
City: NAMPA
State: Idaho
Country: UNITED STATES

Chat Transcript

Chat Duration : 50 Mins 34 Secs

Christopher Gore	Hello, I am your Acebuddy	7 Jan, 11:11:33 PM
	i wNT FULL screen	11:11:43 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:13:12 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:13:20 PM
	Are we still connected here?	11:15:49 PM
Christopher Gore	yes	11:16:34 PM
	c3-ENERGY	11:16:47 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:17:16 PM
	It's taking more than expected please allow us some more time.	11:19:21 PM
	May I take the remote access of your local computer?	11:22:53 PM
Christopher Gore	yes	11:23:00 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:23:05 PM
Christopher Gore	done	11:23:25 PM
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/7282096998	11:23:33 PM
	Chris, we assisted you with the RDP issue. Is there anything else I can assist you with?	11:54:59 PM
	Are we still connected here?	11:56:17 PM
	Are we still connected here?	11:58:32 PM
	Are we still connected here?	8 Jan, 12:03:34 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:03:39 AM
	<i>Yash Kalra has ended this chat session</i>	12:03:42 AM



Chat Transcript

SK CPA Server

Visitor Details

26 Jan, 1:57:14 AM

#71374 Sunita Karamchandani
Email: sunita@skcpallc.com 📞 14198823599
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 41 Secs
City: SYLVANIA
State: Ohio
Country: UNITED STATES

Chat Transcript

Chat Duration : 56 Mins 46 Secs

Sunita Karamchandani	SK CPA Server	26 Jan, 1:57:15 AM
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.	1:57:18 AM
	Aayush Verma is transferring the chat to Support(QB & App Hosting).	1:57:23 AM
Sunita Karamchandani	can you please call the user YvoneL at 4194906370 and help her to log inn	1:57:50 AM
	Anurag Sharma accepted the chat transfer request.	1:57:58 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:58:05 AM
	Hello Sunita	1:58:16 AM
Sunita Karamchandani	SKCPA LLC Server	1:58:22 AM
Anurag Sharma	We will surely do that for you.	1:58:27 AM
Sunita Karamchandani	User YvonneL	1:58:28 AM
	please call he 419-490-6370	1:58:38 AM
Anurag Sharma	Okay	1:58:46 AM
	I am arranging a callback for her. Please share her availability time and timezone.	1:59:13 AM
Sunita Karamchandani	she is waiting for you now	1:59:28 AM

Anurag Sharma	I would request you to ask her to contact us on Phone: 1-888-415-5240 . If she needs immediate assistance.	2:00:07 AM
	She can contact us directly through the number shared above.	2:00:35 AM
	Please confirm if you are going to contact us directly or I can arrange a callback for her?	2:00:56 AM
Sunita Karamchandani	she and i were on line for half an hour	2:01:01 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:01:11 AM
Sunita Karamchandani	you arrange a call right now	2:01:20 AM
Anurag Sharma	Okay, our agent will connect to her as soon as possible.	2:01:34 AM
Sunita Karamchandani	i need help no sympathy word	2:01:40 AM
Anurag Sharma	Okay	2:01:45 AM
	Is there anything else I may help you with ?	2:01:48 AM
Sunita Karamchandani	she is waiting for you	2:01:55 AM
Anurag Sharma	Surely, we will do our best to assist her.	2:02:22 AM
Sunita Karamchandani	did you call he	2:02:34 AM
Anurag Sharma	Is there anything else I can help you with?	2:02:36 AM
Sunita Karamchandani	her	2:02:37 AM
	just call he now	2:02:45 AM
	i am on line here	2:02:50 AM
Anurag Sharma	After this chat only I can arrange a call back for her.	2:03:29 AM
	I hope you will understand.	2:03:34 AM
Sunita Karamchandani	what time	2:03:49 AM
Anurag Sharma	You can expect a call within 10 to 15 minutes.	2:04:27 AM
Sunita Karamchandani	i am on hold just call her she is text messageing me	2:04:30 AM
	10 to 15 minutes is too late	2:04:52 AM
Anurag Sharma	If you need immediate assistance please contact us on Phone: 1-888-415-5240	2:05:31 AM
Sunita Karamchandani	you never anser the phone	2:05:45 AM
	why you cannot call	2:06:37 AM
Anurag Sharma	I am so sorry if you have faced this issue earlier. But, please try to understand. Arranging a callback requires sometime.	2:06:38 AM
Sunita Karamchandani	i am on line	2:06:55 AM

Anurag Sharma	Trust me, I am scheduling your call to the earliest as possible.	2:07:24 AM
Sunita Karamchandani	no one is naswering	2:07:25 AM
	i will be here till someone call	2:07:49 AM
Anurag Sharma	Okay	2:08:05 AM
Sunita Karamchandani	3.36 i dialled your number and no one answering	2:08:43 AM
	now they discoonected	2:09:12 AM
Anurag Sharma	Please stay connected. I am checking why it is happening.	2:09:12 AM
Sunita Karamchandani	i dalled again and still on hold	2:10:48 AM
Anurag Sharma	I am so sorry for the delay.	2:10:57 AM
	Please stay connected, I am checking why it is happening from the backend.	2:11:33 AM
Sunita Karamchandani	ok	2:11:43 AM
	this is not today everyday i call	2:12:00 AM
Anurag Sharma	Please be available	2:12:31 AM
	Our agent is trying to contact you.	2:12:40 AM
Sunita Karamchandani	that was sales department	2:14:06 AM
Anurag Sharma	Agent from the support department is trying to contact you.	2:14:52 AM
Sunita Karamchandani	he is on line with me	2:15:08 AM
Anurag Sharma	Thanks for the confirmation !	2:15:41 AM
	He will surely help you with this issue.	2:15:50 AM
	Is there anything else I may help you with ?	2:15:53 AM
	Are we still connected here?	2:16:55 AM
Sunita Karamchandani	yes i will htere till i get help	2:17:07 AM
Anurag Sharma	Okay	2:17:47 AM
	Please confirm once the issue is resolved.	2:18:05 AM
	Are we still connected here?	2:28:44 AM
Sunita Karamchandani	she is trying for past three hours	2:31:18 AM
	what is my portal	2:31:36 AM
Anurag Sharma	Through myportal you can add/remove or reset the password of the users on your server.	2:32:32 AM
	Doesn't he guiding you with this?	2:32:56 AM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jan, 1:42:18 AM

#70225 Qoverage Support

Email: support@qoverage.com 📞 19723523091

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: SAMPALOC EAST

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 57 Mins 50 Secs

Qoverage Support	Hello, I am your Acebuddy	7 Jan, 1:42:18 AM
	Hi. I forgot to ask	1:42:39 AM
	how fast the size has grown? do you have a data on it?	1:43:04 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:43:44 AM
	Hii Gene	1:43:56 AM
Qoverage Support	It me again from Nick and Sams	1:44:33 AM
Manish Singh	Yes, I remember	1:44:44 AM
Qoverage Support	How fast the size has grown? do you have a data on it?	1:44:46 AM
Manish Singh	It's still 6% free space.	1:45:37 AM
Qoverage Support	i mean in the last few months or weeks. how fast does it get full?	1:46:07 AM
Manish Singh	We cannot help you with this Gene.	1:46:56 AM
	what we can do is show you how much space which folder or user is consuming.	1:47:21 AM
Qoverage Support	can you see what plan are we on?	1:48:17 AM
	Can you also send me again the screenshot of how much the users are consuming ?	1:49:06 AM
Manish Singh	You are on Basic plan	1:51:26 AM

	Storage that you have assigned on the provisioning of the server its still the same.	1:51:55 AM
	<i>1:52:06 AM</i> Manish Singh is sharing a file with you image.png - (Size:5.01 KB)	1:52:06 AM
Qoverage Support	when was our plan start date?	1:53:54 AM
	You said we are on Basic plan but you just sent Plan 1 - 5. What are we currently using?	1:55:06 AM
Manish Singh	When we provision the server as per your request we have added 60 GB space in C:/ drive and 80 GB in D:/ drive.	1:55:41 AM
	In between you have moved 40 GB from D:/ drive to C:/ drive	1:55:59 AM
	Which make 100 GB in C:/ drive and 40 GB in D:/ drive.	1:56:16 AM
Qoverage Support	when was our plan start date?	1:56:37 AM
Manish Singh	24 Oct 2023 i think.	1:57:05 AM
	Need to discuss with Billing Department.	1:57:15 AM
Qoverage Support	on the plan. basic plan is different from plan 1 - 5 correct?	1:58:52 AM
Manish Singh	Yes	1:59:16 AM
Qoverage Support	Then what is included on basic plan? and how it is different on other plan 1 -5?	1:59:58 AM
Manish Singh	I don't have much knowledge on this Gene as i am not from Sales. (Edited)	2:00:35 AM
	Would you like me to Transfer this chat to Sales. (Edited)	2:00:51 AM
Qoverage Support	Yes please	2:01:26 AM
	btw	2:01:47 AM
Manish Singh	Yes	2:01:57 AM
Qoverage Support	c drive has 100gb right?	2:02:06 AM
Manish Singh	Yes, Gene (Edited)	2:02:11 AM
Qoverage Support	46.3gb is on users	2:02:22 AM
	where is the othere 53gb goes?	2:02:42 AM
Manish Singh	Program files which include your App data, Windows, update and all	2:04:43 AM
Qoverage Support	Do you have a data on this?	2:05:42 AM
Manish Singh	Yes	2:06:18 AM
Qoverage Support	Can we have a breakdown? These are questions our client will ask of us when we offer to increase the storage	2:07:15 AM
Manish Singh	We will share all over the email need to break down all.	2:09:29 AM
Qoverage Support	I mean can you send a similar screenshot like these to us?	2:09:56 AM
	<i>2:10:04 AM</i> Qoverage Support is sharing a file with you image.png - (Size:5.01 KB)	2:10:04 AM

	<i>2:10:16 AM</i> Manish Singh is sharing a file with you image.png - (Size:9.17 KB) <i>Kindly check. (Edited)</i>	2:10:16 AM
Manish Singh	Are we still connected here?	2:13:20 AM
Qoverage Support	yes	2:13:29 AM
	can you transfer me now?	2:14:32 AM
	<i>Manish Singh is transferring the chat to Sales & Solutions.</i>	2:15:13 AM
	<i>Akash Majumdar accepted the chat transfer request.</i>	2:15:17 AM
Akash Majumdar	Hi Gene, please allow me to go through the chat.	2:15:55 AM
Qoverage Support	Then what is included on basic plan? and how it is different on other plan 1 -5? This is basically the question	2:19:52 AM
Akash Majumdar	Hi Gene, your default plan included 80 GB storage in the D Drive and 60 GB storage in the C Drive.	2:21:11 AM
	The plans is the cost for additional storage.	2:21:28 AM
Qoverage Support	the plans 1- 5 is the cost for additional storage correct?	2:22:05 AM
Akash Majumdar	Correct.	2:22:12 AM
Qoverage Support	I think the last support said that	2:26:04 AM
Akash Majumdar	Okay, is anything else needed from my end Gene ?	2:26:17 AM
Qoverage Support	40Gb from D drive was trasnferred to C drive. What is on the D drive?	2:26:35 AM
	what data is on the D drive	2:26:48 AM
Akash Majumdar	That is something support will be able to clarify better.	2:27:00 AM
	Can I transfer you to them ?	2:27:06 AM
Qoverage Support	if not in use. can we just transfer to C drive?	2:27:10 AM
	yes.	2:27:13 AM
Akash Majumdar	Thank you.	2:27:17 AM
	<i>Akash Majumdar is transferring the chat to Support(QB & App Hosting).</i>	2:27:28 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:27:35 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:27:57 AM
	Kindly help me with your server name and user name?	2:28:07 AM
Qoverage Support	CID72527	2:28:33 AM
	i only have the username	2:28:35 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:29:10 AM
Qoverage Support	The last support was able to free up 6% on C drive. I would to ask if how much storage is on D drive right now?	2:30:05 AM

Yash Kalra	Gene, let me check. Please allow me some time	2:34:17 AM
	<i>2:35:10 AM</i> Yash Kalra is sharing a file with you image.png - (Size:2.19 KB)	2:35:10 AM
	Gene, the D drive is almost free.	2:35:41 AM
Qoverage Support	so basically it is not being used?	2:35:48 AM
	correct?	2:35:50 AM
	<i>2:36:04 AM</i> Yash Kalra is sharing a file with you image.png - (Size:2.09 KB)	2:36:04 AM
Yash Kalra	No, we don't believe it has been used, as you can see that not even 1 GB has been utilized from the drive yet	2:37:48 AM
Qoverage Support	Can we transfer it all to C drive instead?	2:38:13 AM
Yash Kalra	For this task, we would require an approval email from the account owner using the email ID support@qoverage.com . Please email us at support@acecloudhosting.com so that we can proceed with the request.	2:39:39 AM
	Is there anything else I may help you with ?	2:40:43 AM
Qoverage Support	That will be all for now. thanks	2:40:56 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the smilies.	2:41:08 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:41:16 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	2:41:19 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	2:41:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jan, 4:55:55 AM

#70238 srinivas

Email: srinivas@taxgeeks.com 📞 2252847776

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 32 Secs

srinivas	Hello, I am your Acebuddy	7 Jan, 4:55:57 AM
Acebuddy	Hello Srinivas Thouta, I'm your Ace Buddy. I'll be happy to assist you!	4:55:58 AM
	Whom Would You Like to Connect With?	4:55:58 AM
srinivas	VDI/DaaS Support	4:56:04 AM
Acebuddy	Please wait while we connect you to an available Representative.	4:56:04 AM
	Acebuddy (bot) forwarded the chat request	4:56:04 AM
	Priyanshu accepted the chat transfer request.	4:56:10 AM
srinivas	hu	4:56:13 AM
	hi	4:56:15 AM
	Ticket Number: 613965 Ticket Subject: Tax Geeks : Password Reset TGBUS1	4:56:21 AM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi	4:56:24 AM
	How may I assist you.	4:56:28 AM
srinivas	the new password is not working	4:56:35 AM
	can you reset it again	4:56:38 AM
	Ticket Number: 613965 Ticket Subject: Tax Geeks : Password Reset TGBUS1	4:56:42 AM
	hi	5:01:33 AM
Priyanshu	Apologies for the delay response	5:01:51 AM
	I checked and found that your server is being managed by different team therefore please let me transfer your chat request to the concerned team so that they can better assist you on this.	5:03:25 AM
srinivas		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jan, 9:58:05 PM

#70050 Dylan Payne

Email: dpayne@b-physics.com 📞 19788361015

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: PEABODY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 50 Secs

Dylan Payne	Hello, I am your Acebuddy	2 Jan, 9:58:06 PM
Acebuddy	Hello Dpayne, I'm your Ace Buddy. I'll be happy to assist you!	9:58:08 PM
	Whom Would You Like to Connect With?	9:58:08 PM
Dylan Payne	Technical Support (QB & App Hosting)	9:58:15 PM
Acebuddy	Welcome to Ace Support.	9:58:15 PM
	Please chose an option :	9:58:15 PM
Dylan Payne	I'd like to raise a Request	9:58:22 PM
Acebuddy	Please select your request type.	9:58:22 PM
Dylan Payne	Other Request	9:58:31 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:58:32 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:58:32 PM
Dylan Payne	Restart	9:58:39 PM
Acebuddy	Hello Dpayne, I'm your Ace Buddy. I'll be happy to assist you!	9:58:39 PM
	Whom Would You Like to Connect With?	9:58:39 PM
Dylan Payne	Technical Support (QB & App Hosting)	9:58:47 PM

Acebuddy	Welcome to Ace Support.	9:58:47 PM
	Please chose an option :	9:58:47 PM
Dylan Payne	I'd like to report an Issue	9:58:53 PM
Acebuddy	Please select an option!	9:58:53 PM
Dylan Payne	Other Issue	9:58:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:58:57 PM
Dylan Payne	Hello, I had an onboarding call scheduled for 11am. I never received a call. This has happened multiple times now over the last 2 months.	9:59:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:59:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:59:41 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	10:00:11 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	10:01:03 PM
	Kindly allow me two minutes to check the same.	10:01:19 PM
	Dpayne can you please let me know when you scheduled for the call for onboarding ?	10:06:02 PM
Dylan Payne	It was scheduled for 11am this morning.	10:06:16 PM
	I scheduled it on Monday	10:06:28 PM
Shubham Yadav	Can you please let me know the ticket number ?	10:06:48 PM
Dylan Payne	613311	10:06:57 PM
	Booking reference: HJQM-ABDV-YCMR	10:07:12 PM
Shubham Yadav	Thanks for the confirmation	10:07:36 PM
Dylan Payne	This has happened far to many times now where I do not receive a call from Ace. I set aside time to make this happen, and now I have wasted time	10:07:49 PM
Shubham Yadav	Can you please let me know what is this call for ?	10:08:22 PM
Dylan Payne	We need to transfer files from our old server to the new one set up by Ace	10:08:45 PM
Shubham Yadav	Can you please let me know the new server name ?	10:09:21 PM
Dylan Payne	Remote Desktop	10:09:45 PM
Shubham Yadav	Can you please let me know files to transfer ?	10:13:29 PM
Dylan Payne	Sage 50 files from Splashtop to Remote Desktop	10:14:06 PM
Shubham Yadav	May I take the remote access of your local computer?	10:14:43 PM
Dylan Payne	Yes	10:15:11 PM
Shubham Yadav	https://assist.acecloudhosting.com/join/1632400292	10:15:18 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:15:21 PM

	Kindly Click on the link and open the downloaded file.	10:15:23 PM
	Dpayne are you able to connect?	10:17:48 PM
Dylan Payne	Yes, I am now connected	10:18:03 PM
Shubham Yadav	As per remote session, you requested us to call you to resolve the issue of data transfer	10:30:26 PM
	We will reach you shortly.	10:30:46 PM
	Is there anything else I may help you with ?	10:30:48 PM
	Are we still connected here?	10:32:51 PM
	Are we still connected here?	10:34:23 PM
	Are we still connected here?	10:36:52 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:36:55 PM
	<i>Shubham Yadav has ended this chat session</i>	10:36:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jan, 6:48:37 AM

#70996 Christine Baleto
Email: ajtr11.mr@gmail.com 📞 16714875301
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 20 Secs
City: TAMUNING
State: Guam
Country: GUAM

Chat Transcript

Chat Duration : 29 Mins 22 Secs

Christine Baleto	Hello, I am your Acebuddy	20 Jan, 6:48:39 AM
Acebuddy	Hello Adam Rivera, I'm your Ace Buddy. I'll be happy to assist you!	6:48:40 AM
	Whom Would You Like to Connect With?	6:48:40 AM
Christine Baleto	Technical Support (QB & App Hosting)	6:49:08 AM
Acebuddy	Welcome to Ace Support.	6:49:08 AM
	Please chose an option :	6:49:08 AM
Christine Baleto	I'd like to report an Issue	6:49:51 AM
Acebuddy	Please select an option!	6:49:51 AM
Christine Baleto	Other Issue	6:49:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:49:59 AM
Christine Baleto	rdp file	6:50:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:50:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:50:37 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:50:54 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:50:58 AM
	Hello Adam.	6:51:04 AM
Christine Baleto	hi	6:51:11 AM
	need some help with one of my users rdp file	6:52:04 AM
	for some reason when we try to login to the new file it is routing to christines file	6:52:27 AM
	Da'jah Arceo	6:52:34 AM
Shashwat Verma	I will surely help you with this issue.	6:52:42 AM
	May I take the remote access of your local computer?	6:53:03 AM
Christine Baleto	sure can you send me the invite	6:54:58 AM
Shashwat Verma	Sure.	6:55:07 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:55:11 AM
	https://assist.acecloudhosting.com/join/6472589068	6:55:13 AM
	Kindly Click on the link and open the downloaded file.	6:55:19 AM
	Are we still connected here?	6:58:53 AM
Christine Baleto	yes	6:59:25 AM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:59:31 AM
	<i>The visitor's phone number was changed to 16714875301.</i>	7:04:58 AM

	issue resolved on remote session.	7:17:49 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:17:54 AM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	7:17:57 AM
	<i>Shashwat Verma has ended this chat session</i>	7:18:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jan, 3:26:35 AM

#70030 djimeno
Email: djimeno@agtaxes.com 📞 13058261711
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 5 Secs
City: HOLLYWOOD
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 53 Secs

djimeno	Hello, I am your Acebuddy	2 Jan, 3:26:38 AM
Acebuddy		

	Hello Daniel Jimeno, I'm your Ace Buddy. I'll be happy to assist you!	3:26:40 AM
	Whom Would You Like to Connect With?	3:26:40 AM
djimeno	Technical Support (QB & App Hosting)	3:26:48 AM
Acebuddy	Welcome to Ace Support.	3:26:48 AM
	Please chose an option :	3:26:48 AM
djimeno	I'd like to report an Issue	3:27:03 AM
Acebuddy	Please select an option!	3:27:03 AM
djimeno	Password Reset	3:27:08 AM
Acebuddy	Please select an option below	3:27:08 AM
djimeno	Not Enrolled to Selfcare Portal	3:27:13 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	3:27:13 AM
	Do you need any further assistance on the topic?	3:27:13 AM
djimeno	Yes	3:28:45 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:28:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:28:45 AM
	<i>Manish Singh accepted the chat transfer request.</i>	3:28:55 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:29:01 AM
	Hii Daniel	3:29:10 AM
djimeno	Hello	3:29:18 AM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request. Also, the registered email for your account with us is : djimeno@agtaxes.com	3:29:50 AM
djimeno	Could you please assist with resetting the password for the user FJIMENO. He forgot it. I already sent an email requesting it but I am with the user now and would greatly appreciate it if you could help with this now	3:30:43 AM
Manish Singh	I will surely help you with this issue.	3:30:52 AM
	May i know the ticket number?	3:31:05 AM
djimeno	I sent the email 2 minutes ago, I do not have a ticket number	3:31:35 AM
Manish Singh	Kindly allow me two minutes to check the same.	3:32:26 AM
	Password sent over email	3:36:16 AM
	Kindly check.	3:36:20 AM
djimeno		3:36:23 AM

	which email?	
Manish Singh	On djimeno@agtaxes.com	3:36:35 AM
djimeno	could you foward it to fjimeno44@gmail.com	3:36:51 AM
Manish Singh	Kindly check now.	3:38:15 AM
	Are we still connected here?	3:41:24 AM
	Are we still connected here?	3:44:40 AM
	Are we still connected here?	3:46:26 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:46:31 AM
Manish Singh has ended this chat session		3:46:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 10:35:47 PM

#71517 kandyrae
Email: kandyrae@shaw.ca ☎ 16047737223
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: COQUITLAM
State: British Columbia
Country: CANADA

Chat Transcript

Chat Duration : 1 Min 22 Secs

kandyrae	Hello, I am your Acebuddy	28 Jan, 10:35:48 PM
Acebuddy	Hello Kandyrae, I'm your Ace Buddy. I'll be happy to assist you!	10:35:49 PM
	Whom Would You Like to Connect With?	10:35:49 PM

kandyræ	Technical Support (QB & App Hosting)	10:35:58 PM
Acebuddy	Welcome to Ace Support.	10:35:58 PM
	Please chose an option :	10:35:58 PM
kandyræ	I'd like to report an Issue	10:36:04 PM
Acebuddy	Please select an option!	10:36:04 PM
kandyræ	QuickBooks Issue	10:36:08 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:36:08 PM
kandyræ	QuickBooks Update	10:36:14 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	10:36:14 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:36:14 PM
	Do you need any further assistance on the topic?	10:36:14 PM
kandyræ	No	10:37:10 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:37:10 PM
	<i>Acebuddy has ended this chat session</i>	10:37:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71177 kayla

Email: kayla@klarsontax.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

23 Jan, 12:50:43 AM

City: NASHOTAH
State: Wisconsin
Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 18 Secs

kayla	Hello, I am your Acebuddy	23 Jan, 12:50:44 AM
Acebuddy	Hello Kayla, I'm your Ace Buddy. I'll be happy to assist you!	12:50:46 AM
	Whom Would You Like to Connect With?	12:50:46 AM
kayla	Technical Support (QB & App Hosting)	12:50:55 AM
Acebuddy	Welcome to Ace Support.	12:50:55 AM
	Please chose an option :	12:50:55 AM
kayla	I'd like to report an Issue	12:51:06 AM
Acebuddy	Please select an option!	12:51:06 AM
kayla	Other Issue	12:51:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:51:10 AM
kayla	The Lacerte 2023 program needs to be updated but is not allowing us to do so as we are not administrators.	12:51:36 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:51:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:51:36 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:52:39 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	12:52:44 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:52:56 AM
kayla	SusanDaniels.myrealdata.net Kayla_SDEA	12:53:24 AM
Tushar Pharswan	I'm currently updating it.	12:55:34 AM
	Kindly close Lacerte application at your end.	12:56:12 AM
kayla	Ok, it is closed	12:58:04 AM
Tushar Pharswan	I will now have to restart the server to complete the update process.	12:58:27 AM
	Have you initiated the chat from server end? also kindly save all your work and let me know. (Edited)	12:59:03 AM
kayla	I am logged out of the server.	12:59:42 AM
Tushar Pharswan	The server reboot is in progress.	12:59:59 AM
	The server is up and running also Lacerte is updated.	1:01:04 AM
	Is there anything else I may help you with ?	1:01:08 AM

kayla	Thanks! Do you mind waiting for me to try logging in to be sure it is working on my end?	1:01:54 AM
Tushar Pharswan	Sure, please take your time and let me know.	1:02:05 AM
kayla	Looks like it is working - thank you!	1:04:35 AM
Tushar Pharswan	Great.	1:04:40 AM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	1:04:48 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:04:55 AM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:05:00 AM
	<i>Tushar Pharswan has ended this chat session</i>	1:05:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70291 Leon Davis

Email: ladavis@checkmatehq.com ☎ 18883576545

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: BAYONNE

State: New Jersey

Country: UNITED STATES

Leon Davis	Hello, I am your Acebuddy	8 Jan, 12:24:30 AM
Acebuddy	Hello Leon Davis, I'm your Ace Buddy. I'll be happy to assist you!	12:24:31 AM
	Whom Would You Like to Connect With?	12:24:31 AM
Leon Davis	Technical Support (QB & App Hosting)	12:24:41 AM
Acebuddy	Welcome to Ace Support.	12:24:41 AM
	Please chose an option :	12:24:41 AM
Leon Davis	I'd like to report an Issue	12:24:54 AM
Acebuddy	Please select an option!	12:24:54 AM
Leon Davis	Other Issue	12:25:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:25:01 AM
Leon Davis	Ticket ID: 613678 Issue: RDP ACCESS	12:25:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:25:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:25:09 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:25:13 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:25:34 AM
	Kindly allow me two minutes to check the same.	12:25:41 AM
Leon Davis	ye	12:25:49 AM
	yes	12:25:57 AM
Yash Kalra	May I take the remote access of your local computer?	12:26:11 AM
	Are we still connected here?	12:27:54 AM
Leon Davis	yes	12:27:57 AM
	how do you take contorl	12:28:13 AM
	control	12:28:16 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	12:28:25 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2852252395	12:28:34 AM
Leon Davis	ok	12:29:15 AM
	Done	12:29:30 AM
	ok how do I change the others	12:47:07 AM
	<i>The visitor's phone number was changed to 18883576545.</i>	12:55:45 AM

	here	12:58:02 AM
Yash Kalra	We assisted you regarding the RDP-related issue. Is there anything else I can help you with?	12:59:11 AM
Leon Davis	No	12:59:17 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the smilies.	12:59:27 AM
Leon Davis	Thx	12:59:29 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:59:30 AM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:59:34 AM
	<i>Yash Kalra has ended this chat session</i>	12:59:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71083 Lewisville

Email: lewisville@eaglefintax.com ☎ 4696098829

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: TOOPRAN

State: Telangana

Country: INDIA

21 Jan, 8:53:42 PM

Lewisville	Hello, I am your Acebuddy	21 Jan, 8:53:43 PM
Acebuddy	Hello Supervisor, I'm your Ace Buddy. I'll be happy to assist you!	8:53:44 PM
	Whom Would You Like to Connect With?	8:53:44 PM
Lewisville	Technical Support (QB & App Hosting)	8:53:52 PM
Acebuddy	Welcome to Ace Support.	8:53:52 PM
	Please chose an option :	8:53:52 PM
Lewisville	I'd like to report an Issue	8:54:00 PM
Acebuddy	Please select an option!	8:54:00 PM
Lewisville	Other Issue	8:54:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:54:09 PM
Lewisville	unable to software update drake 2024 and it showing error	8:55:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:55:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:55:16 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:55:44 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:55:46 PM
	<i>8:56:07 PMLewisville is sharing a file with you</i> WhatsApp Image 2025-01-21 at 8.40.49 PM.jpeg - (Size:37.01 KB)	8:56:07 PM
	<i>can you close from your end</i>	
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:56:26 PM
Lewisville	server : myrealdata	8:57:40 PM
	user : Lewisvilleeagle1	8:58:09 PM
Aarush Aneja	May we reboot the server once to restart the services and processes	8:58:26 PM
	Drake is not opened on any other user's end	8:58:49 PM
Lewisville	okay how long it take	8:59:18 PM
Aarush Aneja	You may connect back on server in 2-3 minutes	8:59:50 PM
Lewisville	okay	8:59:58 PM
Aarush Aneja	Thank you for your patience. We successfully reboot the server. Kindly login back on to the server and check now once	9:01:20 PM
Lewisville	okay	9:01:30 PM
	still i unable to open t showing same above error	9:04:04 PM

Aarush Aneja	We will surely assist you	9:04:30 PM
	May I take the remote access of your server?	9:04:35 PM
Lewisville	okay	9:04:54 PM
Aarush Aneja	Please accept the remote request on the server (Edited)	9:05:11 PM
Lewisville	okay	9:05:26 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	9:06:59 PM
Lewisville	okay	9:07:18 PM
	i didn't get request	9:07:35 PM
Aarush Aneja	We are sharing a new request on the server	9:08:08 PM
Lewisville	ojay	9:09:06 PM
Aarush Aneja	https://assist.acecloudhosting.com/join/1902780870	9:09:34 PM
	Kindly paste this link in the browser of local computer and join the session.	9:09:39 PM
Lewisville	are able to see my screen	9:10:58 PM
Aarush Aneja	No, Kindly paste this link in the browser of local computer and join the session.	9:11:25 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:11:38 PM
	We are connected back	9:20:59 PM
	We assisted you with the Drake update	9:21:29 PM
	Is there anything else I may help you with ?	9:21:51 PM
Lewisville	no	9:22:13 PM
	thankyou	9:22:17 PM
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:22:19 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	9:22:32 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Aarush Aneja has ended this chat session</i>	9:23:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jan, 2:27:20 AM

#70080 Kevin T Taylor
Email: ktaylor@cthumanities.org
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 4 Secs
City: MIDDLETOWN
State: Connecticut
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 33 Secs

Kevin T Taylor	Hello, I am your Acebuddy	3 Jan, 2:27:21 AM
Acebuddy	Hello Kevin T. Taylor, I'm your Ace Buddy. I'll be happy to assist you!	2:27:22 AM
	Whom Would You Like to Connect With?	2:27:22 AM
Kevin T Taylor	Technical Support (QB & App Hosting)	2:27:26 AM
Acebuddy	Welcome to Ace Support.	2:27:26 AM
	Please chose an option :	2:27:26 AM
Kevin T Taylor	I'd like to raise a Request	2:31:43 AM
Acebuddy	Please select your request type.	2:31:43 AM
Kevin T Taylor	Other Request	2:31:50 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:31:50 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:31:50 AM
Kevin T Taylor	Restart	2:35:54 AM
Acebuddy	Hello Kevin T. Taylor, I'm your Ace Buddy. I'll be happy to assist you!	2:35:54 AM

	Whom Would You Like to Connect With?	2:35:54 AM
Kevin T Taylor	Technical Support (QB & App Hosting)	2:35:58 AM
Acebuddy	Welcome to Ace Support.	2:35:58 AM
	Please chose an option :	2:35:58 AM
Kevin T Taylor	I'd like to report an Issue	2:36:04 AM
Acebuddy	Please select an option!	2:36:04 AM
Kevin T Taylor	QuickBooks Issue	2:36:08 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:36:08 AM
Kevin T Taylor	Other QB related issue	2:36:13 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:36:13 AM
Kevin T Taylor	Downloading QB to my computer and QB Sync. Ticket Number is: 613447. was supposed to be resolved by 3:21 p.m. and was not!	2:37:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:37:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:37:10 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	2:38:30 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:38:36 AM
Kevin T Taylor	Hi Tushar.	2:38:47 AM
	Thank you for your help.	2:38:50 AM
	I need QB installed and I need QB Sync.	2:39:03 AM
Tushar Pharswan	I will surely help you with this.	2:39:40 AM
	I deeply apologize for the inconvenience caused to you.	2:39:57 AM
Kevin T Taylor	No problem. I appreciate your help.	2:40:06 AM
Tushar Pharswan	Kindly allow me two minutes to check the ticket.	2:40:08 AM
Kevin T Taylor	Ticket ID: #604498 is for the QB installation	2:40:35 AM
	603839 is for QB sync	2:41:12 AM
Tushar Pharswan	Thak you for the details I'm checking them.	2:42:36 AM
	Thank you for waiting.	2:45:35 AM
	As per this ticket user creation request was made for Kevin.	2:46:13 AM
Kevin T Taylor	Yes	2:46:25 AM
	I am Kevin	2:46:28 AM
Tushar Pharswan	You can't access to the CT Humanities QuickBooks file?	2:47:12 AM
Kevin T Taylor	I don't have QB on my desktop	2:47:44 AM

	I understand it has to be installed by your organization	2:47:52 AM
Tushar Pharswan	Let me check the server and see if it is available or not.	2:48:30 AM
Kevin T Taylor	OK. Thank you,.	2:49:38 AM
	I also need to leave in 11 minutes. I am happy to continue this conversation tomorrow after 12 p.m. and before 3:30 p.m	2:50:05 AM
Tushar Pharswan	Currently QuickBooks Premier 2024 is installed.	2:50:11 AM
Kevin T Taylor	On the desktop I am working on now?	2:50:37 AM
Tushar Pharswan	Okay we will connect afterwards in the meantime I will try to fix things from back end.	2:50:58 AM
Kevin T Taylor	I don't have quickbooks on my desktop.	2:51:42 AM
	When I search for it in my list of programs, it is not there	2:51:54 AM
Tushar Pharswan	I'm currently checking your server.	2:52:32 AM
	I will give the shortcuts to your desktop. Apparently someone else is also working on your issue.	2:56:25 AM
Kevin T Taylor	OK. Thank you. I appreciate your help.	2:59:50 AM
	I will log on tomorrow around noon.	2:59:56 AM
Tushar Pharswan	Okay.	3:00:12 AM
Kevin T Taylor	Is there anything else I may help you with ?	3:00:15 AM
	Not right now. Thank you.	3:01:36 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:01:50 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	3:01:52 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
Tushar Pharswan has ended this chat session		3:01:55 AM



Hello, I am your Acebuddy

Visitor Details

17 Jan, 5:37:52 PM

17 Jan, 5:37:52 PM

#70899 Ken Gray

Email: kgray@graylandscaping.com ☎ 19196395292

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: HAMPSTEAD

State: North Carolina


Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 49 Secs

Chat Duration : 4 Mins 49 Secs

Ken Gray	Hello, I am your Acebuddy	17 Jan, 5:37:54 PM
Acebuddy	Hello Ken Gray, I'm your Ace Buddy. I'll be happy to assist you!	5:37:55 PM
	Whom Would You Like to Connect With?	5:37:55 PM
Ken Gray	Technical Support (QB & App Hosting)	5:38:01 PM
Acebuddy	Welcome to Ace Support.	5:38:01 PM
	Please chose an option :	5:38:01 PM
Ken Gray	I'd like to raise a Request	5:38:07 PM
Acebuddy	Please select your request type.	5:38:07 PM
Ken Gray	Application Version Upgrade	5:38:22 PM
Acebuddy	Please select the application you would like to upgrade :	5:38:22 PM
Ken Gray	QuickBooks	5:38:25 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	5:38:25 PM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	5:38:25 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	5:38:25 PM
	Do you need any further assistance on the topic?	5:38:25 PM
Ken Gray	No	5:42:43 PM

Acebuddy	Thank you for contacting Ace Support. Have a nice day!	5:42:43 PM
	<i>Acebuddy has ended this chat session</i>	5:42:43 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 5:01:01 AM

#71295 Jon
Email: jonathanfox33@gmail.com 📞 3035798116
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 33 Secs
City: BOULDER
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 24 Secs

Jon	Hello, I am your Acebuddy	24 Jan, 5:01:02 AM
Acebuddy	Hello Jonathanfox33, I'm your Ace Buddy. I'll be happy to assist you!	5:01:03 AM
	Whom Would You Like to Connect With?	5:01:03 AM
Jon	Technical Support (QB & App Hosting)	5:01:10 AM
Acebuddy	Welcome to Ace Support.	5:01:10 AM
	Please chose an option :	5:01:10 AM
Jon	I'd like to report an Issue	5:01:15 AM
Acebuddy	Please select an option!	5:01:15 AM
Jon	QuickBooks Issue	5:01:20 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:01:20 AM

Jon	Other QB related issue	5:01:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:01:25 AM
Jon	We got moved to another server for some reason and I am not seeing our file.	5:01:48 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:01:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:01:49 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:03:14 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:03:16 AM
	Hello Jonathan	5:03:23 AM
Jon	Hi	5:03:44 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:04:31 AM
Jon	JonFox.nent.rdp	5:05:08 AM
Anurag Sharma	Kindly allow me two minutes to check the same.	5:05:48 AM
	we are checking it from the backend , kindly allow us some more time	5:07:46 AM
Jon	ok, thanks	5:08:01 AM
Anurag Sharma	I'm sorry for the wait. I'll do my best to assist you quickly.	5:08:15 AM
	May I take the remote access of your server?	5:10:07 AM
Jon	yes	5:10:12 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	5:10:35 AM
Jon	ok	5:10:48 AM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:12:46 AM
	Jonathan I would like to inform you that I have noted down your requirement. And our team has started working on this issue.	5:18:31 AM
Jon	ok, they emailed me also and asked where it was stored, but It was on the old server, so I don't know where	5:18:59 AM
Anurag Sharma	As this backup needs to be extracted from the migrated data. We need some time to work on this issue.	5:19:11 AM
Jon	ok	5:19:22 AM
Anurag Sharma	I kindly request you to allow us some time. We will revert back to you on email with the update.	5:19:53 AM
	Is there anything else I may help you with ?	5:20:01 AM
Jon	ok, thanks	5:20:02 AM
	that's it	5:20:09 AM
Anurag Sharma		

	Thanks for the confirmation !	5:20:13 AM
	Thankyou for understanding.	5:20:19 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:20:22 AM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	5:20:24 AM

Anurag Sharma has ended this chat session

5:20:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jan, 8:34:13 PM

#71019 Daniel Emert

Email: daniel@arrowheadtechnologies.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: ODESSA

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 47 Secs

Daniel Emert	Hello, I am your Acebuddy	20 Jan, 8:34:15 PM

Acebuddy	Hello Daniel Emert, I'm your Ace Buddy. I'll be happy to assist you!	8:34:16 PM
	Whom Would You Like to Connect With?	8:34:16 PM
Daniel Emert	Technical Support (QB & App Hosting)	8:34:31 PM
Acebuddy	Welcome to Ace Support.	8:34:31 PM
	Please chose an option :	8:34:31 PM
Daniel Emert	I'd like to raise a Request	8:34:39 PM
Acebuddy	Please select your request type.	8:34:39 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:13:02 PM

Ended due to chat idle timeout

9:13:03 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 12:49:52 AM

#71525 Dan Segawa
Email: dsegawa@armdynamics.com ☎ 3102935861
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 50 Secs
City: TORRANCE
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 17 Secs

Dan Segawa	Hello, I am your Acebuddy	29 Jan, 12:49:53 AM
Acebuddy	Hello Dan Segawa, I'm your Ace Buddy. I'll be happy to assist you!	12:49:54 AM

	Whom Would You Like to Connect With?	12:49:54 AM
Dan Segawa	Technical Support (QB & App Hosting)	12:49:57 AM
Acebuddy	Welcome to Ace Support.	12:49:57 AM
	Please chose an option :	12:49:57 AM
Dan Segawa	I'd like to report an Issue	12:50:02 AM
Acebuddy	Please select an option!	12:50:02 AM
Dan Segawa	Other Issue	12:50:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:50:08 AM
Dan Segawa	Trying to activate Transaction Pro on the RDP	12:50:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:50:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:50:41 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	12:50:52 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	12:51:08 AM
Dan Segawa	Hello Sharath, how are you today?	12:51:13 AM
Sharath Kumar	Hi Dan, am good, thanks! How may I assist you today?	12:51:49 AM
Dan Segawa	please remote to user IVargas, we are trying to activate Transaction Pro	12:52:07 AM
	advancedarmprod	12:52:16 AM
Sharath Kumar	just a moment, let me quickly sign into the server	12:54:01 AM
	alright, am sending you the request for remote access. Please close anything that is confidential	12:56:00 AM
Dan Segawa	ok	12:56:29 AM
Sharath Kumar	Dan, I can view your screen now	12:57:29 AM
Dan Segawa	yes	12:57:36 AM
Sharath Kumar	could you please let me know what needs to be done to activate transaction pro	12:58:40 AM
Dan Segawa	this is a new user. the other 4 users on the RDP have access to this	12:59:12 AM
Sharath Kumar	do you already have a license for the 4th user?	1:00:13 AM
Dan Segawa	yes but it's not accepting it...	1:00:34 AM
	6orJ4TCEZSOB17DK Product Key	1:00:59 AM
Sharath Kumar	understood. can you show me the steps	1:01:06 AM
Dan Segawa	did you see?	1:02:23 AM
Sharath Kumar	I did	1:02:36 AM
	Could you check this with the application support team instead	1:02:53 AM

Dan Segawa	sure can you transfer me?	1:03:11 AM
Sharath Kumar	they have the expertise so they will be able to inform you why this is happening	1:03:21 AM
	I meant seeking support from Transaction Pro support	1:03:45 AM
Dan Segawa	ok i will thank you,	1:05:02 AM
Sharath Kumar	anything else that I can assist you with?	1:06:42 AM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:09:03 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:09:08 AM

Sharath Kumar has ended this chat session

1:09:11 AM



Chat Transcript

Im am having trouble printing my w2.

Visitor Details

#70559 Susan M Evans

Email: susane@customcrafthardwoods.com 📞 3035721234

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

13 Jan, 9:24:32 PM

Susan M Evans	Im am having trouble printing my w2.	13 Jan, 9:24:34 PM
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.	9:24:40 PM
	May I please confirm your business name or CID?	9:25:17 PM
Susan M Evans	Rock Solid Hardwoods	9:25:47 PM
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>	9:26:15 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:27:09 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:27:14 PM
	Hii Susan.	9:27:35 PM
Susan M Evans	Hello	9:27:51 PM
Manish Singh	I will surely help you with this issue.	9:28:34 PM
	May I take the remote access of your local computer?	9:28:50 PM
Susan M Evans	yes	9:29:21 PM
Manish Singh	https://assist.acecloudhosting.com/join/6952408346	9:30:00 PM
	This message has been deleted	9:30:07 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:30:35 PM
Susan M Evans	ok	9:31:22 PM
Manish Singh	Are you able to connect?	9:35:37 PM
	Kindly paste the link on any browser to provide access.	9:37:14 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:38:54 PM
	This is the Server end Susan, kindly give the access of your local system.	9:39:39 PM
	Are we still connected here?	9:53:40 PM
	Are we still connected here?	10:03:54 PM
	Are we still connected here?	10:06:31 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:06:41 PM

Manish Singh has ended this chat session

10:06:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 11:07:18 PM

#70860 melvin_bird_cpa
Email: melvin_bird_cpa@hotmail.com 📞 13162634226
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 3 Secs
City: WICHITA
State: Kansas
Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 35 Secs

melvin_bird_cpa	Hello, I am your Acebuddy	16 Jan, 11:07:19 PM
Acebuddy	Hello Melvin_bird_cpa, I'm your Ace Buddy. I'll be happy to assist you!	11:07:20 PM
	Whom Would You Like to Connect With?	11:07:20 PM
melvin_bird_cpa	Technical Support (QB & App Hosting)	11:07:26 PM
Acebuddy	Welcome to Ace Support.	11:07:28 PM
	Please chose an option :	11:07:28 PM
melvin_bird_cpa	I'd like to report an Issue	11:07:34 PM
Acebuddy	Please select an option!	11:07:34 PM
melvin_bird_cpa	Password Reset	11:07:39 PM
Acebuddy	Please select an option below	11:07:39 PM
melvin_bird_cpa	Already Enrolled to Selfcare Portal	11:07:49 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:07:49 PM
	Do you need any further assistance on the topic?	11:07:49 PM
melvin_bird_cpa	Yes	11:09:23 PM

Acebuddy	Please wait while we connect you to our Support Representative	11:09:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:09:23 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:11:05 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:11:19 PM
melvin_bird_cpa	Thanks, I'm trying to log into my real data and my password doesn't work. Tried going to self portal and that didn't work either.	11:11:43 PM
	User CID68528	11:12:00 PM
Anurag Sharma	Thanks for the confirmation !	11:12:33 PM
	Kindly allow me 3-4 minutes to check the same.	11:12:42 PM
	Could you please confirm if your username is MelvinLBi@myrealdata.net?	11:15:12 PM
melvin_bird_cpa	MelvinLBirdCPA.myrealdata.net	11:15:37 PM
	I thought my username was CID68528	11:16:14 PM
Anurag Sharma	Okay, no problem.	11:16:26 PM
	May I take the remote access of your local computer?	11:16:38 PM
melvin_bird_cpa	ok	11:17:06 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	11:19:09 PM
melvin_bird_cpa	already did	11:19:19 PM
Anurag Sharma	https://assist.acecloudhosting.com/join/2002239347	11:19:35 PM
	Kindly paste this link in the browser of local computer and join the session.	11:19:39 PM
	This message has been deleted	11:20:02 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:20:54 PM
	Are we still connected here?	11:24:40 PM
	Are we still connected here?	11:25:30 PM
	Are we still connected here?	11:26:29 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:26:42 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:26:45 PM
	<i>Anurag Sharma has ended this chat session</i>	11:26:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 11:21:03 PM

#71251 Michael Archer
Email: michael.archer@goraw.com ☎ 2143355361
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 6 Secs
City: RICHARDSON
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 49 Secs

Michael Archer	Hello, I am your Acebuddy	23 Jan, 11:21:04 PM
Acebuddy	Hello Michael Archer, I'm your Ace Buddy. I'll be happy to assist you!	11:21:07 PM
	Whom Would You Like to Connect With?	11:21:07 PM
Michael Archer	Technical Support (QB & App Hosting)	11:21:20 PM
Acebuddy	Welcome to Ace Support.	11:21:20 PM
	Please chose an option :	11:21:20 PM
Michael Archer	I'd like to report an Issue	11:21:29 PM
Acebuddy	Please select an option!	11:21:29 PM
Michael Archer	Other Issue	11:21:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:21:34 PM
Michael Archer	Ticket 626846	11:21:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:21:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:21:46 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:22:44 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:22:46 PM

	Kindly allow me two minutes to check the same.	11:22:55 PM
	Thank you for waiting.	11:26:01 PM
	The issue is faced by user MichaelAr correct?	11:26:14 PM
Michael Archer	yes	11:26:37 PM
Tushar Pharswan	It seems to be stuck so I will disconnect the session from task manger as of now.	11:26:40 PM
Michael Archer	i put the ticket in over three hours ago with no response	11:26:56 PM
Tushar Pharswan	Kindly try to log in again.	11:27:03 PM
	I deeply apologize for the inconvenience caused to you. It seems the ticket was assigned to our outbound team which usually calls the users to see what exactly the issue is.	11:27:52 PM
Michael Archer	I am in	11:27:53 PM
Tushar Pharswan	Great.	11:28:11 PM
Michael Archer	No call	11:28:15 PM
Tushar Pharswan	Is there anything else I may help you with ?	11:28:17 PM
Michael Archer	no I am good now...I should have just called -- will do so in the future -- email ticketing takes way too long	11:28:45 PM
	<i>Michael Archer has ended this chat session</i>	11:28:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70787 Robert Zeigen

Email: rzeigen@szcpa.tax 📞 15613920620

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 53 Secs

Robert Zeigen	Hello, I am your Acebuddy	15 Jan, 10:24:17 PM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	10:24:18 PM
	Whom Would You Like to Connect With?	10:24:18 PM
Robert Zeigen	Technical Support (QB & App Hosting)	10:24:21 PM
Acebuddy	Welcome to Ace Support.	10:24:21 PM
	Please chose an option :	10:24:21 PM
Robert Zeigen	I'd like to report an Issue	10:24:26 PM
Acebuddy	Please select an option!	10:24:26 PM
Robert Zeigen	Setback	10:24:32 PM
Acebuddy	Welcome to Ace Support.	10:24:32 PM
	Please chose an option :	10:24:32 PM
Robert Zeigen	I'd like to raise a Request	10:24:36 PM
Acebuddy	Please select your request type.	10:24:36 PM
Robert Zeigen	Reboot your Server	10:24:40 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	10:24:40 PM
	Do you need any further assistance on the topic?	10:24:40 PM
Robert Zeigen	Yes	10:24:46 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:24:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:24:46 PM
Robert Zeigen	Please reboot my server szcpa	10:24:56 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:26:25 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:26:29 PM
	Hello Robert	10:26:36 PM
Robert Zeigen	Hello there is a service, Canopy, that is supposed to be running all the time but it is not. An autologon weas even created but it doesn't seem to be working. The message says to reboot the server	10:27:21 PM
	<i>10:27:55 PMRobert Zeigen is sharing a file with you</i> <i>1_image.png - (Size:312.59 KB)</i>	10:27:55 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:27:58 PM

	Kindly allow me two minutes to check the same.	10:29:50 PM
	Robert could you please confirm that do you face this issue regularly?	10:31:24 PM
Robert Zeigen	Yes	10:32:43 PM
	Every day	10:32:45 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:32:53 PM
Robert Zeigen	That's why an autologon, whatever that means, was created	10:33:01 PM
Anurag Sharma	I have restarted the services from the backend. Please check if the issue is now resolved.	10:33:15 PM
	I have made some backend changes as well. Just to ensure that it doesn't happens again.	10:34:26 PM
	Are we still connected here?	10:35:51 PM
	Are we still connected here?	10:36:17 PM
Robert Zeigen	It is working now	10:37:18 PM
	Let's see what happens. I've heard this before	10:37:34 PM
	Thank you	10:37:37 PM
Anurag Sharma	Thanks for the confirmation !	10:37:44 PM
	Is there anything else I may help you with ?	10:37:48 PM
	I will be keeping your ticket under observation. If you still face any issues. You can let me know and I will directly escalate your issue to higher department.	10:38:36 PM
	Are we still connected here?	10:39:53 PM
	Are we still connected here?	10:40:30 PM
	Are we still connected here?	10:41:03 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:41:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:41:08 PM
	<i>Anurag Sharma has ended this chat session</i>	10:41:11 PM



22 Jan, 12:25:02 AM

Visitor Details

#71110 kat

Email: kat@aghstore.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: 33 Secs

City: MANUYO UNO

State: National Capital Region

Country: PHILIPPINES

Chat Duration : 23 Mins 48 Secs

Chat Transcript

kat	Hello, I am your Acebuddy	22 Jan, 12:25:04 AM
Acebuddy	Hello Kat, I'm your Ace Buddy. I'll be happy to assist you!	12:25:04 AM
	Whom Would You Like to Connect With?	12:25:04 AM
kat	Managed IT	12:26:15 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:26:15 AM
	Acebuddy (bot) forwarded the chat request	12:26:16 AM
	Pradeep Kumar accepted the chat transfer request.	12:26:26 AM
Pradeep Kumar	Thank you for contacting AcecloudHosting. My name is Pradeep How may I help you for today?	12:26:41 AM
kat	I can't open my QB account	12:26:57 AM
Pradeep Kumar	Alright, Let me Transfer the chat to the concerned team.	12:27:52 AM
	Pradeep Kumar is transferring the chat to Support(QB & App Hosting).	12:27:59 AM
	Manish Singh accepted the chat transfer request.	12:28:16 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:28:25 AM
kat	I can't open my QB	12:28:54 AM
Manish Singh	I will surely help you with this issue.	12:28:57 AM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	12:29:06 AM
kat	yes, it my first time to ahave this issue	12:29:40 AM
Manish Singh	Kindly allow me two minutes to check the same.	12:30:08 AM
kat	sure	12:30:31 AM
Manish Singh		

	Kindly try to access now.	12:31:57 AM
kat	Okay, but I cant open my remote desktop now	12:32:37 AM
Manish Singh	Kindly try to access now.	12:33:52 AM
	Are we still connected here?	12:35:37 AM
kat	I still opening my remote desktop	12:35:40 AM
Manish Singh	Still not able to access the server?	12:35:55 AM
	<i>12:35:56 AM</i> kat is sharing a file with you 1_image.png - (Size:122.15 KB)	12:35:56 AM
	Alright, just let me know when you are in	12:36:12 AM
	If not, we have to take the remote session.	12:36:33 AM
kat	can we go to remote seesion?	12:38:07 AM
	I cant open it	12:38:12 AM
Manish Singh	Sure	12:38:36 AM
	https://assist.acecloudhosting.com/join/8132859729	12:38:45 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:38:48 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:46:06 AM
	Is there anything else I may help you with ?	12:46:09 AM
kat	none	12:48:22 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:48:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:48:45 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	12:48:51 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	12:48:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jan, 11:47:56 PM

#70438 Jamie

Email: jamie@changcpa.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Sec

City: WATERTOWN

State: Massachusetts

Country: UNITED STATES


Chat Transcript

Chat Duration : 10 Mins 11 Secs

Jamie	Hello, I am your Acebuddy	10 Jan, 11:47:57 PM
Acebuddy	Hello Jamie, I'm your Ace Buddy. I'll be happy to assist you!	11:47:58 PM
	Whom Would You Like to Connect With?	11:47:58 PM
Jamie	Technical Support (QB & App Hosting)	11:48:04 PM
Acebuddy	Welcome to Ace Support.	11:48:04 PM
	Please chose an option :	11:48:04 PM
Jamie	I'd like to raise a Request	11:48:13 PM
Acebuddy	Please select your request type.	11:48:13 PM
Jamie	Other Request	11:48:32 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:48:32 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:48:32 PM
Jamie	Yes, I'm facing issues with my server	11:48:59 PM
Acebuddy	Please select an option!	11:48:59 PM
Jamie		

	Other Issue	11:49:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:49:06 PM
Jamie	Add contact person	11:49:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:49:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:49:39 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:50:22 PM
Jamie	Hello	11:50:37 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:50:41 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:50:54 PM
Jamie	Hi Tushar, just a quick question. Can I add another 2 people as the contact person to ACE, which means they can send email to request support	11:51:36 PM
	for example, Drake tax software needs to update to the full release version. Can they contact ACE for this request?	11:52:28 PM
Tushar Pharswan	Every user can reach us to get support but for some tasks which effect billing then we ask for approval of authorised contact persons.	11:52:49 PM
	Yes, they can.	11:53:10 PM
Jamie	can I add them as authorized contact persons.	11:53:21 PM
	I did last time, but didn't get response.	11:53:40 PM
	Are you able to check if Zoey Yang is the authorized contact person?	11:53:56 PM
Tushar Pharswan	Yes, they can be added.	11:54:37 PM
	Can you share the ticket number for this request on which they did not respond.	11:55:17 PM
	<i>11:55:30 PM</i> Tushar Pharswan is sharing a file with you image.png - (Size:11.65 KB)	11:55:30 PM
	Yes, Zoey is authorised person for your account.	11:55:48 PM
Jamie	Great!	11:56:00 PM
	Can you add Joy Zhang as an authorized person too? joy.zhang@changcpa.com	11:56:32 PM
Tushar Pharswan	Do note that changes effecting the billing we need approval from these two authorised persons email.	11:56:34 PM
	Kindly email us at support@acecloudhosting.com for this request.	11:57:13 PM
Jamie	ok. will do.	11:57:23 PM
	Thanks	11:57:25 PM
Tushar Pharswan	Is there anything else I may help you with ?	11:57:27 PM
Jamie	that's it. thank you!	11:57:53 PM
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	11:57:55 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:58:05 PM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:58:06 PM

	<i>Tushar Pharswan has ended this chat session</i>	11:58:08 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	25 Jan, 2:21:38 AM
<p>#71350 Kyle Dhanani</p> <p>Email: kyle.asianengineparts@gmail.com</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Tushar Pharswan</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 1 Min 9 Secs</p> <p>City: BELLINGHAM</p> <p>State: Washington</p> <p>Country: UNITED STATES</p>	

Chat Transcript	Chat Duration : 38 Mins 15 Secs
Kyle Dhanani	Hello, I am your Acebuddy25 Jan, 2:21:39 AM
Acebuddy	Hello Kyle Dhanani, I'm your Ace Buddy. I'll be happy to assist you!2:21:40 AM
	Whom Would You Like to Connect With?2:21:40 AM

Kyle Dhanani	Technical Support (QB & App Hosting)	2:21:43 AM
Acebuddy	Welcome to Ace Support.	2:21:43 AM
	Please chose an option :	2:21:43 AM
Kyle Dhanani	I'd like to report an Issue	2:21:50 AM
Acebuddy	Please select an option!	2:21:50 AM
Kyle Dhanani	QuickBooks Issue	2:21:53 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:21:53 AM
Kyle Dhanani	QuickBooks Login Issue	2:21:57 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	2:21:58 AM
	Was that helpful?	2:21:58 AM
Kyle Dhanani	No	2:22:02 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:22:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:22:02 AM
Kyle Dhanani	agent	2:22:39 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	2:23:21 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	2:23:26 AM
Kyle Dhanani	thanks	2:23:33 AM
	we have had 4 separate login issues today	2:23:45 AM
	Kim, Kyle, Asiff and Sherry all had issues at one point logging on	2:24:03 AM
	forcing us to close company/logoff several times	2:24:16 AM
	the message popping up says "company file in use" or "soemone is performing a task, please wait"	2:24:44 AM
	and no one is in single-user mode	2:25:04 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:25:12 AM
Kyle Dhanani	AsianEngine.myrealdata	2:25:34 AM
	Kyle	2:25:37 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	2:26:23 AM
Kyle Dhanani	ok	2:27:12 AM
Tushar Pharswan	Thank you for waiting.	2:30:05 AM
	Let's connect over a remote session to see the actual errors.	2:30:24 AM
	May I take the remote access of your local computer?	2:30:31 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:30:34 AM

Kyle Dhanani	sure	2:30:34 AM
	ready when yo are	2:31:36 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/1442516627	2:31:53 AM
	Kindly Click on the link and open the downloaded file.	2:31:55 AM
	We are connected now.	2:35:28 AM
Kyle Dhanani	ya	2:35:40 AM
	im on other caht	2:35:43 AM
	chat	2:35:45 AM
Tushar Pharswan	Okay.	2:35:53 AM
	As discussed over the chat session we will escalate the issue as you faced multiple issue today thank you for your details, we will reach you out soon regarding the matter.	2:59:43 AM
	I deeply apologize for the inconvenience caused to you.	2:59:48 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:59:51 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	2:59:53 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
Tushar Pharswan has ended this chat session		2:59:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 10:50:45 PM

#70790 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 14 Secs
City: CARROLLTON
State: Texas
Country: UNITED STATES


Chat Transcript

Chat Duration : 35 Mins 58 Secs

info	Hello, I am your Acebuddy	15 Jan, 10:50:45 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	10:50:47 PM
	Whom Would You Like to Connect With?	10:50:47 PM
info	Technical Support (QB & App Hosting)	10:51:02 PM
Acebuddy	Welcome to Ace Support.	10:51:02 PM
	Please chose an option :	10:51:02 PM
info	I'd like to raise a Request	10:51:08 PM
Acebuddy	Please select your request type.	10:51:08 PM
info	Other Request	10:51:17 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:51:17 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:51:17 PM
info	Yes, I'm facing issues with my server	10:51:26 PM
Acebuddy	Please select an option!	10:51:26 PM
info	Other Issue	10:51:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:51:31 PM
info	My server is not working	10:51:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:51:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:51:49 PM
info	When I click the server it said "The task you are trying to do can't be completed~"	10:52:54 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:53:42 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:54:05 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:54:09 PM

info	Good morning	10:54:21 PM
	<i>10:54:24 PM</i> info is sharing a file with you image.png - (Size:12.96 KB)	10:54:24 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	10:56:31 PM
info	got it	10:56:43 PM
Tushar Pharswan	Have you initiated a second chat?	11:00:46 PM
info	not yet	11:01:07 PM
	I mean no	11:01:21 PM
Tushar Pharswan	Okay I just another chat session with same email and name.	11:02:09 PM
info	oh okay	11:02:20 PM
Tushar Pharswan	Allow me 2 minutes.	11:02:37 PM
info	okay	11:02:48 PM
Tushar Pharswan	Okay I have transferred the other chat session.	11:04:53 PM
	Sorry for the delay.	11:05:08 PM
info	your good	11:05:21 PM
	you are good	11:05:34 PM
	oh my coworker said she used chat	11:06:06 PM
Tushar Pharswan	Yes, lets resolve your issue now.	11:06:27 PM
info	thank you	11:06:35 PM
Tushar Pharswan	May I take the remote access of your local computer?	11:07:04 PM
info	sure!	11:07:10 PM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	11:07:58 PM
info	okay	11:08:11 PM
Tushar Pharswan	https://assist.acecloudhosting.com/join/4792515453	11:08:20 PM
	Kindly Click on the link and open the downloaded file.	11:08:23 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:10:11 PM
info	okay	11:10:22 PM
	thank you	11:10:40 PM
Tushar Pharswan	You are unable to login to server right.	11:10:44 PM
info	right	11:10:52 PM
	okay	11:11:01 PM

Tushar Pharswan	Your session is stuck disconnected state on server.	11:13:36 PM
	Let me disconnect it properly.	11:13:50 PM
info	okay	11:13:57 PM
Tushar Pharswan	It is not letting me also to disconnect you.	11:19:32 PM
	We will have to reboot the server.	11:19:41 PM
	Can you communicate with other users that server needs to be rebooted.	11:20:24 PM
	I can also share the message to all the active user's session as well that server will reboot in 5 minutes.	11:21:05 PM
info	Donna Han said other agent is working her server	11:21:51 PM
	Donna Han also problem with print issue so is it possible to postpone rebooting server?	11:22:41 PM
Tushar Pharswan	Yes, we can postpone it.	11:23:23 PM
	I will email you regarding this kindly reply back on that email when it's okay to reboot the server.	11:23:54 PM
	Your issue will be resolved once the server reboots.	11:24:13 PM
	Is there anything else I may help you with ?	11:24:37 PM
info	Can I get the email address?	11:25:18 PM
Tushar Pharswan	support@acecloudhosting.com	11:25:59 PM
	We will email you also once this chat ends.	11:26:19 PM
info	Thank you	11:26:29 PM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:26:35 PM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:26:42 PM
	<i>Tushar Pharswan has ended this chat session</i>	11:26:45 PM



Chat Transcript

hello

Visitor Details

31 Jan, 7:58:15 AM

#71716 Puru Sapkota
Email: puru@premiumgroupnyc.com 📞 17183409682
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 16 Secs
City: WANTAGH
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 43 Secs

Puru Sapkota	hello	31 Jan, 7:58:15 AM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	7:58:23 AM
	Hello there, how may I help you?	7:58:39 AM
Puru Sapkota	I am trying to call Tech support	7:59:16 AM
	whats the number to reach	7:59:24 AM
Dev Dubey	No Issues, let me transfer the chat to a support representative.	7:59:35 AM
	The Direct Phone number for tech supprot is 888.415.5240	7:59:54 AM
Puru Sapkota	MY Drake Tax is not working	7:59:58 AM
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	8:00:05 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:00:12 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:00:16 AM
Puru Sapkota	noone picking phone	8:00:20 AM
Shashwat Verma	Hello	8:00:20 AM
	I deeply apologize for the inconvenience caused to you.	8:00:29 AM
	We'll assist you here	8:00:41 AM

Puru Sapkota	ok	8:00:53 AM
	My drake Tax is not working	8:01:06 AM
	2024	8:01:08 AM
Shashwat Verma	I will surely help you with this issue.	8:01:26 AM
Puru Sapkota	Its me Puru From Aeonic Solutiosn LLC	8:01:27 AM
	Can you plz call 718-340-9682	8:01:37 AM
Shashwat Verma	Thanks for the confirmation !	8:01:42 AM
	Okay	8:01:44 AM
	We'll call you in 15-20 minutes.	8:02:00 AM
Puru Sapkota	it will bw late sir	8:02:11 AM
	Is it possible to call now	8:02:19 AM
Shashwat Verma	As facing high all flow, we can assist you here too.	8:02:28 AM
Puru Sapkota	trying to reach since 1 hours	8:02:31 AM
	ok	8:02:38 AM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	8:02:50 AM
Puru Sapkota	my drake 2024 is not working	8:02:50 AM
Shashwat Verma	Let me check	8:02:56 AM
Puru Sapkota	tax	8:02:56 AM
	I spoke to Drake Repr	8:03:11 AM
	they said its server issues	8:03:17 AM
	I need to be fix plz	8:03:22 AM
Shashwat Verma	May I take the remote access of your local computer?	8:03:27 AM
Puru Sapkota	sure	8:03:31 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:03:44 AM
	https://assist.acecloudhosting.com/join/8572952134	8:03:45 AM
	Kindly Click on the link and open the downloaded file.	8:03:48 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:04:56 AM
	As per remote session, we have decided the Drake 2024 re-installation in D drive, will let you know once we are done with it.	8:37:56 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:37:59 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

conversation, along with a ticket number and survey feedback form.

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


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

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

8:38:01 AM

Shashwat Verma has ended this chat session

8:38:06 AM



Chat Transcript

need technical support

Visitor Details

7 Jan, 2:59:30 AM

#70233 Ganesh

Email: infocohenassociates@gmail.com ☎ +91 8447018372

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 12 Secs

City: DELHI

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 37 Mins 37 Secs

Ganesh	need technical support	7 Jan, 2:59:31 AM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	2:59:35 AM
	Hello there, could you please help me with your business name??	3:00:04 AM
Ganesh	one of our qb file is not opeing	3:00:19 AM

	opening	3:00:24 AM
	cohen and associates	3:01:07 AM
Dev Dubey	I am unable to locate an account with that name, do you have your CID Number?	3:01:38 AM
Ganesh	Cohen & Associates	3:02:00 AM
	helo?	3:02:48 AM
Dev Dubey	We do not have an account with that name.	3:03:16 AM
Ganesh	cohenassociates.myrealddata.net	3:03:29 AM
Dev Dubey	Perfect!	3:03:43 AM
Ganesh	plz come on my bookkeeper1	3:03:57 AM
	user	3:03:59 AM
Dev Dubey	Thank you, let me quickly transfer the chat to a support rep.	3:04:08 AM
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	3:04:15 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:04:24 AM
	<i>Yash Kalra is transferring the chat to Manish Singh.</i>	3:04:38 AM
	<i>Manish Singh accepted the chat transfer request.</i>	3:04:57 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:05:02 AM
Ganesh	hi	3:05:06 AM
	one of my qbooks file is not opeing	3:05:16 AM
	plz come on my screen	3:05:23 AM
Manish Singh	Kindly help me with your server name and user name?	3:05:31 AM
Ganesh	bookkeeper1	3:05:38 AM
Manish Singh	May i know your business name?	3:05:59 AM
Ganesh	cohenassociates.myrealddata.net	3:06:18 AM
	and my user is bookkeeper1	3:06:43 AM
	helo???	3:07:12 AM
Manish Singh	Kindly allow me two minutes to check the same.	3:07:22 AM
Ganesh	sure	3:07:27 AM
Manish Singh	Kindly use QuickBooks reset to resolve the issue.	3:08:09 AM
	Is this the first time you are facing this issue?	3:08:40 AM
Ganesh	yes	3:08:45 AM
	plz come on my screen	3:08:52 AM
	if posbl	3:08:58 AM

Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	3:08:59 AM
Ganesh	ok	3:09:08 AM
Manish Singh	Kindly check if another user is using this same company file.	3:10:06 AM
Ganesh	i tried	3:10:16 AM
	not opeing this qb	3:10:25 AM
Manish Singh	Kindly restart your server once.	3:11:42 AM
Ganesh	ok	3:11:52 AM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:11:52 AM
Ganesh	2 minutes.. iam coming	3:18:39 AM
Manish Singh	Sure	3:18:45 AM
Ganesh	done?	3:23:59 AM
Manish Singh	Allow few minutes here, we need to reboot the server.	3:24:30 AM
Ganesh	sure	3:24:37 AM
Manish Singh	Kindly check now.	3:28:42 AM
Ganesh	ok wiat	3:28:54 AM
	not working	3:30:26 AM
Manish Singh	Are you the only one facing this issue?	3:32:07 AM
Ganesh	yes	3:32:15 AM
Manish Singh	Is there anything else I may help you with ?	3:35:30 AM
Ganesh	yes	3:35:31 AM
	wait	3:35:37 AM
Manish Singh	Sure	3:35:39 AM
Ganesh	thankk u sir	3:36:35 AM
Manish Singh	Is there anything else I may help you with ?	3:36:50 AM
Ganesh	no	3:36:54 AM
	thanks	3:36:56 AM
Manish Singh	It would be great if you could share your feedback after this chat ends. Thanks in advance!	3:37:00 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:37:06 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! 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/)	3:37:09 AM
Ganesh	bye	3:37:11 AM
	<i>Manish Singh has ended this chat session</i>	3:37:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	7 Jan, 4:00:07 AM
#70236 hala.mikati.dalloul Email: hala.mikati.dalloul@gmail.com 📞 18183264538 Department: Support(QB & App Hosting) Operator: Yash Kalra Website: https://www.acecloudhosting.com/support-chat.php Operating System: Microsoft Windows Browser: Google Chrome Device: Desktop Average Response Time: 9 Secs City: WILMINGTON State: Delaware Country: UNITED STATES	

Chat Transcript	Chat Duration : 10 Mins 43 Secs
hala.mikati.dalloul	Hello, I am your Acebuddy 7 Jan, 4:00:08 AM
Acebuddy	Hello Hala.mikati.dalloul, I'm your Ace Buddy. I'll be happy to assist you! 4:00:09 AM
	Whom Would You Like to Connect With? 4:00:09 AM
hala.mikati.dalloul	Technical Support (QB & App Hosting) 4:00:16 AM
Acebuddy	Welcome to Ace Support. 4:00:16 AM

	Please chose an option :	4:00:16 AM
hala.mikati.dalloul	I'd like to report an Issue	4:00:22 AM
Acebuddy	Please select an option!	4:00:22 AM
hala.mikati.dalloul	QuickBooks Issue	4:00:28 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:00:29 AM
hala.mikati.dalloul	QuickBooks Update	4:00:40 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	4:00:40 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	4:00:40 AM
	Do you need any further assistance on the topic?	4:00:40 AM
hala.mikati.dalloul	Yes	4:00:58 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:00:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:00:58 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:01:18 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:01:24 AM
	Kindly help me with your server name and user name?	4:01:43 AM
hala.mikati.dalloul	hala dalloul monada	4:01:57 AM
	payroll keeps asking to update even after i update	4:03:18 AM
Yash Kalra	Kindly allow me two minutes to check the same.	4:03:32 AM
hala.mikati.dalloul	i think you need to update my quickbooks on your end	4:04:16 AM
	because its acting up too	4:04:44 AM
Yash Kalra	Hala, as some users are active on the server right now, we cannot proceed with the update request. Please ask the users to log off for 20-30 minutes so that we can proceed with the update. Alternatively, we can also schedule the update for the night hours	4:07:52 AM
hala.mikati.dalloul	ok. can you please do the update at night?	4:08:35 AM
Yash Kalra	Yes, I have scheduled the update for the night hours. Is there anything else I can assist you with?	4:09:56 AM
hala.mikati.dalloul	no thats it .thank you	4:10:30 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the smilies.	4:10:41 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:10:46 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

conversation, along with a ticket number and survey feedback form.

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

Thanks!


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

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

4:10:49 AM

Yash Kalra has ended this chat session

4:10:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 9:31:55 PM

#70776 Chase Scott

Email: chases@cfcpapc.com 📞 2107485846

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: MCALLEN

State: Texas


Country: UNITED STATES

Chat Transcript		Chat Duration : 2 Mins 4 Secs
Chase Scott	Hello, I am your Acebuddy	15 Jan, 9:31:57 PM
Acebuddy	Hello Chase Scott, I'm your Ace Buddy. I'll be happy to assist you!	9:31:58 PM
	Whom Would You Like to Connect With?	9:31:58 PM
Chase Scott	Technical Support (QB & App Hosting)	9:32:38 PM
Acebuddy	Welcome to Ace Support.	9:32:38 PM

	Please chose an option :	9:32:38 PM
Chase Scott	I'd like to report an Issue	9:32:48 PM
Acebuddy	Please select an option!	9:32:48 PM
Chase Scott	Password Reset	9:32:51 PM
Acebuddy	Please select an option below	9:32:52 PM
Chase Scott	Not Enrolled to Selfcare Portal	9:32:56 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:32:57 PM
	Do you need any further assistance on the topic?	9:32:57 PM
Chase Scott	No	9:34:01 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:34:01 PM

Acebuddy has ended this chat session

9:34:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jan, 12:38:34 AM

#71371 David Weinstein

Email: david@davidweinsteincpa.com 📞 19149071180

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 42 Secs

City: ALTAMONTE SPRINGS

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 46 Secs

David Weinstein	Hello, I am your Acebuddy	26 Jan, 12:38:36 AM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	12:38:37 AM
	Whom Would You Like to Connect With?	12:38:37 AM
David Weinstein	Sales & Solutions	12:38:45 AM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	12:38:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:38:45 AM
	<i>Aayush Verma accepted the chat transfer request.</i>	12:38:56 AM
Aayush Verma	Hi David	12:39:03 AM
	Do you need assistance from support team?	12:39:11 AM
David Weinstein	Hi I want to add another user.	12:39:19 AM
	I thought therre was a way to do it myself?	12:39:30 AM
Aayush Verma	Yes you can do it yourself.	12:39:41 AM
	Do you have access to MyPortal	12:39:53 AM
David Weinstein	yes	12:40:05 AM
Aayush Verma	Let me quickly transfer this chat to our support team. They will guide you through the portal to add additional user.	12:40:55 AM
David Weinstein	I'm in the self care prortal It just has a place to change my password	12:41:31 AM
Aayush Verma	No worries, they will assist you.	12:41:56 AM
	<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>	12:42:08 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:42:28 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:42:31 AM
	Hello David	12:42:41 AM
	Are we still connected here?	12:44:04 AM
	Are we still connected here?	12:45:05 AM
David Weinstein	yes	12:45:12 AM
Anurag Sharma	Thanks for the confirmation !	12:45:20 AM
David Weinstein	How much is it add another member? How much is it to add 2?	12:45:33 AM
Anurag Sharma	David are you asking about the pricing?	12:46:29 AM
David Weinstein	yes	12:48:20 AM
Anurag Sharma	Okay	12:48:32 AM
	Let me transfer you to a specialist who can better address your concern.	12:48:52 AM
	<i>Anurag Sharma is transferring the chat to Sales & Solutions.</i>	12:49:04 AM

	<i>Aayush Verma accepted the chat transfer request.</i>	12:49:08 AM
David Weinstein	Good afternooon	12:49:55 AM
Aayush Verma	Hi David	12:50:10 AM
	The user addition cost is \$44/User/Month.	12:50:19 AM
David Weinstein	Kindly add another user titled Taxinfo@davidweinsteincpa.com	12:50:45 AM
	can you send me install rdp instructions at TaxInfo@davidweinsteincpa.com	12:51:34 AM
Aayush Verma	Sure, do you have any other questions from sales department?	12:51:55 AM
	I will transfer after that.	12:52:02 AM
David Weinstein	Are we connected?	12:54:01 AM
	yes	12:55:25 AM
	Is the vps being set up	12:55:37 AM
	sorry I'm doing 3 things at once	12:55:44 AM
Aayush Verma	I understand. I am transferring the chat now to support.	12:56:11 AM
	<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>	12:56:18 AM
David Weinstein	I just want to add a user	12:56:24 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:56:30 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:56:33 AM
David Weinstein	Can you direct me to the self portal	12:56:36 AM
	I want to add another VPS	12:56:44 AM
	Hello Anurag Can you add another VPS: Taxinfo	12:58:29 AM
	please	12:58:31 AM
Anurag Sharma	After this chat I will send you an email you can just revert back to that email with an approval from the primary contact (david@davidweinsteincpa.com) so that I can proceed with this request.	12:59:01 AM
	You can revert to the same email with this request.	1:00:05 AM
	Is there anything else I may help you with ?	1:00:18 AM
David Weinstein	I didn't get the mail	1:00:35 AM
Anurag Sharma	You will get the mail after this chat.	1:01:00 AM
David Weinstein	How long to set it up?	1:01:29 AM
	where's the self portal to do it on my own when I add a 3rd person	1:01:53 AM
	Also can I use my onedrive on all the portals?	1:02:28 AM
Anurag Sharma	I will share you the SOP which will guide you regarding the user addition on the server.	1:02:43 AM
David Weinstein	thank you	1:05:32 AM

	You still there	1:07:12 AM
	What's taking so long	1:07:16 AM
Anurag Sharma	Is there anything else I may help you with ?	1:07:19 AM
	I was drafting the email for you so that I can send you the email as early as possible.	1:07:56 AM
David Weinstein	Can taxinfo when they log in access files from my microsoft one drive	1:07:56 AM
	ok kindly finish	1:08:42 AM
Anurag Sharma	You have to login the one drive on his account.	1:08:54 AM
	For that	1:08:56 AM
David Weinstein	ok thanks	1:09:08 AM
Anurag Sharma	Thanks for the confirmation.	1:09:09 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:09:13 AM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:09:19 AM

Anurag Sharma has ended this chat session

1:09:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70798 accounting

Email: accounting@gulfpetroservices.com ☎ 13467157121

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

15 Jan, 11:30:03 PM

Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 14 Secs
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 36 Secs


accounting	Hello, I am your Acebuddy	15 Jan, 11:30:04 PM
Acebuddy	Hello Anita, I'm your Ace Buddy. I'll be happy to assist you!	11:30:06 PM
	Whom Would You Like to Connect With?	11:30:06 PM
accounting	Technical Support (QB & App Hosting)	11:30:11 PM
Acebuddy	Welcome to Ace Support.	11:30:11 PM
	Please chose an option :	11:30:11 PM
accounting	I'd like to report an Issue	11:30:17 PM
Acebuddy	Please select an option!	11:30:17 PM
accounting	QuickBooks Issue	11:30:20 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:30:20 PM
accounting	Other QB related issue	11:30:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:30:27 PM
accounting	Quickbooks pops up the message saying company file in use, which didn't happen before	11:31:56 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:31:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:31:57 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:33:18 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:33:23 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:33:29 PM
accounting	Hi Tushar. Server address: GulfPetro.myrealddata.net account name: GPS_Account	11:34:22 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	11:35:05 PM
accounting	no problem	11:35:16 PM
Tushar Pharswan	May I take the remote access of your server?	11:37:26 PM
accounting	sure	11:37:30 PM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	11:37:35 PM

accounting	ok I am ready	11:37:45 PM
Tushar Pharswan	We are connected now.	11:38:05 PM
accounting	ok thx	11:38:11 PM
	it will never end unless I close the remote desktop and wait at least 5min to log in back again	11:38:40 PM
Tushar Pharswan	As per the message GPS_Houston is working on a task which must get completed.	11:39:23 PM
accounting	this happens to our other three users	11:39:29 PM
Tushar Pharswan	After that you will have access.	11:39:38 PM
accounting	no, we tried. It won't help	11:40:10 PM
Tushar Pharswan	Did you try to contact Houston about this?	11:41:44 PM
accounting	yeah, she is using Vendor Center and report	11:42:36 PM
	but we use it the same way we did before, this just happen recently	11:43:16 PM
	and now she has close all the open window, just leave the company open	11:43:46 PM
Tushar Pharswan	May I take the remote session of Houston as well.	11:44:16 PM
accounting	yeah sure	11:44:34 PM
Tushar Pharswan	May I log of the session of Houston?	11:48:53 PM
accounting	ok	11:49:04 PM
Tushar Pharswan	I have asked the same on her session as well to save the files.	11:50:26 PM
accounting	ok	11:51:08 PM
Tushar Pharswan	She is not replying.	11:51:23 PM
	she did	11:51:45 PM
	Kindly check now.	11:52:38 PM
	Can you check the error again.	11:53:43 PM
accounting	my company seems to be closed	11:54:53 PM
Tushar Pharswan	Kindly open it.	11:55:01 PM
accounting	are you still in control of remote?	11:55:06 PM
Tushar Pharswan	I can see but I'm not controlling it as off now.	11:55:32 PM
accounting	I log in	11:56:10 PM
Tushar Pharswan	Now ask if Houston can access it as well or not?	11:56:40 PM
accounting	one second	11:57:29 PM
	pls	11:57:31 PM
Tushar Pharswan	Sure, please take your time	11:58:03 PM
accounting	she already logged in	11:58:47 PM

Tushar Pharswan	Kindly confirm if everything is okay at her end as well?	11:59:58 PM
accounting	yeah now it looks good, but this happened a lot recently	16 Jan, 12:01:08 AM
Tushar Pharswan	We will look into this.	12:01:25 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:01:27 AM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:01:39 AM

Tushar Pharswan has ended this chat session

12:01:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70207 David Weinstein

Email: david@davidweinsteincpa.com 📞 19149071180

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: HOLLYWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 55 Secs

David Weinstein	Hello, I am your Acebuddy	6 Jan, 10:39:25 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	10:39:26 PM
	Whom Would You Like to Connect With?	10:39:26 PM
David Weinstein	Technical Support (QB & App Hosting)	10:39:31 PM
Acebuddy	Welcome to Ace Support.	10:39:31 PM
	Please chose an option :	10:39:31 PM
David Weinstein	I'd like to report an Issue	10:39:38 PM
Acebuddy	Please select an option!	10:39:38 PM
David Weinstein	Password Reset	10:39:41 PM
Acebuddy	Please select an option below	10:39:41 PM
David Weinstein	Already Enrolled to Selfcare Portal	10:39:47 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:39:47 PM
	Do you need any further assistance on the topic?	10:39:47 PM
David Weinstein	No	10:40:20 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:40:20 PM
	<i>Acebuddy has ended this chat session</i>	10:40:21 PM



Chat Transcript

Logging into the remote server I continue to get "Low C: drive space detcted"

Visitor Details

#70284 suzanne r rodriguez

Email: suzanne@vintage-elevator.com 📞 16507404315

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs
City: SAN MATEO
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 46 Secs

suzanne r rodriguez	Logging into the remote server I continue to get "Low C: drive space detcted"	7 Jan, 11:55:51 PM
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.	11:55:54 PM
suzanne r rodriguez	9 % Free - they fixed this several weeks back and it is happening again - please have them free up space	11:56:17 PM
Vatsal	Hey Suzanne, just give me a moment, I'm looking into it	11:57:11 PM
	Suzanne as I can see there is a shortage of storage on your cloud server. To get the most optimized performance on the server, I would suggest you to increase your drive storage	11:59:24 PM
suzanne r rodriguez	I host QB there and nothing else	11:59:44 PM
Vatsal	Yes I have the data in front of me and can see that you have QB and O365 on the server	8 Jan, 12:00:22 AM
	We can adjust the storage part for the time being but in the long run it is highly recommended that you upgrade your storage	12:00:57 AM
suzanne r rodriguez	and now i need to increase storage	12:01:00 AM
	please do that.	12:01:18 AM
	I'm not upgrading -	12:01:39 AM
	I would understand if there were multiple uses etc/ but there is not	12:02:06 AM
Vatsal	Alright Suzanne, I'll be transferring the chat to the technical support team so that they can get the issue resolved	12:02:18 AM
	Anything else that I may help you with?	12:02:26 AM
suzanne r rodriguez	no	12:02:30 AM
	<i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>	12:02:57 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:03:27 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:03:52 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:04:10 AM
suzanne r rodriguez	vintagees	12:04:52 AM
	suzanne	12:04:58 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:05:22 AM
suzanne r rodriguez	suzanne_ves ?	12:05:23 AM
Yash Kalra	Suzanne, the free space on the C drive is only 5.30 GB. Please allow me some time while I remove	

	some temporary files to create more space.	12:07:45 AM
suzanne r rodriguez	This happened a few weeks ago too - I'm not going to need to call in every few weeks I hope	12:08:20 AM
	<p><i>12:12:18 AM</i>Yash Kalra is sharing a file with you</p> <p><i>image.png</i> - (<i>Size:2.2 KB</i>)</p> <p><i>Suzanne, I have removed some space from the backend, and now the free space on the server is 9.56 GB , However, to maintain optimal performance and compatibility, we recommend adding additional storage to</i></p> <p><i>You may upgrade the server space according to the following disk space plans:</i></p> <p><i>Plan 1: 200 GB - \$120/month</i></p> <p><i>Plan 2: 100 GB - \$60/month</i></p> <p><i>Plan 3: 80 GB - \$50/month</i></p> <p><i>Plan 4: 60 GB - \$40/month</i></p> <p><i>Plan 5: 40 GB - \$28/month"</i></p>	12:12:18 AM
	I host QB - there is only 1 user that actually logs in - if I need to pay more I'll move to RightNow	12:13:02 AM
Yash Kalra	We suggest reaching out to all users and asking them to review and delete any unnecessary data from their profiles, such as files on the desktop, documents, and downloads folder. This will help create additional space on the server	12:13:33 AM
suzanne r rodriguez	I'm the only user	12:13:48 AM
	So if this isn't resolved I'll be leaving Ace	12:14:16 AM
	Thank you - Suzanne	12:14:24 AM
Yash Kalra	uzanne, let me check if we can create some more space. Please allow me some time. I know this can be frustrating, but I appreciate your patience.	12:16:13 AM
	Suzanne, we tried our best and were only able to create an additional 2% more space	12:21:04 AM
	Are we still connected here?	12:21:12 AM
	Are we still connected here?	12:24:12 AM
	Are we still connected here?	12:26:34 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:26:38 AM

Yash Kalra has ended this chat session

12:26:41 AM



Chat Transcript

Hello, I am your Acebuddy

#70321 bedfordfeedandseed
Email: bedfordfeedandseed@yahoo.com 📞 18122794136
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 3 Mins 4 Secs
City: BLOOMINGTON
State: Indiana
Country: UNITED STATES

bedfordfeedandseed	Hello, I am your Acebuddy	8 Jan, 6:41:54 PM
Acebuddy	Hello Bedfordfeedandseed, I'm your Ace Buddy. I'll be happy to assist you!	6:41:56 PM
	Whom Would You Like to Connect With?	6:41:56 PM
bedfordfeedandseed	Technical Support (QB & App Hosting)	6:42:02 PM
Acebuddy	Welcome to Ace Support.	6:42:02 PM
	Please chose an option :	6:42:02 PM
bedfordfeedandseed	I'd like to report an Issue	6:42:08 PM
Acebuddy	Please select an option!	6:42:08 PM
bedfordfeedandseed	Password Reset	6:42:11 PM
Acebuddy	Please select an option below	6:42:12 PM
bedfordfeedandseed	Not Enrolled to Selfcare Portal	6:42:15 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	6:42:16 PM
	Do you need any further assistance on the topic?	6:42:16 PM
	<i>The visitor's phone number was changed to 18122794136.</i>	6:48:53 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:28:51 PM
	<i>Ended due to chat idle timeout</i>	7:28:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jan, 10:09:07 AM

#70365 jend

Email: jend@taxproak.com ☎ 19077431040

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: WILMINGTON


State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 2 Secs

jend	Hello, I am your Acebuddy	9 Jan, 10:09:09 AM
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!	10:09:10 AM
	Whom Would You Like to Connect With?	10:09:10 AM
jend	Technical Support (QB & App Hosting)	10:09:20 AM
Acebuddy	Welcome to Ace Support.	10:09:20 AM
	Please chose an option :	10:09:20 AM
jend	I'd like to raise a Request	10:09:27 AM
Acebuddy	Please select your request type.	10:09:27 AM
jend	Reboot your Server	10:09:40 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	10:09:40 AM
	Do you need any further assistance on the topic?	10:09:40 AM
jend	Yes	10:09:47 AM
Acebuddy	Please wait while we connect you to our Support Representative	10:09:50 AM
	Acebuddy (bot) forwarded the chat request	10:09:50 AM

	<i>Shashwat Verma accepted the chat transfer request.</i>	10:09:56 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:09:59 AM
	Hello Jend	10:10:05 AM
jend	ticket 617463	10:10:08 AM
	hello	10:10:16 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	10:10:20 AM
jend	ok... I have my IT guy helping too his name is Dan Ketchum	10:11:03 AM
Shashwat Verma	As we have checked, you have the reboot request.	10:11:17 AM
	Okay	10:11:21 AM
	We are proceeding with the rebooting of server.	10:12:27 AM
jend	thank you	10:12:37 AM
Shashwat Verma	We are done with the reboot.	10:12:54 AM
	Is there anything else I may help you with ?	10:12:56 AM
	Are we still connected here?	10:15:34 AM
	Are we still connected here?	10:18:40 AM
	Are we still connected here?	10:20:04 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:23:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:23:08 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	10:23:10 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	10:23:12 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jan, 9:18:40 PM

#70199 johnismerio
Email: johnismerio@gmail.com 📞 18183998208
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: 3 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 12 Secs

johnismerio	Hello, I am your Acebuddy	6 Jan, 9:18:41 PM
Acebuddy	Hello John Ismerio, I'm your Ace Buddy. I'll be happy to assist you!	9:18:42 PM
	Whom Would You Like to Connect With?	9:18:42 PM
johnismerio	Technical Support (QB & App Hosting)	9:18:52 PM
Acebuddy	Welcome to Ace Support.	9:18:52 PM
	Please chose an option :	9:18:52 PM
johnismerio	I'd like to report an Issue	9:19:00 PM
Acebuddy	Please select an option!	9:19:00 PM
johnismerio	Other Issue	9:19:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:19:04 PM
johnismerio	hi i have a question regarding software	9:19:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:19:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:19:21 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:19:26 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:19:31 PM

johnismerio	hi, we have 4 users in cloud, we want to download new Taxwise2024 to all of our users in cloud, can i just do it from 1 cloud? thank you	9:20:08 PM
Shubham Kataria	Hello	9:20:29 PM
	Kindly provide your business name. it will help me to check this	9:20:51 PM
johnismerio	ISTAXPro	9:21:01 PM
Shubham Kataria	This message has been deleted	9:21:44 PM
	Kindly confirm if want to download a new application on the server	9:22:53 PM
johnismerio	64127	9:23:07 PM
Shubham Kataria	Thank you for the information.	9:23:45 PM
	If you want to install Tax wise 2024 application on the server	9:24:17 PM
	Kindly drop us a email on support@acecloudhosting.com and provide the set up file for the application (Edited)	9:24:44 PM
johnismerio	since the application need to be download from login our account in Wolters	9:25:22 PM
Shubham Kataria	Okay	9:25:32 PM
	You can download the set up file from any user profile, once the setup saved. please let us know we will install the application for you	9:26:12 PM
johnismerio	okay so i will setup one in 1 cloud, and then email to you to install to all clouds?	9:27:33 PM
Shubham Kataria	yes, we will install it on the server so that all users can access the application	9:27:59 PM
johnismerio	okay will email after we setup 1	9:29:13 PM
	thank yo	9:29:15 PM
	thank you	9:29:18 PM
Shubham Kataria	You're welcome	9:29:23 PM
	Is there anything else I may help you with ?	9:29:27 PM
johnismerio	thats all thanks	9:29:33 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:29:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:29:49 PM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p>	9:29:51 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 10:06:21 PM

#71327 Jody Fried, Executive Director

Email: jfried@catamountarts.org 📞 18022744774

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: HADLEY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Secs

Jody Fried, Executive Director	Hello, I am your Acebuddy	24 Jan, 10:06:21 PM
Acebuddy	Hello Jody M. Fried, I'm your Ace Buddy. I'll be happy to assist you!	10:06:23 PM
	Whom Would You Like to Connect With?	10:06:23 PM
Jody Fried, Executive Director	Technical Support (QB & App Hosting)	10:06:30 PM
Acebuddy	Welcome to Ace Support.	10:06:30 PM
	Please chose an option :	10:06:30 PM
Jody Fried, Executive Director	I'd like to raise a Request	10:06:38 PM
Acebuddy	Please select your request type.	10:06:38 PM
Jody Fried, Executive Director	Application Version Upgrade	10:06:51 PM

Acebuddy	Please select the application you would like to upgrade :	10:06:51 PM
Jody Fried, Executive Director	QuickBooks	10:06:54 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	10:06:54 PM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	10:06:54 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	10:06:54 PM
	Do you need any further assistance on the topic?	10:06:54 PM
Jody Fried, Executive Director	No	10:07:04 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:07:04 PM

Acebuddy has ended this chat session

10:07:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 3:12:28 AM

#71355 Anita Morland

Email: anita@internationalfilterproducts.com 📞 18189179538

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: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 52 Secs

Anita Morland	Hello, I am your Acebuddy	25 Jan, 3:12:30 AM
Acebuddy	Hello Anita Morland, I'm your Ace Buddy. I'll be happy to assist you!	3:12:31 AM
	Whom Would You Like to Connect With?	3:12:31 AM
Anita Morland	Technical Support (QB & App Hosting)	3:12:40 AM
Acebuddy	Welcome to Ace Support.	3:12:40 AM
	Please chose an option :	3:12:40 AM
Anita Morland	I'd like to raise a Request	3:12:51 AM
Acebuddy	Please select your request type.	3:12:51 AM
Anita Morland	Application Version Upgrade	3:13:03 AM
Acebuddy	Please select the application you would like to upgrade :	3:13:03 AM
Anita Morland	QuickBooks	3:13:08 AM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	3:13:08 AM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	3:13:08 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	3:13:08 AM
	Do you need any further assistance on the topic?	3:13:08 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:48:22 AM
	Ended due to chat idle timeout	3:48:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71396 justin carpenter

Email: jcarpenter1906@gmail.com 📞 14432203368

Department: Support(QB & App Hosting)

27 Jan, 10:56:49 AM

Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 37 Secs
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 29 Secs

justin carpenter	Hello, I am your Acebuddy	27 Jan, 10:56:50 AM
Acebuddy	Hello Jcarpenter1906, I'm your Ace Buddy. I'll be happy to assist you!	10:56:52 AM
	Whom Would You Like to Connect With?	10:56:52 AM
justin carpenter	Technical Support (QB & App Hosting)	10:56:57 AM
Acebuddy	Welcome to Ace Support.	10:56:57 AM
	Please chose an option :	10:56:57 AM
justin carpenter	Restart	10:57:04 AM
Acebuddy	Hello Jcarpenter1906, I'm your Ace Buddy. I'll be happy to assist you!	10:57:05 AM
	Whom Would You Like to Connect With?	10:57:05 AM
justin carpenter	Technical Support (QB & App Hosting)	10:57:13 AM
Acebuddy	Welcome to Ace Support.	10:57:13 AM
	Please chose an option :	10:57:13 AM
justin carpenter	I'd like to raise a Request	10:57:18 AM
Acebuddy	Please select your request type.	10:57:18 AM
justin carpenter	Other Request	10:57:26 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:57:26 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:57:26 AM
justin carpenter	Yes, I'm facing issues with my server	10:57:41 AM
Acebuddy	Please select an option!	10:57:41 AM
justin carpenter	Other Issue	10:57:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:57:46 AM
justin carpenter	Live agent	10:57:54 AM

Acebuddy	Please wait while we connect you to a Support Representative	10:57:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:57:55 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:58:00 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:58:04 AM
	Hello Jcarpenter	10:58:16 AM
justin carpenter	hi How are you	10:58:28 AM
	I just sent an email	10:58:32 AM
Shashwat Verma	Good, how about you?	10:58:38 AM
justin carpenter	I just paid 2 of the 4 invoices with a note to pay the remaining two invoices by the end of the week	10:58:51 AM
	I am requesting that my server get reinstated so that we can continue making money	10:59:04 AM
	i have a bunch of tax returns ready to process	10:59:14 AM
Shashwat Verma	Kindly wait, let us transfer this chat to billing team.	10:59:29 AM
justin carpenter	they are out of the office	10:59:50 AM
	are they in the office?	10:59:55 AM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	11:00:19 AM
justin carpenter	we need it reinstated asap so we can get returns processed and invoices out	11:00:40 AM
	business has picked up	11:00:44 AM
Shashwat Verma	We have noted your request and will assure you to get an update from the team	11:00:47 AM
justin carpenter	i just submitted payment on 2 invoices	11:00:51 AM
	i need it reinstated before my staff comes in in th emoring	11:01:05 AM
	so they can go ahead and process returns and get invoices out	11:01:12 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	11:01:22 AM
justin carpenter	ok	11:01:30 AM
Shashwat Verma	We have noted your concern, we are ready to give you the access of server for 24hrs, will continue the services, once we got the confirmation from billing team	11:04:08 AM
justin carpenter	thank you	11:04:14 AM
	597847A	11:04:33 AM
	604343A	11:04:39 AM
	those are the 2 invoices i just paid	11:04:43 AM
	can you give me access now ?	11:04:50 AM
	i'd like to get a head start on payment	11:04:56 AM
	do you want me to upload confirmation emails?	11:05:06 AM

Shashwat Verma	Kindly email an authorize request from jcarpenter1906@gmail.com to support@acecloudhosting.com for temp access of server	11:05:19 AM
justin carpenter	please standby	11:05:32 AM
Shashwat Verma	Yes, just an email required	11:05:32 AM
justin carpenter	hold on i will confirm	11:05:35 AM
Shashwat Verma	Sure	11:05:37 AM
justin carpenter	sent	11:06:25 AM
	please acknowledge receipt	11:06:31 AM
Shashwat Verma	Let me check.	11:06:38 AM
justin carpenter	ok	11:07:13 AM
Shashwat Verma	yes, we got the email!	11:08:14 AM
	Let me re-enable the user for now!	11:08:31 AM
justin carpenter	thank you	11:08:40 AM
	can you give access to all users	11:08:46 AM
	please	11:08:47 AM
Shashwat Verma	Yes, Sure!	11:08:57 AM
justin carpenter	thank you can you also email all of us temporary login passwords to the RDP	11:09:13 AM
Shashwat Verma	Existing password will work as earlier	11:09:30 AM
	Also the same Rdp	11:09:35 AM
justin carpenter	ok perfect	11:09:39 AM
	so the passwords we have been using earlier should work?	11:09:46 AM
Shashwat Verma	Yes, they'll work	11:10:02 AM
justin carpenter	let me know when i can attempt to login i will attempt to log in after you say so	11:10:03 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	11:10:09 AM
justin carpenter	yes	11:10:13 AM
	ok	11:11:22 AM
Shashwat Verma	Kindly try now to login	11:13:36 AM
	Kindly note as of now we have given you the access for 24 hrs, once we get an update from billing team, will do the needful accordingly.	11:14:20 AM
justin carpenter	ok one second let me check	11:14:33 AM
	iam in thank you !	11:14:51 AM
Shashwat Verma	Great!	11:14:58 AM
	Is there anything else I may help you with ?	11:15:00 AM

justin carpenter	nope thats it thank you	11:15:07 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:15:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:15:15 AM
	<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 ticket number and survey feedback form.</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 that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:15:17 AM

Shashwat Verma has ended this chat session

11:15:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jan, 10:18:49 PM

#70972 Palc
Email: palc@valuewds.com
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 8 Secs
City: DUARTE
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 3 Secs

Palc	Hello, I am your Acebuddy	PM
Acebuddy	Hello Palc, I'm your Ace Buddy. I'll be happy to assist you!	10:18:52 PM
	Whom Would You Like to Connect With?	10:18:52 PM
Palc	Technical Support (QB & App Hosting)	10:19:03 PM
Acebuddy	Welcome to Ace Support.	10:19:03 PM
	Please chose an option :	10:19:03 PM
Palc	I'd like to raise a Request	10:19:13 PM
Acebuddy	Please select your request type.	10:19:13 PM
Palc	Other Request	10:19:36 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:19:36 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:19:36 PM
Palc	Yes, I'm facing issues with my server	10:19:46 PM
Acebuddy	Please select an option!	10:19:46 PM
Palc	Other Issue	10:19:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:19:50 PM
Palc	Multi Factor not working	10:20:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:20:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:20:05 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:20:58 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:21:02 PM
Palc	Hello	10:21:06 PM
Tushar Pharswan	Hello Palc.	10:22:14 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:22:26 PM
Palc	Hello, not quite sure what you mean by server name	10:22:53 PM
	VWI.myrealddata.net	10:23:06 PM
	Here is server hostname as far as i am aware of, the username is letsync	10:23:28 PM
Tushar Pharswan	This is the server name.	10:23:48 PM
Palc	got it	10:24:06 PM
	i have a trouble with multifactor	10:24:16 PM
Tushar Pharswan		10:24:33 PM

	I the code not generating ?	
Palc	it does not send verification code to my email and i cant login	10:24:37 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	10:24:44 PM
Palc	i use other method to sending via email not the google verification code.	10:24:58 PM
	Sure, thank you	10:25:03 PM
Tushar Pharswan	What we can do is as off now we can either try the google verification code.	10:30:31 PM
Palc	i cant do google verification at this moment	10:30:57 PM
	it's binding to other phone which i do not have it with me today that's the reason why i tried to do the email	10:31:26 PM
Tushar Pharswan	May I remove your authentication as off now then you will be able to login and we will reactive it tomorrow.	10:32:04 PM
Palc	Sure	10:32:27 PM
Tushar Pharswan	Also we will have enough time till then to probe the cause of why email verification is not working.	10:32:31 PM
	Kindly allow me two minutes to make the changes.	10:33:12 PM
Palc	sure thank you	10:33:18 PM
	<i>Visitor changed the visitor's Email to Palc@valuewds.com.</i>	10:37:09 PM
	Thank you	10:37:45 PM
	i can access to server now	10:37:49 PM
Tushar Pharswan	Thank you for waiting. (Edited)	10:38:14 PM
	okay. But I just disconnected your session, as I thought it was stuck.	10:38:55 PM
Palc	no worry	10:39:07 PM
Tushar Pharswan	Kindly relogin.	10:39:08 PM
Palc	Yes	10:39:38 PM
	it's working now thank you very much	10:39:46 PM
Tushar Pharswan	I will reactivate this tomorrow or do you have a preferred time to reactivate it. (Edited)	10:40:06 PM
Palc	can you reactivate tomorrow please	10:40:21 PM
Tushar Pharswan	Sure, will do that same time as off now.	10:40:38 PM
	Is there anything else I may help you with ?	10:40:46 PM
Palc	thank you very much	10:40:47 PM
	that's all	10:40:50 PM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:40:50 PM
	You may end this chat now. Once you end this chat, you will receive an email from us	

regarding this conversation, along with a ticket number and survey feedback form.

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

10:40:52 PM

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

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

Tushar Pharswan has ended this chat session

10:40:55 PM

