

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Nov, 12:35:04 AM

#83345 Jose MEedoza

Email: jose.mendoza@ad1hospitality.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: KISSIMMEE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 12 Secs

Jose MEedoza	Hello, I am your Acebuddy	6 Nov, 12:35:04 AM
Acebuddy	Hello Jose Meedoza, I'm your Ace Buddy. I'll be happy to assist you!	12:35:05 AM
	Whom Would You Like to Connect With?	12:35:05 AM
Jose MEedoza	Technical Support (QB & App Hosting)	12:35:12 AM
Acebuddy	Welcome to Ace Support.	12:35:12 AM
	Please chose an option :	12:35:12 AM
Jose MEedoza	I'd like to report an Issue	12:35:17 AM
Acebuddy	Please select an option!	12:35:17 AM
Jose MEedoza	QuickBooks Issue	12:35:22 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:35:22 AM
Jose MEedoza	QuickBooks Login Issue	12:35:26 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	12:35:27 AM
	Was that helpful?	12:35:27 AM
Jose MEedoza	No	12:35:33 AM
Acebuddy		

No issues, please wait while I connect you to one our support engineers who'd assist you further.

12:35:33 AM

Acebuddy (bot) forwarded the chat request

12:35:33 AM

Yash Kalra accepted the chat transfer request.

12:35:50 AM

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

12:35:53 AM

I will be surely assisting you with this. Kindly help me with your server name and user name?

12:35:56 AM

Are we still connected here?

12:38:04 AM

Are we still connected here?

12:40:09 AM

Are we still connected here?

12:42:16 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.

12:46:15 AM

Yash Kalra has ended this chat session

12:46:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 7:44:26 PM

#83271 kate

Email: kate@tridentcpa.com 19133697300

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: MIDDLETOWN

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 28 Secs

kate Hello, I am your Acebuddy

4 Nov, 7:44:26 PM

Acebuddy	Hello Kate, I'm your Ace Buddy. I'll be happy to assist you!	7:44:27 PM
	Whom Would You Like to Connect With?	7:44:27 PM
kate	Technical Support (QB & App Hosting)	7:44:31 PM
Acebuddy	Welcome to Ace Support.	7:44:31 PM
	Please chose an option :	7:44:31 PM
kate	I'd like to report an Issue	7:44:40 PM
Acebuddy	Please select an option!	7:44:40 PM
kate	Other Issue	7:44:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:44:43 PM
kate	I am trying to open UltraTax 2024 and it says it is already open (but it isn't). I can open other years, but not 2024	7:45:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:45:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:45:13 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:45:39 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:45:45 PM
kate	hello	7:45:50 PM
Sanyam Madan	Hello Kate , how are you doing	7:45:59 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:46:18 PM
kate	Trident CPA Services, kate	7:46:35 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	7:46:50 PM
kate	ok	7:47:34 PM
Sanyam Madan	May I take the remote access of your server?	7:47:36 PM
kate	yes	7:48:13 PM
Sanyam Madan	I have send you a request on the server , please accept it	7:48:40 PM
	Is there anything else I may help you with ?	7:58:23 PM
kate	everything is resolved - thank you	7:58:43 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:58:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:58:52 PM
	<i>Sanyam Madan has ended this chat session</i>	7:58:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Nov, 7:15:06 PM

#83319 kate

Email: kate@tridentcpa.com 19133697300

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 39 Secs

City: MIDDLETOWN

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 19 Secs

kate	Hello, I am your Acebuddy	5 Nov, 7:15:07 PM
Acebuddy	Hello Kate, I'm your Ace Buddy. I'll be happy to assist you!	7:15:08 PM
	Whom Would You Like to Connect With?	7:15:08 PM
kate	Technical Support (QB & App Hosting)	7:15:12 PM
Acebuddy	Welcome to Ace Support.	7:15:12 PM
	Please chose an option :	7:15:12 PM
kate	I'd like to report an Issue	7:15:18 PM
Acebuddy	Please select an option!	7:15:18 PM
kate	Other Issue	7:15:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:15:22 PM
kate	Cannot open Ultratax 24 - same issue as yesterday. I made sure to close it yesterday once I was finished using the program.	7:16:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:16:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:16:07 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:16:17 PM

Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:16:43 PM
kate	hi	7:16:50 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:17:30 PM
kate	Trident CPA Services, Kate	7:17:39 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	7:17:59 PM
kate	ok	7:18:17 PM
Shubham Maurya	Do other users are also facing same issue?	7:20:45 PM
kate	I don't think so, but I had this issue yesterday so I want to make sure we find a permanent solution. When the apps were hosted by Thomson Reuters this would sometimes happen and there was a "log off all" option to clear it.	7:21:33 PM
Shubham Maurya	We will ensure a proper application repair via the Control Panel. Additionally, a server reboot may be required. Would it be okay if we temporarily log off your user profile during this process?	7:24:01 PM
kate	yes	7:24:10 PM
Shubham Maurya	Thanks for the confirmation, please hold on.	7:24:34 PM
kate	ok	7:24:38 PM
Shubham Maurya	Alright, it's done kate. Please login now and check by launching and closing the app multiple times to confirm it's working.	7:28:13 PM
kate	ok	7:28:29 PM
	it is working now	7:31:39 PM
Shubham Maurya	Thanks for the confirmation and patience with us while working on this, we will keep this ticket open for few more days so that you can check the application working and make sure it's working fine now. (Edited)	7:32:44 PM
	Is there anything else I may help you with ?	7:32:48 PM
kate	ok great. Thank you. All set for now!	7:32:58 PM
Shubham Maurya	You are most welcome ! have a good one !	7:33:17 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:33:21 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:33:24 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Nov, 11:40:50 PM

#83231 kbs-ays

Email: kbs-ays@outlook.com 18102106426

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: 14 Secs

City: NORTHVILLE

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 50 Secs

kbs-ays	Hello, I am your Acebuddy	3 Nov, 11:40:50 PM
Acebuddy	Hello Kbs-ays, I'm your Ace Buddy. I'll be happy to assist you!	11:40:51 PM
	Whom Would You Like to Connect With?	11:40:51 PM
kbs-ays	Technical Support (QB & App Hosting)	11:41:04 PM
Acebuddy	Welcome to Ace Support.	11:41:04 PM
	Please chose an option :	11:41:04 PM
kbs-ays	I'd like to report an Issue	11:41:31 PM
Acebuddy	Please select an option!	11:41:31 PM
kbs-ays	Password Reset	11:41:36 PM
Acebuddy	Please select an option below	11:41:36 PM
kbs-ays	Not Enrolled to Selfcare Portal	11:41:46 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.	11:41:46 PM
	Do you need any further assistance on the topic?	11:41:46 PM
kbs-ays	Yes	11:42:00 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:42:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:42:00 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:42:32 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:42:37 PM
	Hello Kbs-ays	11:42:43 PM
	How may I assist you today?	11:42:52 PM
kbs-ays	Hi, I am having issues with resetting my password and I was wondering if I could get help with that	11:43:28 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:43:34 PM
kbs-ays	umm ok let me look	11:44:04 PM
Shubham Kataria	No problem, take your time	11:44:22 PM
kbs-ays	myrealdatalKelliS_KBS.q16	11:44:40 PM
	CID69339	11:44:53 PM
	are those the correct things?	11:44:59 PM
Shubham Kataria	Yes, its correct	11:45:46 PM
kbs-ays	ok good	11:45:51 PM
Shubham Kataria	please allow me two minutes to check if you're enrolled in selfcare or not	11:46:03 PM
kbs-ays	ok	11:46:10 PM
Shubham Kataria	I will get back to you.	11:46:11 PM
	We see that you're already enrolled on Selfcare Portal.	
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:	
	1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password".	11:46:44 PM
	2. Enter your Server Username.	
	3. Enter the CAPTCHA verification and Click Continue.	
	4. In the window that opens, Choose an authentication method from the list.	
	5. Enter your new password and click Reset to finish.	
kbs-ays	my server name is the CID69339 or the other one?	11:47:32 PM
Shubham Kataria	if you are facing any issue while resetting the password, we may connect over the remote and assist you to reset the password	11:47:43 PM

	CID is correct	11:47:57 PM
kbs-ays	ok i will try that way thank you	11:48:09 PM
Shubham Kataria	You're welcome	11:48:15 PM
	Is there anything else I may help you with ?	11:48:19 PM
kbs-ays	no that is all for now	11:48:28 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:48:34 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:48:37 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:48:39 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	11:48:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Nov, 12:42:29 AM

#83172 KEITH

Email: ks.partsfast@gmail.com 7133203009

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: 43 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 51 Secs

KEITH	Hello, I am your Acebuddy	1 Nov, 12:42:30 AM
Acebuddy	Hello Ks.partsfast, I'm your Ace Buddy. I'll be happy to assist you!	12:42:31 AM
	Whom Would You Like to Connect With?	12:42:31 AM
KEITH	Technical Support (QB & App Hosting)	12:42:37 AM
Acebuddy	Welcome to Ace Support.	12:42:37 AM
	Please chose an option :	12:42:37 AM
KEITH	I'd like to report an Issue	12:42:42 AM
Acebuddy	Please select an option!	12:42:43 AM
KEITH	QuickBooks Issue	12:42:46 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:42:46 AM
KEITH	QuickBooks Update	12:42:52 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.	12:42:52 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.	12:42:52 AM
	Do you need any further assistance on the topic?	12:42:52 AM
KEITH	Yes	12:43:03 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:43:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:43:04 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:43:10 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:43:14 AM
	Hello	12:43:17 AM
KEITH	parts.myrealdata.net	12:43:27 AM
Shashwat Verma	We have just completed the update	12:43:37 AM
KEITH	i walked away and was disconnected on chat	12:43:42 AM
Shashwat Verma	I will surely help you with this issue.	12:43:47 AM
	Kindly try now	12:43:50 AM

KEITH	ok let me log on and see. whats the issue. why is it not doing updates. same thuing last month	12:44:13 AM
Shashwat Verma	We have reset the update, sometimes multiple updated from application end overlap each other makes the prompt for critical update	12:45:13 AM
KEITH	OK	12:45:26 AM
Shashwat Verma	If you are facing this update frequently we recommend you to have the clean- reinstallation of the application in off hours	12:45:52 AM
	Meanwhile you can work as usual during the working hours.	12:46:31 AM
KEITH	OK HOLD ON	12:46:40 AM
	OK ITS GOOD	12:48:04 AM
	THANK YOU SO MUCH	12:48:09 AM
Shashwat Verma	This message has been deleted	12:48:45 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:49:17 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:49:19 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	12:49:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 1:32:15 AM

#83245 hala.mikati.dalloul

Email: hala.mikati.dalloul@gmail.com ☎ 18183264538

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 54 Mins 16 Secs

hala.mikati.dalloul	Hello, I am your Acebuddy	4 Nov, 1:32:16 AM
Acebuddy	Hello Hala.mikati.dalloul, I'm your Ace Buddy. I'll be happy to assist you!	1:32:17 AM
	Whom Would You Like to Connect With?	1:32:17 AM
hala.mikati.dalloul	Technical Support (QB & App Hosting)	1:32:36 AM
Acebuddy	Welcome to Ace Support.	1:32:36 AM
	Please chose an option :	1:32:36 AM
hala.mikati.dalloul	I'd like to report an Issue	1:32:43 AM
Acebuddy	Please select an option!	1:32:43 AM
hala.mikati.dalloul	Other Issue	1:32:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:32:49 AM
hala.mikati.dalloul	access to a folder for my new user	1:33:16 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:33:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:33:17 AM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	1:33:28 AM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	1:33:46 AM
hala.mikati.dalloul	just added a user but they cant access the companies in the shared folder	1:34:02 AM
Karan Bhattacharya	please share error screenshot	1:34:22 AM
hala.mikati.dalloul	it just says you dont have access to that folder	1:34:49 AM
	we need to give him permission to that folder like the other users have	1:35:21 AM
	with the exceptions that the other users have	1:36:04 AM
Karan Bhattacharya	Could you please confirm the path and exact folder with username to whom access needs to be provided?	1:36:30 AM
hala.mikati.dalloul	so he can work on my qbooks companies	1:36:58 AM
Karan Bhattacharya	please share me this	1:37:34 AM

hala.mikati.dalloul	i dont understand what you are saying	1:38:14 AM
	its client data folder, shared subfolder	1:38:31 AM
Karan Bhattacharya	Could you please confirm the company file name?	1:39:31 AM
hala.mikati.dalloul	so he should have access to the client data folder and shared subfolder where the companies reside	1:40:16 AM
	cigar hub and monada and shopify	1:40:54 AM
Karan Bhattacharya	ok,let me check details at backend,allow me few minutes (Edited)	1:41:15 AM
hala.mikati.dalloul	okay but make sure that just like the other users he doesnt have access to the following subfolders	1:41:54 AM
	cigar hub inc/cigar hub inc tax forms	1:42:53 AM
	cigar hub inc/cigar hub inc form huistory	1:43:10 AM
	monada 2021/monada 2021 tax forms	1:43:26 AM
	monada2021/monada2021 tax form history	1:43:46 AM
Karan Bhattacharya	What is the name of the user for whom you want this access?	1:43:48 AM
hala.mikati.dalloul	only these folders must be restricted to hala and assaad dalloul	1:44:15 AM
	moh d	1:44:28 AM
Karan Bhattacharya	??	1:44:38 AM
hala.mikati.dalloul	moh dalloul. the one i added yesterday	1:44:59 AM
Karan Bhattacharya	ok so you are looking for the following operation for the above user. (Edited)	1:45:31 AM
hala.mikati.dalloul	?	1:46:24 AM
Karan Bhattacharya	Is this the user moh dalloul for whom you want the access?	1:47:28 AM
hala.mikati.dalloul	yes. access to the shared folder with the exception of the all the tax subfolders	1:48:15 AM
Karan Bhattacharya	ok,let me check the details,allow me few minutes	1:48:55 AM
hala.mikati.dalloul	are you there?	1:54:36 AM
Karan Bhattacharya	yes	1:54:48 AM
	I am checking at backend	1:54:56 AM
	We checked the details at backend.Could you please share the same requirement over email as per compliance and security requirement so that we can proceed accordingly.	1:58:29 AM
hala.mikati.dalloul	what email should i use?	1:59:13 AM
Karan Bhattacharya	You mean email id?	1:59:40 AM
hala.mikati.dalloul	i already did yesterday. check your email messages ticket 795590. i specifically asked for that	2:00:32 AM
Karan Bhattacharya	ok,allow me a minute,let me check once	2:00:51 AM
hala.mikati.dalloul	the email that says folder permissions	2:00:54 AM
Karan Bhattacharya	We have already emailed you regarding the same,can you please check and let us know if there is anything missing out of it. (Edited)	2:03:32 AM

hala.mikati.dalloul	but he still doesnt have access	2:04:19 AM
	its not allowing him to access the company files	2:04:58 AM
Karan Bhattacharya	Can you please reply over the same so that relevant team can have an update.	2:05:15 AM
hala.mikati.dalloul	i need him to start working now	2:05:35 AM
	he has invoices to generate	2:05:55 AM
Karan Bhattacharya	allow me a minute,let me check with team.	2:06:20 AM
	Can I take access of your server?	2:09:20 AM
hala.mikati.dalloul	yes	2:09:27 AM
Karan Bhattacharya	I am sending you a remote session request on Hala account,please accept that. (Edited)	2:11:07 AM
hala.mikati.dalloul	ok. it looks like you got it. thanks	2:25:00 AM
Karan Bhattacharya	Glad to see that the issue has been resolved.Thank you for your cooperation.	2:25:31 AM
hala.mikati.dalloul	thanks. can we terminate the remote access sessions on both computers	2:26:00 AM
Karan Bhattacharya	yes	2:26:12 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!	2:26:22 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Karan Bhattacharya has ended this chat session</i>	2:26:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Nov, 8:18:30 PM

#83407 Joshua Pauley

Email: jpauley@lokring.com ☎ 216-272-4664

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: WILLOUGHBY

State: Ohio

Country: UNITED STATES

Chat Duration : 33 Mins 17 Secs

Chat Transcript

Joshua Pauley	Hello, I am your Acebuddy	7 Nov, 8:18:30 PM
Acebuddy	Hello Joshua Pauley, I'm your Ace Buddy. I'll be happy to assist you!	8:18:31 PM
	Whom Would You Like to Connect With?	8:18:31 PM
Joshua Pauley	Technical Support (QB & App Hosting)	8:18:38 PM
Acebuddy	Welcome to Ace Support.	8:18:38 PM
	Please chose an option :	8:18:38 PM
Joshua Pauley	I'd like to raise a Request	8:18:44 PM
Acebuddy	Please select your request type.	8:18:44 PM
Joshua Pauley	Other Request	8:19:01 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:19:01 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:19:01 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.	8:51:48 PM
	<i>Ended due to chat idle timeout</i>	8:51:48 PM



Chat Transcript

Hello, I am your Acebuddy

#83774 Mike Vrana**Email:** mvrana@sparktechllc.com ☎ 508-789-7669**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.acecloudhosting.com/support-chat-mail.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**City:** PLYMOUTH**State:** Massachusetts**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 37 Mins 26 Secs

Mike Vrana	Hello, I am your Acebuddy	18 Nov, 10:21:54 PM
Acebuddy	Hello Mike Vrana, I'm your Ace Buddy. I'll be happy to assist you!	10:21:55 PM
	Whom Would You Like to Connect With?	10:21:55 PM
Mike Vrana	Technical Support (QB & App Hosting)	10:22:07 PM
Acebuddy	Welcome to Ace Support.	10:22:07 PM
	Please chose an option :	10:22:07 PM
Mike Vrana	I'd like to raise a Request	10:22:12 PM
Acebuddy	Please select your request type.	10:22:12 PM
Mike Vrana	Office 365 Addition	10:22:16 PM
Acebuddy	Please specify if you already have an Office365 subscription	10:22:16 PM
Mike Vrana	I already have O365 license	10:22:19 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	10:22:19 PM
	<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise	10:22:19 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	10:22:19 PM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	10:22:19 PM
	Do you need any further assistance on the topic?	10:22:19 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:59:20 PM
	<i>Ended due to chat idle timeout</i>	10:59:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Nov, 6:43:12 PM

#83192 Shobhit Agarwal

Email: shobhit@advancefinserv.com ☎ 919810017753

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 4 Secs

City: LUCKNOW

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 57 Mins 6 Secs

Shobhit Agarwal	Hello, I am your Acebuddy	1 Nov, 6:43:13 PM
Acebuddy	Hello Shobhit Agarwal, I'm your Ace Buddy. I'll be happy to assist you!	6:43:14 PM
	Whom Would You Like to Connect With?	6:43:14 PM
Shobhit Agarwal	Technical Support (QB & App Hosting)	6:43:17 PM
Acebuddy	Welcome to Ace Support.	6:43:17 PM
	Please chose an option :	6:43:17 PM
Shobhit Agarwal	I'd like to raise a Request	6:43:24 PM
Acebuddy	Please select your request type.	6:43:24 PM
Shobhit Agarwal	Application Version Upgrade	6:43:33 PM
Acebuddy	Please select the application you would like to upgrade :	6:43:33 PM
Shobhit Agarwal	QuickBooks	6:43:37 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will	

	provide you with an update via email.	6:43:37 PM
	<ul style="list-style-type: none"> • QuickBooks Year • Variant : Pro / Premier / Enterprise / Accountant • License Number • Product Code 	6:43:37 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.	6:43:37 PM
	Do you need any further assistance on the topic?	6:43:37 PM
Shobhit Agarwal	Yes	6:44:07 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:44:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:44:07 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:46:02 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:46:09 PM
	Hello Shobit	6:46:24 PM
Shobhit Agarwal	hi	6:50:16 PM
Shubham Maurya	Is it regarding ongoing ticket #792659?	6:50:28 PM
Shobhit Agarwal	License: 4367-9364-9633-687	6:50:37 PM
	QB Pro Plus update	6:50:46 PM
	I believe we bought the license from you in 2023	6:51:07 PM
	I called intuit support team and they said that account details do not match with our firm name or email IDs	6:51:45 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:52:34 PM
Shobhit Agarwal	advance finserv	6:53:29 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	6:54:21 PM
Shobhit Agarwal	sure	6:57:43 PM
Shubham Maurya	Thank you for your patience. We can see that you are using QuickBooks 2024 Pro Plus; however, we only provide QuickBooks Enterprise 2024 and do not offer any other 2024 versions.	6:58:50 PM
Shobhit Agarwal	i understand that ,	6:59:33 PM
	How can i update by QB pro plus	6:59:56 PM
	Since its hosted in your environment	7:00:05 PM
	and i purchased from you in 2023	7:00:11 PM
Shubham Maurya	Yes, we can confirm that you leased the 2023 version from ACE, which has now expired. For 2024, we are not authorized to provide that version anymore; we can only offer QuickBooks Enterprise 2024.	7:03:17 PM
Shobhit Agarwal	yes but now what should i do , because QB support team says that they do not provide new licence?	7:04:17 PM

1. Log in to <https://camps.intuit.com/> 2. Select Manage Subscription 3. Choose Desktop Version 2024 Pro Plus 4. Select your Payment Method 5. Click Edit and then Save

7:05:25 PM

this is what intuit is telling me

7:05:35 PM

Manage your subscription and update or resubscribe your license

7:06:00 PM

Shubham Maurya Yes, it should be prompting you to complete your purchase in order to obtain a new license.

7:06:59 PM

Shobhit Agarwal no its not , they are tellling me that we do not provide license for 2024 QB pro or premier or accountant version anymore

7:07:46 PM

only users with license purchased earlier can update their subscription

7:08:13 PM

and since e leased it from you guys you can only update it

7:08:29 PM

at your end

7:08:32 PM

they are saying you already have the license and you need to subscribe from the account you purchased this license

7:09:31 PM

Shubham Maurya I completely understand your concern. However, we are not authorized to renew QuickBooks 2024 Pro, Premier, or Accountant versions directly through Intuit due to their updated policies, as we act as a retailer rather than a consumer. Currently, the only option we can provide is QuickBooks Enterprise 2024, which will allow you to upgrade your QuickBooks files and continue working without interruption.

7:11:12 PM

Shobhit Agarwal ok so for the enterprise version what are the charges and it is for how many users ?

7:12:10 PM

if you can tell me enterprise basic version and number of users

7:12:41 PM

Shubham Maurya Sure, Please hold on let me check that and share it with you.

7:13:01 PM

Shobhit Agarwal you can also share the details on my email ID shobhit@advancefinserv.com

7:13:35 PM

Shubham Maurya Sure, noted. Could you please let us know for how many users you need the license?

7:16:49 PM

Shobhit Agarwal see i want 3 people to use it

7:17:25 PM

basically 3 users or you may host it on cloud for us on your server and i believe we have 7 or 8 users on your server

7:18:09 PM

7:22:04 PM Shubham Maurya is sharing a file with you

[image.png](#) - (Size:283.36 KB)

7:22:04 PM

The Silver version does not include payroll, while the Gold version includes the payroll feature.

Shubham Maurya We will forward the details over the mail as well, as requested on shobhit@advancefinserv.com

7:28:45 PM

Please share your confirmation via email, and we will proceed with activating your request.

7:29:46 PM

Are we still connected here?

7:32:50 PM

Are we still connected here?

7:34:58 PM

Are we still connected here?

7:37:00 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.

7:39:05 PM

We will send you the details via email. Please confirm once you receive them so we can proceed

7:39:07 PM

further.

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

7:39:14 PM

Shubham Maurya has ended this chat session

7:40:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 8:48:02 PM

#83750 Mike Vrana

Email: mvrana@sparktechllc.com ☎ 508-789-7669

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: WEYMOUTH

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 2 Secs

Mike Vrana	Hello, I am your Acebuddy	18 Nov, 8:48:02 PM
Acebuddy	Hello Mike Vrana, I'm your Ace Buddy. I'll be happy to assist you!	8:48:03 PM
	Whom Would You Like to Connect With?	8:48:03 PM
Mike Vrana	Technical Support (QB & App Hosting)	8:48:08 PM
Acebuddy	Welcome to Ace Support.	8:48:08 PM
	Please chose an option :	8:48:08 PM
Mike Vrana	I'd like to raise a Request	8:48:16 PM
Acebuddy	Please select your request type.	8:48:16 PM
Mike Vrana	Office 365 Addition	8:48:22 PM
Acebuddy		

	Please specify if you already have an Office365 subscription	8:48:22 PM
Mike Vrana	I already have O365 license	8:48:26 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	8:48:26 PM
	<ul style="list-style-type: none"> • O365 E3 • O365 E5 • O365 Apps for Enterprise 	8:48:26 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	8:48:26 PM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	8:48:26 PM
	Do you need any further assistance on the topic?	8:48:26 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.	9:27:04 PM
	<i>Ended due to chat idle timeout</i>	9:27:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Nov, 7:55:54 PM

#83650 Jordan Brasil

Email: sales-can2@sohoconcept.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: MISSISSAUGA

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 19 Mins 17 Secs

Jordan Brasil	Hello, I am your Acebuddy	14 Nov, 7:55:55 PM
Acebuddy	Hello Jordan Brasil, I'm your Ace Buddy. I'll be happy to assist you!	7:55:56 PM
	Whom Would You Like to Connect With?	7:55:56 PM
Jordan Brasil	Technical Support (QB & App Hosting)	7:56:25 PM
Acebuddy	Welcome to Ace Support.	7:56:25 PM
	Please chose an option :	7:56:25 PM
Jordan Brasil	I'd like to report an Issue	7:56:34 PM
Acebuddy	Please select an option!	7:56:34 PM
Jordan Brasil	QuickBooks Issue	7:57:01 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:57:01 PM
Jordan Brasil	Setback	7:57:06 PM
Acebuddy	Please select an option!	7:57:06 PM
Jordan Brasil	Other Issue	7:57:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:57:12 PM
Jordan Brasil	Remote Desktop Connection	7:57:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:57:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:57:22 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:57:54 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:57:57 PM
	Hello Jordon	7:58:03 PM
Jordan Brasil	Hi there, Shashwat, thank you.	7:58:05 PM
	I am having issues logging into my RDC to access QB.	7:58:22 PM
Shashwat Verma	I will surely help you with this issue.	7:58:29 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:58:34 PM
Jordan Brasil	First time, seems my credentials are incorrect.	7:58:48 PM
Shashwat Verma	Okay	7:58:52 PM
Jordan Brasil	Limited to my account only.	7:58:54 PM
	For user JordanB / Jordan	7:59:00 PM
Shashwat Verma	May I take the remote access of your local computer?	7:59:06 PM
Jordan Brasil	Yes	7:59:10 PM

Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	7:59:20 PM
	https://assist.acecloudhosting.com/join/6302294303	7:59:27 PM
	Kindly Click on the link and open the downloaded file.	7:59:30 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.	8:00:34 PM
	As per the remote session, will wait for the POC confirmation one email	8:15:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:15:07 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:15:10 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	8:15:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Nov, 12:06:36 PM

#83184 itsupport

Email: itsupport@advancefinserv.com ☎ 918887771848

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 32 Secs

City: DADSIA

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 10 Mins 59 Secs

itsupport	Hello, I am your Acebuddy	1 Nov, 12:06:37 PM
Acebuddy	Hello Shashi Kumar Thakur, I'm your Ace Buddy. I'll be happy to assist you!	12:06:38 PM
	Whom Would You Like to Connect With?	12:06:38 PM
itsupport	Technical Support (QB & App Hosting)	12:06:54 PM
Acebuddy	Welcome to Ace Support.	12:06:54 PM
	Please chose an option :	12:06:54 PM
itsupport	I'd like to raise a Request	12:06:59 PM
Acebuddy	Please select your request type.	12:06:59 PM
itsupport	Application Version Upgrade	12:07:06 PM
Acebuddy	Please select the application you would like to upgrade :	12:07:06 PM
itsupport	ProSeries	12:07:10 PM
Acebuddy	Kindly download the ProSeries setup file from your application portal and save it on your server desktop.	12:07:11 PM
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.	12:07:11 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.	12:07:11 PM
	Do you need any further assistance on the topic?	12:07:11 PM
itsupport	Yes	12:07:18 PM
Acebuddy	Please wait while we connect you to our Support Representative	12:07:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:07:18 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	12:07:21 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:07:27 PM
	Hi Shashi	12:07:31 PM
	Unfortunately, our last chat was disconnected.	12:07:53 PM
	Please note that any payments would be made directly to Intuit. Since Intuit is a separate company, Ace Cloud Hosting provides only the server where you can access and use QuickBooks.	12:08:41 PM
itsupport	Sir, please guide me how can i proceed the payment for renewable the QB pro 2024 license	12:08:44 PM
Shubham Kataria	As we don't sell QB pro licenses	12:08:55 PM

Only intuit support can help you to renew the license

12:09:11 PM

As I checked, one of our engineers attempted to arrange a three-way call with Intuit Support on your behalf, but the call could not be connected. He then advised you to contact them directly by following the steps below:

12:09:21 PM

Please click on the **Help** tab in QuickBooks, then select **Contact Us** to start a chat with Intuit Support regarding your license or subscription issue.

itsupport Ok thank you

12:10:56 PM

Shubham Kataria You're welcome! Please let us know once you receive the updated renewed license from the Intuit team. We'll be happy to install it on the server for you.

12:11:53 PM

Is there anything else I may help you with ?

12:12:46 PM

itsupport How much time after renewable

12:13:25 PM

To activate the product

12:13:35 PM

Shubham Kataria once you will send us the updated License, we will install it in within 1 hour.

12:14:01 PM

itsupport Ok thank you...

12:14:40 PM

Shubham Kataria You're welcome

12:14:55 PM

Is there anything else I may help you with ?

12:14:58 PM

itsupport No, thank you

12:15:32 PM

Shubham Kataria You're welcome! If you need any assistance from our side, please feel free to contact us at support@acecloudhosting.com. We'll be happy to help you. (Edited)

12:16:42 PM

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

12:17:07 PM

SHASHI KUMAR THAKUR has ended this chat session

12:17:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Nov, 2:02:20 AM

#83395 Brian Jarvis

Email: bjarvis@jarvcpa.com ☎ 2816469088 X 102

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: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 38 Secs

Brian Jarvis	Hello, I am your Acebuddy	7 Nov, 2:02:20 AM
Acebuddy	Hello Brian Jarvis, I'm your Ace Buddy. I'll be happy to assist you!	2:02:21 AM
	Whom Would You Like to Connect With?	2:02:21 AM
Brian Jarvis	Technical Support (QB & App Hosting)	2:02:32 AM
Acebuddy	Welcome to Ace Support.	2:02:32 AM
	Please chose an option :	2:02:32 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:47:58 AM
	<i>Ended due to chat idle timeout</i>	2:47:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 12:18:49 AM

#83717 Iliana Santos

Email: taxagent@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 24 Secs

City: FT WASHINGTON

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 38 Secs

Iliana Santos	Hello, I am your Acebuddy	18 Nov, 12:18:50 AM
Acebuddy	Hello Iliana Santos, I'm your Ace Buddy. I'll be happy to assist you!	12:18:51 AM
	Whom Would You Like to Connect With?	12:18:51 AM
Iliana Santos	Technical Support (QB & App Hosting)	12:19:02 AM
Acebuddy	Welcome to Ace Support.	12:19:02 AM
	Please chose an option :	12:19:02 AM
Iliana Santos	I'd like to raise a Request	12:19:10 AM
Acebuddy	Please select your request type.	12:19:11 AM
Iliana Santos	Other Request	12:19:17 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.	12:19:17 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:19:17 AM
Iliana Santos	Yes, I'm facing issues with my server	12:19:23 AM
Acebuddy	Please select an option!	12:19:23 AM
Iliana Santos	Other Issue	12:19:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:19:26 AM
Iliana Santos	Had reached out 2 hours ago to add an IP ADDRESS and have not heard back and need it done asap	12:20:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:20:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:20:08 AM
	<i>Gaurava Tyagi declined the transfer request.</i>	12:20:15 AM
	<i>Adarsh Singh accepted the chat transfer request.</i>	12:20:35 AM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	12:20:45 AM
Iliana Santos	Hello Adarsh	12:20:52 AM
Adarsh Singh	I will surely assist you with this.	12:21:47 AM
Iliana Santos	I had reached out 2 hours ago to add an IP ADDRESS and have not heard back, the lady i spoke with mentioned she sent a ticket, but i need this done asap	12:21:49 AM
	ip address is 69.140.151.242	12:22:16 AM
Adarsh Singh	Thanks for all the details could you please let me know your client ID or ticket ID with us so i can check the details ?	12:24:32 AM

Iliana Santos	ILIANA SANTOS AND TICKET ID IS 803370	12:25:17 AM
Adarsh Singh	This case is Escalated to the escalation team i will inform them to complete your request as soon as possible once done they will share you the information.	12:27:36 AM
Iliana Santos	Okay thank you	12:27:49 AM
Adarsh Singh	Please let me know if you do have any additional questions. I would love to assist you ?	12:29:48 AM
Iliana Santos	No, thank you,	12:30:02 AM
Adarsh Singh	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	12:30:23 AM
<i>Iliana Santos has ended this chat session</i>		12:30:28 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 2:23:33 PM

#83263 itsupport

Email: itsupport@advancefinserv.com 918887771848
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 56 Secs
City: DELHI
State: Delhi
Country: INDIA

Chat Transcript

Chat Duration : 1 Hour 47 Mins

itsupport	Hello, I am your Acebuddy	4 Nov, 2:23:34 PM
Acebuddy	Hello Itsupport, I'm your Ace Buddy. I'll be happy to assist you!	2:23:35 PM
	Whom Would You Like to Connect With?	2:23:35 PM
itsupport	Technical Support (QB & App Hosting)	2:23:40 PM

Acebuddy	Welcome to Ace Support.	2:23:40 PM
	Please chose an option :	2:23:40 PM
itsupport	I'd like to raise a Request	2:23:46 PM
Acebuddy	Please select your request type.	2:23:46 PM
itsupport	Application Version Upgrade	2:24:07 PM
Acebuddy	Please select the application you would like to upgrade :	2:24:07 PM
itsupport	ProSeries	2:24:10 PM
Acebuddy	Kindly download the ProSeries setup file from your application portal and save it on your server desktop.	2:24:10 PM
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.	2:24:10 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.	2:24:10 PM
	Do you need any further assistance on the topic?	2:24:10 PM
itsupport	Yes	2:24:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	2:24:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:24:24 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	2:24:31 PM
itsupport	Hi Shubham	2:24:44 PM
	I am Shashi	2:24:51 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	2:24:52 PM
itsupport	the quickbooks 2024 pro plus issu has been resloved	2:25:17 PM
Shubham Maurya	Hello Shashi, Good to hear that from you !	2:25:35 PM
itsupport	but now i am facing the same issue with 2023 plus	2:25:38 PM
Shubham Maurya	Please can you share screen short for the same?	2:26:15 PM
itsupport	sure	2:26:29 PM
	and i have purchase the qb enterprise and i have filled all the details but i haven't get back any call for the next step to complete the new license process	2:29:01 PM
	?	2:29:03 PM
	please look into this matter also?	2:29:20 PM
Shubham Maurya	Will check for that too, let me check that ticket number or if you help me with the ticket number please?	2:30:18 PM
itsupport	I don't have a ticket number, but i will provide you the email address the person I reverted to.	2:32:11 PM

Shubham Maurya	Can you just copy paste that email over here?	2:32:48 PM
itsupport	rishabh.gogia@acecloudbhosting.com & solutions@acecloudbhosting.com	2:33:06 PM
	<i>2:33:27 PM itsupport is sharing a file with you</i> <u>WhatsApp Image 2025-11-04 at 2.28.41 PM.jpeg</u> - (Size:145.59 KB)	2:33:27 PM
	<i>this issue has been come</i>	
	Sure	2:33:34 PM
	wait	2:33:37 PM
	From: Ace Cloud Sent: Monday, November 3, 2025 17:12 To: itsupport@advancefinserv.com Subject: Rishabh Gogia from Ace Cloud has shared an agreement with you. Sign up Ace Cloud has requested you to review and sign ACH Credit Card -Authorization Form Sender solutions@acecloudbhosting.com Organization Name Ace Cloud Expires on Nov 18, 2025 Message to all - Let's Go	2:34:48 PM
	I have completed the documentary. If you need anything else, please let me know; I will be happy to provide it.	2:36:11 PM
	are you there?????????	2:37:30 PM
	<i>2:37:58 PM itsupport is sharing a file with you</i> <u>ACH Credit Card -Authorization Form.pdf</u> - (Size:297.31 KB)	2:37:58 PM
Shubham Maurya	Thanks for the details Shashi, please hold on I'm check for this ticket number using the details you shared.	2:38:11 PM
itsupport	Please check this form I have completed.	2:38:58 PM
	Sure please take your time	2:39:23 PM
Shubham Maurya	Thanks for the patience, we have checked that sales team in working on your task to assign you a new QB ENT 2024 license, Will also take internal follow up with the team but the final confirmation is shared by sales team on this. So please wait for few more hours and once we have any update from them we will mail you directly on ticket number #792659 which is the primary ticket for your license issue.	2:43:05 PM
	For this issue we need to perform application update please hold one I'll be performing it right now.	2:43:39 PM
	Make sure all users are logged out from server as we might need to perform server reboot once update is done.	2:43:58 PM
itsupport	Sure	2:44:25 PM
	<i>2:46:26 PM Shubham Maurya is sharing a file with you</i> <u>image.png</u> - (Size:10.17 KB)	2:46:26 PM
	<i>Please can you ask them to logout for now so that we can proceed?</i>	
Shubham Maurya	Or if you want we can reschedule the update for night hours?	2:46:31 PM
itsupport	you can reschedule the update	2:47:19 PM
	because now all the users are working with the server and qb	2:47:45 PM
	after 8 pm you can reboot the server	2:48:10 PM
Shubham Maurya	Alright Shashi, we will take care of this and perform update at night time after 8 PM IST, Once update	2:48:57 PM

	is done we will share confirmation on same ticket number #792659	
itsupport	Thank you Shubham	2:49:50 PM
Shubham Maurya	Shashi I just got an update from sales team, and they mentioned " we need USA billing address " (Edited)	2:50:26 PM
itsupport	sure i will provide you now	2:51:02 PM
Shubham Maurya	Please help me with the same so that I can forward it to them.	2:51:30 PM
itsupport	801 International PKWY 5th Floor Lake Mary, FL Zip Code: 32746	2:52:11 PM
	This is a USA billing address.	2:52:28 PM
Shubham Maurya	Thanks for details, will make sure that concern team start working on it and share an update with you as early as possible.	2:53:03 PM
	Thanks for your patience with us while working on it, we really appreciate it.	2:53:38 PM
	Is there anything else I may help you with ?	2:53:41 PM
itsupport	quickbooks enterprise silver plan for one user per month...	2:55:19 PM
	I take this plan .	2:55:51 PM
Shubham Maurya	Noted that Shashi, please can you revert the same on ticket #792659	
	The plan that you need and the updated address so that we have an update from POC email ID. ayush@advancefinserv.com or shobhit@advancefinserv.com	2:57:48 PM
itsupport	now i have get an issue with qb2024 pro plus	2:58:07 PM
	yes	2:58:38 PM
	<i>2:59:24 PM itsupport is sharing a file with you WhatsApp Image 2025-11-04 at 2.55.25 PM (1).jpeg - (Size:138.18 KB)</i>	2:59:24 PM
	<i>please check</i>	
	Please provide me an email address.	3:00:25 PM
Shubham Maurya	We just cancelled it please check now.	3:01:07 PM
itsupport	Request received for QuickBooks Enterprise Hello Shashi Kumar, Thank you for choosing Ace Cloud Hosting! We have received your request for QuickBooks Enterprise License with the following details: Type of License QuickBooks Desktop Enterprise Silver 2024 Billing 20% Off on Monthly Plan Number Of Users 1 What Happens Next? Our team will reach out to help you with getting started with the demo. We're thrilled to support your business and can't wait to get started. Got questions or need more details? We're just a call away at +1-855-223-4887 Thanks Team Ace Cloud Hosting Copyright © 2025 Ace Cloud Hosting Follow Us on Contact Us	3:01:20 PM
	i take this pain please check	3:01:48 PM
Shubham Maurya	Subject: Advance Finserv: QB license expire popup	
	Ticket: #792659	3:02:51 PM
	email ID: support@acecloudhosting.com	

itsupport	Shubham please let me know how can I check the License number for QB 2024 Pro Plus ?	3:03:24 PM
Shubham Maurya	Ask the POC (ayush@advancefinserv.com or shobhit@advancefinserv.com) to check email with these details so that they can directly revert on the ongoing email thread. (Edited)	3:03:26 PM
	Wait let me fetch that from server.	3:04:26 PM
itsupport	okey	3:04:56 PM
	Please let me know how many users have been created under our server.	3:06:23 PM
Shubham Maurya	There is no 2024 pro plus license available for this server, there is only Premier 2023 is updated.	3:06:53 PM
itsupport	because on invoice i have seen only 4 users	3:06:53 PM
	but as far as i remember 6-8 users created on this server.	3:07:22 PM
Shubham Maurya	Total 5 users are there under your account. PB_CPA@myrealdata.net, Arvind.K@myrealdata.net, PraveenK@myrealdata.net, KailashN@myrealdata.net, DheerajM@myrealdata.net	3:08:02 PM
itsupport	I don't remember the password of the PB_CPA@myrealdata.net user ID. Can you reset it and provide me with the updated password?	3:09:47 PM
Shubham Maurya	Sure, we can reset it from you once we have a mail from POC email ID to reset password for this user. OR else ayush@advancefinserv.com can also access myportal and reset user password from there end.	3:13:08 PM
	Log in to https://myportal.acecloudhosting.com/login . Your username will be your CID65809 . In case you forget your password, kindly reset it by clicking on '*Forgot Password'.*	3:14:18 PM
	These steps can be followed by ayush@advancefinserv.com only.	3:14:32 PM
	<i>3:17:35 PM itsupport is sharing a file with you image.png - (Size:70.44 KB)</i>	3:17:35 PM
itsupport	this username is incorrect	3:17:50 PM
Shubham Maurya	Username will be your CID65809	3:18:43 PM
itsupport	Thank You	3:19:15 PM
	But what about the QB Enterprise Silver plan?	3:20:19 PM
Shubham Maurya	Sure, will work on it. Meanwhile please ask any on of the POC to mail the details on #792659 so that we can document it.	3:21:43 PM
	Plan confirmation and the updated address.	3:21:56 PM
itsupport	Sure, I will email you at this mail address, support@acecloudhosting.com, with all the details and the updated address.	3:30:51 PM
Shubham Maurya	Thanks for the confirmation !	3:31:29 PM
	Is there anything else I may help you with ?	3:31:31 PM
itsupport	Thank you, Shubham. Please check the mail I have sent at this email address: support@acecloudhosting.com. And please let me know how much it costs to take this process for a license.	3:38:18 PM

Shubham Maurya	Let me check, allow me few minutes	3:38:53 PM
itsupport	Sure	3:40:00 PM
Shubham Maurya	From which email ID you have shared the details?	3:42:55 PM
itsupport	itsupport@advancefinserv.com	3:44:58 PM
	please check now i have received	3:45:16 PM
Shubham Maurya	Sure, let me check again.	3:45:37 PM
itsupport	Sure!	3:46:20 PM
	Are you there?	3:53:08 PM
Shubham Maurya	Yes Shashi, we have received your mail.	3:54:08 PM
	Dear team,	
	I'm writing to inform you that I have completed and submitted all the required details for the next step of the process. Could you please provide the license for the QuickBooks Enterprise Silver Plan (one user, monthly billing)	
	Here is our USA billing address: 801 International PKWY 5th Floor Lake Mary, FL, Zip Code: 32746	3:54:10 PM
	If you need any additional information from my side, please feel free to reach out, I'll be happy to provide it.	
	Thank you	
	Thanks for the information, we will now forward it to the concern team to process it further.	3:54:44 PM
	Is there anything else I may help you with ?	3:55:09 PM
itsupport	Thank you for your support.	3:55:35 PM
Shubham Maurya	You are most welcome !	3:56:31 PM
itsupport	But please let me know how much time to activate the license.	3:56:33 PM
	and how can i use it?	3:56:56 PM
Shubham Maurya	Will take follow up with the team on this, as only they can share update on it. No need to worry once I do have any update will forward it to you on your ongoing ticket.	3:57:29 PM
	We will help you for the same with the steps.	3:57:53 PM
itsupport	thank you	3:58:22 PM
	?	3:58:46 PM
Shubham Maurya	There is no QB 2024 pro plus license for your account as we checked that 2023 License was leased from us and then QB stopped sharing any license from third part like ACE so your license was not renewed in 2024. Only QB ENT 2024 can be leased from ACE after updated policies from Intuit.	4:02:31 PM
itsupport	so i am not able to see the license for qb 2024 pro plus?	4:04:13 PM

	how this error is resolved because now i am ble to edit and modify any file in the qb 2024 pro plus..	4:05:02 PM
Shubham Maurya	Yes, there is not QB pro plus license for this account leased by us. If you want you can check for license number by pressing F2 key after launching QB.	4:06:48 PM
itsupport	okey	4:07:24 PM
	You understand me so well and offer excellent support. I am satisfied with your support. Thank you, Shubham.	4:08:58 PM
Shubham Maurya	Thanks for the appreciation Shashi.	4:10:21 PM
itsupport	And Shubham, please look into the new license matter yourself. I request because this is very, very urgent for us. Thank you once again.	4:10:30 PM
Shubham Maurya	Sure will check for that too no worries.	4:10:43 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:10:48 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:10:52 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:10:55 PM
	<i>Shubham Maurya has ended this chat session</i>	4:11:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 10:34:56 PM

#83833 mike

Email: mike@backstoptax.com ☎ 6026867247

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: SEASIDE

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 34 Secs

mike	Hello, I am your Acebuddy	19 Nov, 10:34:57 PM
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!	10:34:58 PM
	Whom Would You Like to Connect With?	10:34:58 PM
mike	Technical Support (QB & App Hosting)	10:35:02 PM
Acebuddy	Welcome to Ace Support.	10:35:02 PM
	Please chose an option :	10:35:02 PM
mike	I'd like to report an Issue	10:35:06 PM
Acebuddy	Please select an option!	10:35:06 PM
mike	Other Issue	10:35:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:35:11 PM
mike	Issue with being able to use multiple monitors	10:35:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:35:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:35:35 PM
	<i>Gaurav kumar declined the transfer request.</i>	10:35:43 PM
	<i>Adarsh Singh accepted the chat transfer request.</i>	10:35:46 PM
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.	10:36:08 PM
mike	Hello	10:36:16 PM
Adarsh Singh	I understand that you are facing issue to use multiple monitors on Backstop Tax LLC server right ?	10:37:15 PM
mike	Yes	10:37:20 PM
	I am communicating via my local computer	10:37:40 PM
	Hello?	10:39:41 PM
	<i>mike has ended this chat session</i>	10:40:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Nov, 1:14:05 AM

#83350 alexis

Email: admin@sandiegodemolition.com ☎ 16199772652

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 43 Secs

alexis	Hello, I am your Acebuddy	6 Nov, 1:14:05 AM
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!	1:14:06 AM
	Whom Would You Like to Connect With?	1:14:06 AM
alexis	Technical Support (QB & App Hosting)	1:14:09 AM
Acebuddy	Welcome to Ace Support.	1:14:10 AM
	Please chose an option :	1:14:10 AM
alexis	I'd like to report an Issue	1:14:17 AM
Acebuddy	Please select an option!	1:14:17 AM
alexis	Other Issue	1:14:32 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:14:32 AM
alexis	I need to set up other computer for open quickbook How is the process?	1:15:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:15:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:15:05 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:15:31 AM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:15:38 AM
	I understand we were just on a chat session.	1:15:49 AM
alexis	I need to access QuickBooks from another computer. Could you help me organize it and install it on that computer?	1:15:55 AM
	Thank you	1:16:01 AM
	I couldn't continue typing in the chat, thank you for being the same person	1:16:37 AM
Ashutosh Mishra	Rest assured I will be sending the instructions to set up the Ace server on your other computer.	1:17:33 AM
alexis	Thank you	1:17:49 AM
	in my email admin@sandiegodemolition.com	1:18:03 AM
	Or in the email the Alexis?	1:18:14 AM
Ashutosh Mishra	I will send the email to both of you and add Alexis in CC.	1:18:43 AM
alexis	Thank you so much	1:18:53 AM
Ashutosh Mishra	Thank you for your cooperation, Is there anything else I may help you with?	1:19:17 AM
alexis	With the email you're going to send me, I'll already have all the instructions I need to install Remote Desktop on my desktop.	1:19:35 AM
Ashutosh Mishra	Yes that is correct.	1:19:49 AM
alexis	Do you have any recommendations I should follow to successfully complete the process?	1:20:19 AM
Ashutosh Mishra	There is no such recommendation as it is a pre-configured file. You simply have to click on the file and enter your login password to connect.	1:21:23 AM
alexis	But I need to set up the remote desk in this computer?	1:22:17 AM
	And I didn't receive the email you mentioned either.	1:23:11 AM
Ashutosh Mishra	The file can be downloaded on any windows computer, and it will work.	1:23:16 AM
	Allow me few minutes I am sending the email to you.	1:23:56 AM
alexis	Thank you so much	1:24:19 AM
Ashutosh Mishra	I have sent the email.	1:26:54 AM
alexis	Yes I received Thank you So much	1:28:11 AM
Ashutosh Mishra	Thanks for the confirmation !	1:28:17 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:28:22 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:28:38 AM
Note: You may change/reset your server password on your own by registering on our Selfcare Portal		

(<https://selfcare.acecloudhosting.com>).

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

Ashutosh Mishra has ended this chat session

1:28:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Nov, 11:20:22 PM

#83562 Kevin Burnett

Email: kevin@hbastax.com ☎ 16144362735

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: LEWIS CENTER

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 56 Secs

Kevin Burnett	Hello, I am your Acebuddy	12 Nov, 11:20:23 PM
Acebuddy	Hello Kevin, I'm your Ace Buddy. I'll be happy to assist you!	11:20:24 PM
	Whom Would You Like to Connect With?	11:20:24 PM
Kevin Burnett	Technical Support (QB & App Hosting)	11:20:30 PM
Acebuddy	Welcome to Ace Support.	11:20:30 PM
	Please chose an option :	11:20:30 PM
	<i>The visitor's name and phone number were changed.</i>	11:24:47 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.	13 Nov, 12:06:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Nov, 5:03:53 PM

#83190 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 34 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 14 Mins 28 Secs

krisika	Hello, I am your Acebuddy	1 Nov, 5:03:54 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	5:03:55 PM
	Whom Would You Like to Connect With?	5:03:55 PM
krisika	Technical Support (QB & App Hosting)	5:03:56 PM
Acebuddy	Welcome to Ace Support.	5:03:56 PM
	Please chose an option :	5:03:56 PM
krisika	I'd like to report an Issue	5:04:01 PM
Acebuddy	Please select an option!	5:04:01 PM
krisika	Other Issue	5:04:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:04:04 PM
krisika	Hi	5:04:17 PM

Acebuddy	Please wait while we connect you to a Support Representative	5:04:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:04:18 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:04:27 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:04:34 PM
krisika	Quickbook not open in all users	5:04:48 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same. Is there any changes made recently?	5:05:49 PM
Priorware Solutions		
CID65383		5:06:53 PM
	Kindly confirm the above account details are they correct?	
	Please try to run "QBReset" from your end and check if it fix the issue. (Edited)	5:09:09 PM
	Are we still connected here?	5:15:28 PM
	Are we still connected here?	5:16:15 PM
	Are we still connected here?	5:17:08 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.	5:18:17 PM
	<i>Shubham Maurya has ended this chat session</i>	5:18:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 12:45:43 AM

#83239 Jannatul Ferdouse

Email: lukta@columbiataxservice.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Secs

City: DHONIA

State: Dhaka

Country: BANGLADESH

Chat Duration : 9 Mins 7 Secs

Chat Transcript

Jannatul Ferdouse	Hello, I am your Acebuddy	4 Nov, 12:45:43 AM
Acebuddy	Hello Jannatul Ferdouse, I'm your Ace Buddy. I'll be happy to assist you!	12:45:44 AM
	Whom Would You Like to Connect With?	12:45:44 AM
Jannatul Ferdouse	Technical Support (QB & App Hosting)	12:46:54 AM
Acebuddy	Welcome to Ace Support.	12:46:54 AM
	Please chose an option :	12:46:54 AM
Jannatul Ferdouse	I'd like to report an Issue	12:47:03 AM
Acebuddy	Please select an option!	12:47:03 AM
Jannatul Ferdouse	Other Issue	12:47:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:47:10 AM
	<i>12:47:19 AM Jannatul Ferdouse is sharing a file with you image.png - (Size:21.4 KB)</i>	12:47:19 AM
	Please wait while we connect you to a Support Representative	12:47:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:47:19 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	12:48:11 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:48:17 AM
	Hi Jannatul	12:48:34 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:48:42 AM
	Are we still connected here?	12:50:20 AM
	Are we still connected here?	12:51:54 AM
	Are we still connected here?	12:52:49 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.	12:54:46 AM
	<i>Shubham Kataria has ended this chat session</i>	12:54:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Nov, 3:19:34 AM

#83298 Kevin saunders

Email: ksaunders@willsaccounting.com  4349777771

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: 1 Min 15 Secs

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 2 Secs

Kevin saunders	Hello, I am your Acebuddy	5 Nov, 3:19:35 AM
Acebuddy	Hello Kevin Saunders, I'm your Ace Buddy. I'll be happy to assist you!	3:19:35 AM
	Whom Would You Like to Connect With?	3:19:35 AM
Kevin saunders	Technical Support (QB & App Hosting)	3:19:40 AM
Acebuddy	Welcome to Ace Support.	3:19:40 AM
	Please chose an option :	3:19:40 AM
Kevin saunders	I'd like to report an Issue	3:19:48 AM
Acebuddy	Please select an option!	3:19:48 AM
Kevin saunders	Other Issue	3:19:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:19:53 AM
Kevin saunders	2019 Lacerte issue, i was disconnected	3:20:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:20:15 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:20:15 AM
	<i>Vignesh Arul accepted the chat transfer request.</i>	3:21:50 AM
	<i>Vignesh Arul is transferring the chat to Yash Kalra.</i>	3:22:02 AM

	<i>Yash Kalra accepted the chat transfer request.</i>	3:22:31 AM
Yash Kalra	Welcome back Kevin	3:22:55 AM
Kevin saunders	thank you	3:23:04 AM
Yash Kalra	We are still connected on the previous chat. Please allow me to disconnect our previous chat session	3:25:41 AM
Kevin saunders	oh ok, something is screwed up on my end i guess	3:26:01 AM
Yash Kalra	Additionally please stay connected while we are making some changes from the backend.	3:26:30 AM
Kevin saunders	ok	3:26:44 AM
Yash Kalra	Kevin, to implement the changes we need to reboot the server once.	3:27:38 AM
Kevin saunders	ok	3:27:47 AM
Yash Kalra	Kevin, we have initiated the script to reboot the server this will pop up a notification on user desktop to save their data before the reboot	3:29:35 AM
	Server will be rebooted after 5 minutes	3:29:59 AM
Kevin saunders	ok	3:31:11 AM
Yash Kalra	Please login to the server and check status of the issue.	3:32:40 AM
Kevin saunders	ok, i'm in	3:33:16 AM
	i can log in 2019 now	3:34:34 AM
Yash Kalra	Is the issue resolved now?	3:34:52 AM
Kevin saunders	partly	3:35:03 AM
	some of the modules clients need to be restored	3:35:22 AM
	i have Fiduciary, INdividual and S corp	3:35:50 AM
Yash Kalra	May I take the remote access of your server to get a proper view of this issue?	3:36:25 AM
Kevin saunders	yes	3:37:15 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	3:37:32 AM
Kevin saunders	ok, done	3:38:06 AM
Yash Kalra	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.	3:40:37 AM
Kevin saunders	the other people were attempting to restore the clients in the partnership and corporate midules and it wasn't allowing me	3:45:47 AM
	they listed in a fil call 2019old ?	3:46:09 AM
	pdata for partneship	3:47:08 AM
	cdata for c corporate	3:47:30 AM
	and when i go to the restore function it wasn't allowing me to do it	3:47:56 AM

Yash Kalra	Please try now once	3:48:08 AM
Kevin saunders	ok	4:00:24 AM
Yash Kalra	Kevin, as discussed, we will be escalating this case please help us with our contact number so that our escalation team can reach out to you regarding this issue.	4:01:31 AM
Kevin saunders	434-977-7771	4:02:06 AM
Yash Kalra	Please inform us once the admin credentials are received via email, so that the escalation team can be notified and reach out to assist in resolving this issue. (Edited)	4:02:40 AM
Kevin saunders	i should get some credentials via snailmail? or email ?	4:03:34 AM
Yash Kalra	Please inform us once the admin credentials are received via email, so that the escalation team can be notified and reach out to assist in resolving this issue.	4:04:06 AM
Kevin saunders	ok, thanks, will do	4:04:24 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:04:30 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:04:35 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	4:04:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Nov, 4:04:37 AM

#83299 Pam Peterson

Email: accounting@aquasox.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 43 Secs

City: EVERETT

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 3 Secs

Pam Peterson	Hello, I am your Acebuddy	5 Nov, 4:04:38 AM
Acebuddy	Hello Pam Peterson, I'm your Ace Buddy. I'll be happy to assist you!	4:04:39 AM
	Whom Would You Like to Connect With?	4:04:39 AM
Pam Peterson	Technical Support (QB & App Hosting)	4:04:43 AM
Acebuddy	Welcome to Ace Support.	4:04:43 AM
	Please chose an option :	4:04:43 AM
Pam Peterson	I'd like to report an Issue	4:04:50 AM
Acebuddy	Please select an option!	4:04:50 AM
Pam Peterson	QuickBooks Issue	4:04:54 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:04:54 AM
Pam Peterson	QuickBooks is Frozen	4:05:01 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	4:05:01 AM
	Was that helpful?	4:05:01 AM
Pam Peterson	No	4:05:58 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	4:05:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:05:58 AM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	4:06:11 AM
Pam Peterson	I don't have the icon to close out QB	4:06:13 AM
Karan Bhattacharya	Hello Pam	4:06:28 AM
	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	4:06:33 AM
Pam Peterson	Thank you.	4:06:42 AM
Karan Bhattacharya	Please let me know the issue	4:06:57 AM
Pam Peterson	My Quickbooks program froze. I don't know how to close it out and restart. There is no icon on my toolbar like the directions showed when I started the chat.	4:07:37 AM

Karan Bhattacharya	ok,Is the qb application is still frozen?	4:08:44 AM
Pam Peterson	Yes	4:08:51 AM
	It now says connection has been lost.	4:09:05 AM
Karan Bhattacharya	ok,can you please sign out from server and login back once	4:09:20 AM
Pam Peterson	I can't get to the log out because QB is frozen and covering the entire screen.	4:09:56 AM
Karan Bhattacharya	ok,let me check the details at backend,allow me few minutes.	4:10:50 AM
	I am signing you out from backend,	4:13:21 AM
Pam Peterson	OK	4:13:33 AM
Karan Bhattacharya	you would have been signed out now,Please login back and check if the same issue is coming or not.	4:14:24 AM
Pam Peterson	Opening QuickBooks.	4:14:50 AM
Karan Bhattacharya	ok	4:15:34 AM
Pam Peterson	Thank you. It is no longer frozen. This happened 23 hours ago as well. We have not had any issues since we signed up with ACE until now. Is it possible to get the icon in order to close out if it happens again?	4:19:34 AM
Karan Bhattacharya	Sure,allow me a minute,I am working upon the same	4:20:47 AM
	Are we still connected?	4:22:34 AM
	Are we still connected?	4:24:09 AM
	Are we still connected?	4:25:29 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:27:39 AM
<i>Karan Bhattacharya has ended this chat session</i>		4:27:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Nov, 8:42:07 PM

#83219 Kevin Burnett

Email: kevin@hbastax.com ☎ 16144362735

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: LEWIS CENTER

State: Ohio

Country: UNITED STATES

Chat Duration : 2 Weeks 3 Days

Chat Transcript

Kevin Burnett	Hello, I am your Acebuddy	3 Nov, 8:42:07 PM
Acebuddy	Hello Kevin, I'm your Ace Buddy. I'll be happy to assist you!	8:42:08 PM
	Whom Would You Like to Connect With?	8:42:08 PM
Kevin Burnett	Technical Support (QB & App Hosting)	8:42:11 PM
Acebuddy	Welcome to Ace Support.	8:42:11 PM
	Please chose an option :	8:42:11 PM
Kevin Burnett	I'd like to raise a Request	8:42:16 PM
Acebuddy	Please select your request type.	8:42:16 PM
Kevin Burnett	Password Reset	8:42:24 PM
Acebuddy	Please select an option below	8:42:24 PM
Kevin Burnett	Already Enrolled to Selfcare Portal	8:42:28 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:42:28 PM
	Do you need any further assistance on the topic?	8:42:28 PM
Kevin Burnett	Yes	8:42:34 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:42:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:42:35 PM
Kevin Burnett	can someone remote in. can't get initial access for one of the employees	8:42:54 PM
	<i>Chat request was not picked up by the operators</i>	8:59:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Nov, 11:52:34 PM

#83233 Nic Boz

Email: orders@meridianfoodservices.com 951.662.7287

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: 19 Secs

City: RIVERSIDE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 15 Secs

Nic Boz	Hello, I am your Acebuddy	3 Nov, 11:52:34 PM
Acebuddy	Hello Nic Boz, I'm your Ace Buddy. I'll be happy to assist you!	11:52:35 PM
	Whom Would You Like to Connect With?	11:52:35 PM
Nic Boz	Technical Support (QB & App Hosting)	11:53:09 PM
Acebuddy	Welcome to Ace Support.	11:53:09 PM
	Please chose an option :	11:53:09 PM
Nic Boz	I'd like to report an Issue	11:53:34 PM
Acebuddy	Please select an option!	11:53:34 PM
Nic Boz	Other Issue	11:53:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:53:43 PM
Nic Boz	Remote Desktop can't connect	11:53:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:53:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:53:58 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:54:06 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:54:13 PM
	hello nic	11:54:18 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:54:23 PM

	Are we still connected here?	11:56:53 PM
Nic Boz	Yes	11:57:08 PM
	QBNXTPRO1.myrealdata.net	11:57:21 PM
	NicB.npro1@myrealdata.net	11:57:41 PM
Shubham Kataria	Kindly confirm if you're receiving any error while accessing the server?	11:58:04 PM
Nic Boz	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't connect to the remote computer for one of these reasons: 1) Remote access to the server is not enabled 2) The remote computer is turned off 3) The remote computer is not available on the network Make sure the remote computer is turned on and connected to the network, and that remote access is enabled. [^] Hide details [OK] [Expanded Information] Error code: 0x204 Extended error code: 0x0 Timestamp (UTC): 11/03/25 06:19:26 PM Press Ctrl+C to copy.	11:58:28 PM
Shubham Kataria	I will surely help you with this issue.	11:59:01 PM
	May I take the remote access of your local computer?	11:59:03 PM
Nic Boz	Yes	11:59:52 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	11:59:59 PM
	https://assist.acecloudhosting.com/join/3212469566	4 Nov, 12:00:23 AM
	Kindly paste this link in the browser of local computer and join the session.	12:00:27 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.	12:02:59 AM
Nic Boz	Resovled.	12:08:06 AM
Shubham Kataria	Thank you for your patience.	12:08:09 AM
	As per our remote session your issue has been resolved	12:08:21 AM
	Is there anything else I may help you with ?	12:08:27 AM
Nic Boz	No	12:08:34 AM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:08:43 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:08:45 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.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:08:47 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 9:11:26 PM

#83759 testing

Email: testing@gmail.com ☎ 309878191

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 9 Mins 10 Secs

testing	Hello, I am your Acebuddy	18 Nov, 9:11:26 PM
Acebuddy	Hello Testing, I'm your Ace Buddy. I'll be happy to assist you!	9:11:27 PM
	Whom Would You Like to Connect With?	9:11:27 PM
testing	Technical Support (QB & App Hosting)	9:11:33 PM
Acebuddy	Welcome to Ace Support.	9:11:33 PM
	Please chose an option :	9:11:33 PM
testing	I'd like to report an Issue	9:11:42 PM
Acebuddy	Please select an option!	9:11:42 PM
testing	Other Issue	9:11:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:11:46 PM
	You have ended this chat session	9:20:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 1:15:44 AM

#83847 chrisl

Email: chrisl@lathamseeds.com ☎ 15154801120

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 42 Secs

City: GRIMES

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 32 Secs

chrisl	Hello, I am your Acebuddy	20 Nov, 1:15:44 AM
Acebuddy	Hello Chrisl, I'm your Ace Buddy. I'll be happy to assist you!	1:15:45 AM
	Whom Would You Like to Connect With?	1:15:45 AM
chrisl	Technical Support (QB & App Hosting)	1:15:52 AM
Acebuddy	Welcome to Ace Support.	1:15:52 AM
	Please chose an option :	1:15:52 AM
chrisl	I'd like to raise a Request	1:16:04 AM
Acebuddy	Please select your request type.	1:16:04 AM
chrisl	Office 365 Addition	1:16:13 AM
Acebuddy	Please specify if you already have an Office365 subscription	1:16:13 AM
chrisl	I already have O365 license	1:16:19 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are	1:16:19 AM

compatible on Windows Server Operating Systems :

- O365 E3
- O365 E5
- O365 Apps for Enterprise

1:16:19 AM

If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.

1:16:19 AM

If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.

1:16:19 AM

Do you need any further assistance on the topic?

1:16:19 AM

chrisl Yes

1:16:53 AM

Acebuddy Please wait while we connect you to our Support Representative

1:16:53 AM

Acebuddy (bot) forwarded the chat request

1:16:54 AM

Luv accepted the chat transfer request.

1:17:01 AM

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

1:17:51 AM

chrisl My license is an E5 Office 365 license. It has worked just fine, but lately, it's not letting log in. I have a ticket number 801207 currently started. Our IT people say the issue is with the server and you folks say the issue is with the license. Thanks for any support you can give me. Other users of ours still have Office 365 (Excel in particular) work just fine.

1:18:30 AM

Luv Kindly allow me two minutes to check the same.

1:19:15 AM

Can I take your local remote session? please give me an email where i can send the zoho assist link

1:21:08 AM

chrisl Yes

1:22:53 AM

chrisl@lathamseeds.com

1:22:59 AM

Luv I just sent the email, please follow the instructions on it.

1:23:26 AM

<https://assist.acecloudhosting.com/join/9072044639>

1:24:57 AM

or you can join this link from your local device,not inside the server

1:25:19 AM

Please login here

1:27:00 AM

This is the same user that everyone else is using for their office login?

1:29:30 AM

Can you please sign in here/

1:44:30 AM

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

1:51:12 AM

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

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

Thanks!

1:51:15 AM

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

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

Luv has ended this chat session

1:51:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 11:19:08 PM

#83782 Dean Nguyen

Email: dean.n@enagic.com ☎ 13105427700

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 29 Secs

Dean Nguyen	Hello, I am your Acebuddy	18 Nov, 11:19:08 PM
Acebuddy	Hello Dean Nguyen, I'm your Ace Buddy. I'll be happy to assist you!	11:19:09 PM
	Whom Would You Like to Connect With?	11:19:09 PM
Dean Nguyen	Technical Support (QB & App Hosting)	11:19:12 PM
Acebuddy	Welcome to Ace Support.	11:19:13 PM
	Please chose an option :	11:19:13 PM
Dean Nguyen	I'd like to report an Issue	11:19:17 PM
Acebuddy	Please select an option!	11:19:17 PM
Dean Nguyen	Other Issue	11:19:22 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:19:22 PM
Dean Nguyen	I can't connect to enagic.myrealdata.net	11:20:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:20:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:20:10 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:20:26 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:20:33 PM
	I deeply apologize for the inconvenience caused to you.	11:20:40 PM
	I will be surely assisting you with this.	11:21:26 PM
	Is this for account: Enagic USA Inc. ?	11:21:36 PM
Dean Nguyen	Yes	11:21:40 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:21:45 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	11:22:07 PM
Dean Nguyen	other users	11:22:15 PM
	is this related to the Cloudfare /AWS outage?	11:22:32 PM
Abhay Kumar Saraswat	I don't think so, because we haven't received any confirmation yet regarding the outage.	11:23:50 PM
	Since when have you all been experiencing this issue?	11:24:00 PM
	<i>11:25:59 PM Abhay Kumar Saraswat is sharing a file with you</i>	
	<i>image.png - (Size:37.14 KB)</i>	11:25:59 PM
	<i>I can see that these users are currently logged in on the server, so I don't think the other users are experiencing the same issue.</i>	
	Could you please confirm me your username ?	11:26:36 PM
	Or the screenshot of an error which you are getting while logged in on server.	11:27:09 PM
	Are we connected, Dean ?	11:27:52 PM
	<i>11:28:13 PM Dean Nguyen is sharing a file with you</i>	
	<i>c2d44cb3-01c2-44ed-9c99-e51d773fee30.jpg - (Size:23.16 KB)</i>	11:28:13 PM
	Thank you for sharing the screenshot.	11:29:33 PM
	Please confirm.	11:29:49 PM
	Dean, are we connected here?	11:31:23 PM
	Are we still connected here?	11:33:31 PM
	Are we connected?	11:34:44 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.	11:35:36 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:35:38 PM



Chat Transcript

Hello, I am your Acebuddy

11 Nov, 11:00:31 PM

Visitor Details

#83531 Kristin Venezio

Email: kristin@integritybp.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 31 Secs

City: FRISCO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 29 Secs

Kristin Venezio	Hello, I am your Acebuddy	11 Nov, 11:00:31 PM
Acebuddy	Hello Kristin Venezio, I'm your Ace Buddy. I'll be happy to assist you!	11:00:32 PM
	Whom Would You Like to Connect With?	11:00:32 PM
Kristin Venezio	Technical Support (QB & App Hosting)	11:00:37 PM
Acebuddy	Welcome to Ace Support.	11:00:37 PM
	Please chose an option :	11:00:37 PM
Kristin Venezio	I'd like to report an Issue	11:00:49 PM
Acebuddy	Please select an option!	11:00:49 PM
Kristin Venezio	Other Issue	11:01:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:01:00 PM
Kristin Venezio	I keep getting disconnected from the server every 2 minutes. Nothing is wrong with my internet, as none of my other devices are having problems. I've restarted the Server, I've resstarted and shut down my computer and i keep having problems	11:01:48 PM

Acebuddy	Please wait while we connect you to a Support Representative	11:01:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:01:49 PM
	<i>Shubham Gupta declined the transfer request.</i>	11:01:51 PM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	11:02:00 PM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	11:02:19 PM
Kristin Venezio	Hey Karan!	11:02:32 PM
Karan Bhattacharya	Hello Kristin, Please let me know your issue.	11:03:10 PM
Kristin Venezio	I keep getting disconnected from the server every 2 minutes. Nothing is wrong with my internet, as none of my other devices are having problems. I've restarted the Server, I've restarted and shut down my computer and I keep having problems	11:03:32 PM
Karan Bhattacharya	So after getting connected to server it disconnects or before landing on server also the issue happens?	11:04:42 PM
Kristin Venezio	after getting connected	11:04:53 PM
Karan Bhattacharya	For how long is this happening? (Edited)	11:05:33 PM
Kristin Venezio	It started yesterday morning	11:05:47 PM
Karan Bhattacharya	ok	11:06:19 PM
Kristin Venezio	It's not as bad today	11:06:30 PM
Karan Bhattacharya	Are you currently facing the same issue?	11:07:03 PM
Kristin Venezio	yes it happened like 3 minutes or so ago	11:07:20 PM
Karan Bhattacharya	ok	11:07:38 PM
	let me check few details at backend. allow me few minutes	11:08:04 PM
Kristin Venezio	sure thing!	11:08:18 PM
Karan Bhattacharya	please also let me know your myrealdata id.	11:08:19 PM
Kristin Venezio	KristinV	11:09:16 PM
Karan Bhattacharya	ok	11:09:29 PM
Kristin Venezio	or this one? IntegrityBooks.myrealdata.net	11:09:38 PM
Karan Bhattacharya	let me check	11:09:49 PM
	I see KristinV is there.	11:11:45 PM
	this is server name	11:11:55 PM
Kristin Venezio	oh gotcha	11:12:36 PM
Karan Bhattacharya	Is there any other user also who is facing the same issue?	11:14:32 PM
Kristin Venezio	Not like I am	11:14:41 PM
	Another one said her was lagging, and she seldom got kicked off but not to the extent I was	11:14:55 PM

Karan Bhattacharya	ok	11:15:28 PM
	I will be sharing the remote session link to you,please open it on your local machine and before that please close any information or data related thing which is not related to this request.	11:19:11 PM
	Also share your email id so that I can share the link.	11:19:49 PM
Kristin Venezio	alirght let me close stuff out	11:20:34 PM
Karan Bhattacharya	ok	11:20:44 PM
Kristin Venezio	ready	11:21:27 PM
Karan Bhattacharya	email id?	11:21:41 PM
Kristin Venezio	sorry was turning oven on	11:23:12 PM
	kristin@integritybp.com	11:23:26 PM
Karan Bhattacharya	ok	11:23:29 PM
	https://assist.acecloudhosting.com/join/6762055185	11:23:59 PM
	please open the link in your local machine	11:24:14 PM
Kristin Venezio	I think we're good	11:26:15 PM
	<i>Karan Bhattacharya has ended this chat session</i>	11:45:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 8:52:02 PM

#83874 JULie

Email: naresh@nksdcpa.com 6467854651

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 34 Secs

City: BOYDTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 33 Secs

JULie	Hello, I am your Acebuddy	20 Nov, 8:52:02 PM
Acebuddy	Hello Julie, I'm your Ace Buddy. I'll be happy to assist you!	8:52:03 PM
	Whom Would You Like to Connect With?	8:52:03 PM
JULie	Managed Security	8:52:20 PM
Acebuddy	Please wait while we connect you to an available Representative.	8:52:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:52:21 PM
JULie	Hi I have created new user today. Installing is blocked. I need your help to install Out look app for emails	8:53:13 PM
	<i>Shubham accepted the chat transfer request.</i>	8:53:18 PM
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	8:53:27 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:53:37 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:53:49 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:54:08 PM
JULie	Nityan Financial Services LLC	8:54:54 PM
	A new user has been created on your account. CID: CID73559 Account Name: Nityan Financial Service User added: Julie Saripadaya (julie.s@myrealdata.net)	8:55:24 PM
Shubham Maurya	Thank you for the information Julie, please allow few minutes to check the same.	8:56:09 PM
JULie	ok	8:56:49 PM
	?	8:59:56 PM
Shubham Maurya	Thank you for your patience. We have checked and found that Office 365 is currently not installed on the server, which is required for the Outlook application to function. If you would like us to proceed with installing Outlook on the server, we will need you to provide an Office 365 license (E3, E5, or Apps for Enterprise).	9:00:26 PM
	At this point, you may continue using Outlook Web, which does not require any additional application installation.	9:00:58 PM
JULie	No I need to install to avoid headache of logging. what you need let me know	9:01:42 PM
Shubham Maurya	To proceed with the Outlook application installation on the server and avoid the hassle of using Outlook Web, we will need your Office 365 license (E3, E5, or Apps for Enterprise). Once the license details are provided, we can move forward with the installation. (Hosting charges may apply in case if you provide your own license)	9:03:00 PM
	Please let us know the license information at your earliest convenience so we can schedule the setup.	
	Alternatively, we can arrange an Office 365 license for you on a lease basis.	9:03:41 PM

JULie	where can I find license information? I already have the license and how much is charges	9:03:57 PM 9:04:59 PM
Shubham Maurya	In this case you may need to get in touch with the admin of your Office 365 license, who manages the access for users. Just ask them which email ID is having access of Office 365 license and once we install the application simply login with that email and if Office 365 license is active on that mail app will automatically get activated.	9:06:27 PM
	Let me check for the prices please wait.	9:07:06 PM
	<i>9:09:35 PM Shubham Maurya is sharing a file with you image.png - (Size:76.7 KB)</i>	9:09:35 PM
	<i>Please check E3, E5, or Apps for Enterprise are only supported versions which you can opt for.</i>	
JULie	But I already have the license. Only need to install. Why fees?	9:11:17 PM
Shubham Maurya	Sure. In this case, we can proceed with the application installation, and you may use your own Office 365 license. Please note that hosting charges will need to be confirmed by the billing team. We will only be able to provide the exact charges if you choose to lease the Office 365 license from us.	9:13:54 PM
	These charges are for license purchase, not the hosting fee.	9:15:00 PM
JULie	so what you need from me to install it?	9:15:41 PM
Shubham Maurya	We just need a confirmation mail from POC of this account [Kevin@nksdcpa.com] (mailto:Kevin@nksdcpa.com) or ndoodnauth50@gmail.com. Once we receive a mail confirmation on Email: support@acecloudhosting.com	9:17:34 PM
	We will proceed with the Office 365 app installation request.	
JULie	ok	9:18:59 PM
Shubham Maurya	If you like, we can include them in CC in our next email with ticket number, and issue description. This will allow them to respond directly to the same thread for any clarifications.	9:19:41 PM
JULie	yes please	9:19:58 PM
Shubham Maurya	Thanks for the confirmation !	9:20:25 PM
	Is there anything else I may help you with ?	9:20:33 PM
JULie	can you email me on naresh@nksdcpa.com what you need so we can proceed it	9:20:58 PM
Shubham Maurya	Noted that well ! We will keep you informed on naresh@nksdcpa.com so that you can also check the required details in this process and have a watch on it.	9:21:50 PM
JULie	k	9:22:33 PM
	<i>JULie has ended this chat session</i>	9:22:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Nov, 11:09:11 PM

#83476 Lori Kelley

Email: accounting@glenshiredevonshire.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: HOMEWOOD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Secs

Lori Kelley	Hello, I am your Acebuddy	10 Nov, 11:09:11 PM
Acebuddy	Hello Lori Kelley, I'm your Ace Buddy. I'll be happy to assist you!	11:09:12 PM
	Whom Would You Like to Connect With?	11:09:12 PM
Lori Kelley	Technical Support (QB & App Hosting)	11:09:18 PM
Acebuddy	Welcome to Ace Support.	11:09:18 PM
	Please chose an option :	11:09:18 PM
Lori Kelley	I'd like to report an Issue	11:09:25 PM
Acebuddy	Please select an option!	11:09:25 PM
Lori Kelley	Password Reset	11:09:28 PM
Acebuddy	Please select an option below	11:09:28 PM
Lori Kelley	Not Enrolled to Selfcare Portal	11:09:36 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.	11:09:36 PM
	Do you need any further assistance on the topic?	11:09:36 PM
Lori Kelley	No	11:09:43 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:09:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 1:07:16 AM

#83483 anishkaredia

Email: akaredia@anishcpa.com 8328601238

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: RICHMOND

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 10 Secs

anishkaredia	Hello, I am your Acebuddy	11 Nov, 1:07:16 AM
Acebuddy	Hello Anish Karedia, I'm your Ace Buddy. I'll be happy to assist you!	1:07:17 AM
	Whom Would You Like to Connect With?	1:07:17 AM
anishkaredia	Technical Support (QB & App Hosting)	1:07:24 AM
Acebuddy	Welcome to Ace Support.	1:07:24 AM
	Please chose an option :	1:07:24 AM
anishkaredia	I'd like to report an Issue	1:07:30 AM
Acebuddy	Please select an option!	1:07:30 AM
anishkaredia	Password Reset	1:07:37 AM
Acebuddy	Please select an option below	1:07:37 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.	1:38:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Nov, 8:43:14 PM

#83327 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 51 Secs

Mohita Chadha	Hello, I am your Acebuddy	5 Nov, 8:43:14 PM
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	8:43:15 PM
	Whom Would You Like to Connect With?	8:43:15 PM
	Welcome to Ace Support.	8:43:20 PM
	Please chose an option :	8:43:20 PM
Mohita Chadha	Technical Support (QB & App Hosting)	8:43:20 PM
	I'd like to report an Issue	8:43:26 PM
Acebuddy	Please select an option!	8:43:26 PM
Mohita Chadha	Other Issue	8:43:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:43:30 PM
Mohita Chadha	Hello - I needed to download Lacerte 2025 but I am unable to do so on my end. Can you please help	8:43:56 PM

with this?

Acebuddy	Please wait while we connect you to a Support Representative	8:43:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:43:56 PM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	8:44:07 PM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	8:44:39 PM
	Hello	8:44:59 PM
	Are we still connected?	8:45:50 PM
	Are we still connected?	8:47:19 PM
	Are we still connected?	8:49:01 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:51:01 PM
	<i>Karan Bhattacharya has ended this chat session</i>	8:51:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 3:36:15 AM

#83251 Mike Healey

Email: mike@haamail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Secs

Mike Healey	Hello, I am your Acebuddy	4 Nov, 3:36:16 AM
Acebuddy	Hello Mike Healey, I'm your Ace Buddy. I'll be happy to assist you!	3:36:16 AM
	Whom Would You Like to Connect With?	3:36:16 AM
Mike Healey	Technical Support (QB & App Hosting)	3:36:24 AM
Acebuddy	Welcome to Ace Support.	3:36:24 AM
	Please chose an option :	3:36:24 AM
Mike Healey	I'd like to raise a Request	3:36:32 AM
Acebuddy	Please select your request type.	3:36:32 AM
Mike Healey	Other Request	3:36:44 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.	3:36:44 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:36:44 AM
Mike Healey	No, That'll be all!	3:37:00 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	3:37:00 AM
	<i>Acebuddy has ended this chat session</i>	3:37:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 12:44:21 AM

#83845 Lori Lawrence

Email: advisor@infoplusacct.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: HUTCHINSON

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 16 Secs

Lori Lawrence	Hello, I am your Acebuddy	20 Nov, 12:44:21 AM
Acebuddy	Hello Lori Lawrence, I'm your Ace Buddy. I'll be happy to assist you!	12:44:22 AM
	Whom Would You Like to Connect With?	12:44:22 AM
Lori Lawrence	Technical Support (QB & App Hosting)	12:44:30 AM
Acebuddy	Welcome to Ace Support.	12:44:30 AM
	Please chose an option :	12:44:30 AM
Lori Lawrence	I'd like to raise a Request	12:44:37 AM
Acebuddy	Please select your request type.	12:44:37 AM
Lori Lawrence	Setback	12:44:51 AM
Acebuddy	Welcome to Ace Support.	12:44:51 AM
	Please chose an option :	12:44:51 AM
Lori Lawrence	I'd like to raise a Request	12:45:08 AM
Acebuddy	Please select your request type.	12:45:08 AM
Lori Lawrence	Other Request	12:45:11 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.	12:45:11 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:45:11 AM
Lori Lawrence	Yes, I'm facing issues with my server	12:45:25 AM
Acebuddy	Please select an option!	12:45:25 AM
Lori Lawrence	Other Issue	12:45:29 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:45:29 AM
Lori Lawrence	OPEN Ticket #804348 - NO additional action has been taken by your team since last night. PLEASE resolve open ticket so I can access the server!	12:46:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:46:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:46:18 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:46:48 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:46:53 AM
Lori Lawrence	Hi Abhay (I hope that's the correct salutation for you). Can you please look at open ticket #804348 and help me?	12:47:25 AM
Abhay Kumar		12:47:35 AM

Saraswat	Sure.	
	Let me check the ticket for you and will update you inn 2-3 minutes.	12:47:54 AM
	Thank you for your patience.	12:50:28 AM
	I've gone through the ticket.	12:50:42 AM
	Lori, May I take the remote access of your local computer?	12:50:52 AM
Lori Lawrence	yes	12:50:58 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	12:51:03 AM
	https://assist.acecloudhosting.com/join/9742679999	12:51:16 AM
	Kindly paste this link in the browser of local computer and join the session.	12:51:19 AM
Lori Lawrence	working on it.	12:53:25 AM
Abhay Kumar Saraswat	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.	12:53:33 AM
Lori Lawrence	I do have 4 monitors - I will keep an eye on the other ones.	12:53:37 AM
Abhay Kumar Saraswat	Sure.	12:54:04 AM
Lori Lawrence	I have the necessary items open on a different monitor - do you want me to move those windows onto this screen?	12:54:40 AM
Abhay Kumar Saraswat	Show me the RDP file on main screen.	12:55:50 AM
	Thank you for your patience.	1:10:39 AM
Lori Lawrence	Everything is now resolved - thank you!	1:10:56 AM
	FIVE STARS!	1:11:09 AM
Abhay Kumar Saraswat	As you confirmed that your RDP related issue has been resolved, we are ending this session.	1:11:09 AM
	Is there anything else I may help you with ?	1:11:13 AM
Lori Lawrence	Have a great day!	1:11:18 AM
Abhay Kumar Saraswat	You too.	1:11:25 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:11:30 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	1:11:33 AM

(<https://selfcare.acecloudhosting.com>).

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

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

1:11:36 AM

Abhay Kumar Saraswat has ended this chat session

1:11:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Nov, 12:17:17 PM

#83204 itsupport

Email: itsupport@advancefinserv.com 918887771848

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 40 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 18 Mins 17 Secs

itsupport	Hello, I am your Acebuddy	2 Nov, 12:17:18 PM
Acebuddy	Hello Itsupport, I'm your Ace Buddy. I'll be happy to assist you!	12:17:18 PM
	Whom Would You Like to Connect With?	12:17:18 PM
itsupport	Technical Support (QB & App Hosting)	12:17:25 PM
Acebuddy	Welcome to Ace Support.	12:17:25 PM
	Please chose an option :	12:17:25 PM
itsupport	I'd like to raise a Request	12:17:30 PM
Acebuddy		

	Please select your request type.	12:17:30 PM
itsupport	Application Version Upgrade	12:17:35 PM
Acebuddy	Please select the application you would like to upgrade :	12:17:35 PM
itsupport	ProSeries	12:17:38 PM
Acebuddy	Kindly download the ProSeries setup file from your application portal and save it on your server desktop.	12:17:38 PM
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.	12:17:38 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.	12:17:38 PM
	Do you need any further assistance on the topic?	12:17:38 PM
itsupport	Yes	12:17:47 PM
Acebuddy	Please wait while we connect you to our Support Representative	12:17:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:17:47 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	12:18:16 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:18:23 PM
itsupport	Hi shubham	12:18:29 PM
	I'm shashi	12:18:36 PM
Shubham Kataria	Hi shashi	12:18:41 PM
itsupport	I discussed with shubham maurya regarding license, but request for call back through ituite support	12:19:31 PM
	But I hadn't receive any call from intuite support	12:20:05 PM
	Shubham try to understand its very very urgent for us...	12:20:31 PM
	Please help me if you arrange a call back from intuite support if you can, so please do that...	12:21:20 PM
Shubham Kataria	I can understand the urgency of this matter.	12:21:41 PM
itsupport	And if you have any other option, you can suggest me	12:21:45 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	12:21:45 PM
	Intuit doesn't offer call-back support, so you'll need to contact them directly, as they have a separate support line for assistance.	12:22:28 PM
	Let me check with the senior engineer, please allow me two minutes	12:22:54 PM
itsupport	But shubham maurya said that we can book an appointment for call back..?	12:23:17 PM
	If you will pay for my license, if you can, I will provide you all the details which will you required..	12:24:49 PM
Shubham Kataria	We can arrange a three-way conference call with Intuit, during which one of our engineers will also be present to assist you. Please note that Intuit Support is available only from Monday to Friday, so we	12:25:15 PM

	can schedule the call for Monday.	
itsupport	Yes you can	12:25:50 PM
	Monday before 12am if possible	12:26:10 PM
Shubham Kataria	It will be a simple conference call — we'll first contact the Intuit Support team and then add you to the call so you can speak with them directly about the QuickBooks renewal.	12:26:27 PM
	Unfortunately they work on PST time	12:27:10 PM
itsupport	Yes, please and my contact number is 9625439991	12:27:14 PM
	<i>12:27:38 PM Shubham Kataria is sharing a file with you image.png - (Size:19.15 KB)</i>	12:27:38 PM
	<i>They are available monday to friday 6 am to 6 pm PST</i>	
	Ok no issue you can arrange around 2.30pm	12:28:31 PM
	If it's possible?	12:28:49 PM
Shubham Kataria	We are scheduling the call for 6:30 PM IST on Monday. and we also tried to reach you earlier on the same number, but it was not reachable.	12:29:12 PM
	unfortunately No because intuit team will be available on 6.30 pm as per indian time	12:29:48 PM
	as they work on 6am to 6 pm on pacific time	12:30:06 PM
	6:00 AM Pacific Time corresponds to 6:30 PM Indian Standard Time.	12:30:53 PM
itsupport	Now you can connect with me the same no..	12:30:55 PM
Shubham Kataria	Kindly provide an alternate number as well	12:31:13 PM
itsupport	Sure you can arrange the same	12:32:00 PM
	Sure	12:32:28 PM
Shubham Kataria	Please provide the alternate number as we had tried last time the same number and it was not reachable (Edited)	12:32:48 PM
itsupport	+91 98704 48326	12:33:06 PM
Shubham Kataria	Thank you, I'm arranging a call back for tomorrow at 6.30 pm IST	12:33:42 PM
	Is there anything else I may help you with ?	12:34:57 PM
itsupport	Ok thank you	12:35:02 PM
Shubham Kataria	You're welcome	12:35:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:35:21 PM
	<i>itsupport has ended this chat session</i>	12:35:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 11:04:06 PM

#83836 Holly Bagwell

Email: holly@ramsolution.com **Phone:** 12487651700

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: BLOOMFIELD HILLS

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 38 Secs

Holly Bagwell	Hello, I am your Acebuddy	19 Nov, 11:04:07 PM
Acebuddy	Hello Holly Bagwell, I'm your Ace Buddy. I'll be happy to assist you!	11:04:08 PM
	Whom Would You Like to Connect With?	11:04:08 PM
Holly Bagwell	Technical Support (QB & App Hosting)	11:04:12 PM
Acebuddy	Welcome to Ace Support.	11:04:12 PM
	Please chose an option :	11:04:12 PM
Holly Bagwell	I'd like to report an Issue	11:04:20 PM
Acebuddy	Please select an option!	11:04:20 PM
Holly Bagwell	QuickBooks Issue	11:04:25 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:04:25 PM
Holly Bagwell	QuickBooks is Frozen	11:04:30 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:04:30 PM
	Was that helpful?	11:04:30 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:42:46 PM
<i>Ended due to chat idle timeout</i>		11:42:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Nov, 7:34:48 PM

#83649 Richard Gambord

Email: richard@affordablehomefinance.com 8312919700

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: SANTA CRUZ

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 26 Secs

Richard Gambord	Hello, I am your Acebuddy	14 Nov, 7:34:49 PM
Acebuddy	Hello Richard Gambord, I'm your Ace Buddy. I'll be happy to assist you!	7:34:50 PM
	Whom Would You Like to Connect With?	7:34:50 PM
Richard Gambord	Technical Support (QB & App Hosting)	7:35:01 PM
Acebuddy	Welcome to Ace Support.	7:35:01 PM
	Please chose an option :	7:35:01 PM
Richard Gambord	I'd like to raise a Request	7:35:10 PM
Acebuddy	Please select your request type.	7:35:11 PM
Richard Gambord	Other Request	7:35:22 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:35:22 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:35:22 PM
Richard Gambord	Yes, I'm facing issues with my server	7:35:38 PM

Acebuddy	Please select an option!	7:35:38 PM
Richard Gambord	Other Issue	7:35:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:35:44 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.	8:14:15 PM
	<i>Ended due to chat idle timeout</i>	8:14:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Nov, 11:18:02 PM

#83561 Kimberli Arcadia

Email: accounting@nhvi.com 15303551298

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: REDDING

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Secs

Kimberli Arcadia	Hello, I am your Acebuddy	12 Nov, 11:18:02 PM
Acebuddy	Hello Kimberli Arcadia, I'm your Ace Buddy. I'll be happy to assist you!	11:18:03 PM
	Whom Would You Like to Connect With?	11:18:03 PM
Kimberli Arcadia	Technical Support (QB & App Hosting)	11:18:10 PM
Acebuddy	Welcome to Ace Support.	11:18:10 PM
	Please chose an option :	11:18:10 PM
Kimberli Arcadia	I'd like to raise a Request	11:18:22 PM

Acebuddy	Please select your request type.	11:18:22 PM
Kimberli Arcadia	Reboot your Server	11:18:28 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.	11:18:28 PM
	Do you need any further assistance on the topic?	11:18:28 PM
Kimberli Arcadia	No	11:18:47 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:18:48 PM
	<i>Acebuddy has ended this chat session</i>	11:18:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 6:29:42 AM

#83587 Dominique Molina

Email: admin@certifiedtaxplanners.com 16193654354

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: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 28 Secs

Dominique Molina	Hello, I am your Acebuddy	13 Nov, 6:29:42 AM
Acebuddy	Hello Dominique Molina, I'm your Ace Buddy. I'll be happy to assist you!	6:29:43 AM
	Whom Would You Like to Connect With?	6:29:43 AM
Dominique Molina	Technical Support (QB & App Hosting)	6:29:52 AM
Acebuddy	Welcome to Ace Support.	6:29:52 AM

	Please chose an option :	6:29:52 AM
Dominique Molina	I'd like to raise a Request	6:29:59 AM
Acebuddy	Please select your request type.	6:29:59 AM
Dominique Molina	Other Request	6:30:08 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:30:08 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:30:08 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.	7:13:11 AM
	<i>Ended due to chat idle timeout</i>	7:13:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 2:52:27 AM

#83854 Mary Jouett

Email: mary@jouettholdings.com ☎ 12627646092

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: PLEASANT PRAIRIE

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Secs

Mary Jouett	Hello, I am your Acebuddy	20 Nov, 2:52:28 AM
Acebuddy	Hello Mary Jouett, I'm your Ace Buddy. I'll be happy to assist you!	2:52:29 AM
	Whom Would You Like to Connect With?	2:52:29 AM

Mary Jouett	Technical Support (QB & App Hosting)	2:52:36 AM
Acebuddy	Welcome to Ace Support.	2:52:36 AM
	Please chose an option :	2:52:36 AM
Mary Jouett	I'd like to raise a Request	2:52:43 AM
Acebuddy	Please select your request type.	2:52:43 AM
Mary Jouett	Other Request	2:52:51 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.	2:52:51 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:52:51 AM
Mary Jouett	No, That'll be all!	2:52:55 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	2:52:56 AM
	<i>Acebuddy has ended this chat session</i>	2:52:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 9:52:01 PM

#83282 Eli

Email: construction@ambientelectricinc.com +18052562548

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: CAMARILLO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 21 Secs

Eli	Hello, I am your Acebuddy	4 Nov, 9:52:01 PM
Acebuddy	Hello Eli, I'm your Ace Buddy. I'll be happy to assist you!	9:52:02 PM
	Whom Would You Like to Connect With?	9:52:02 PM
Eli	Technical Support (QB & App Hosting)	9:52:11 PM
Acebuddy	Welcome to Ace Support.	9:52:11 PM
	Please chose an option :	9:52:11 PM
Eli	I'd like to raise a Request	9:52:27 PM
Acebuddy	Please select your request type.	9:52:27 PM
Eli	Change in Users	9:52:34 PM
Acebuddy	Please select your desired option!	9:52:34 PM
Eli	User Removal	9:52:40 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	9:52:40 PM
	Do you need any further assistance on the topic?	9:52:40 PM
Eli	Yes	9:54:11 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:54:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:54:11 PM
	<i>Ankit Kumar accepted the chat transfer request.</i>	9:55:03 PM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	9:55:07 PM
Eli	My PW isn't working	9:55:12 PM
Ankit Kumar	Hello Eli, How are you doing today?	9:55:45 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:56:14 PM
	Are we still connected here?	9:57:45 PM
	Are we still connected here?	9:59:21 PM
	Are we still connected here?	9:59:54 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.	10:02:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:02:19 PM
	<i>Ankit Kumar has ended this chat session</i>	10:02:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 2:04:28 AM

#83851 test

Email: test@gmail.com +16887849764

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 1 Min 47 Secs

test	Hello, I am your Acebuddy	20 Nov, 2:04:28 AM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	2:04:29 AM
	Whom Would You Like to Connect With?	2:04:29 AM
test	Technical Support (QB & App Hosting)	2:04:40 AM
Acebuddy	Welcome to Ace Support.	2:04:40 AM
	Please chose an option :	2:04:40 AM
test	I'd like to report an Issue	2:05:03 AM
Acebuddy	Please select an option!	2:05:03 AM
test	QuickBooks Issue	2:05:07 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:05:07 AM
test	Other QB related issue	2:05:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:05:12 AM
test	qb	2:05:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:05:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:05:23 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	2:05:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Nov, 10:05:46 PM

#83335 tclark

Email: tclark@peakmedicalpc.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 51 Secs

City: PARK CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 9 Secs

tclark	Hello, I am your Acebuddy	5 Nov, 10:05:46 PM
Acebuddy	Hello TClark, I'm your Ace Buddy. I'll be happy to assist you!	10:05:47 PM
	Whom Would You Like to Connect With?	10:05:47 PM
tclark	Technical Support (QB & App Hosting)	10:09:17 PM
Acebuddy	Welcome to Ace Support.	10:09:17 PM
	Please chose an option :	10:09:17 PM
tclark	I'd like to report an Issue	10:09:21 PM
Acebuddy	Please select an option!	10:09:21 PM
tclark	QuickBooks Issue	10:09:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:09:36 PM
tclark	Other QB related issue	10:09:44 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:09:44 PM
tclark	password expiry notice	10:21:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:21:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:21:53 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:22:20 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:22:25 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:22:38 PM
tclark	QBNXTPRE1 and TiffaniC.npre11	10:24:26 PM
	I had this same issue yesterday and do not want to change anything but the box keeps popping up	10:25:07 PM
Ashutosh Mishra	Thank you for providing the details. Please also share a screenshot of the message.	10:25:59 PM
tclark	I don't know how to do that	10:27:04 PM
Ashutosh Mishra	I see, Is this issue occurring only for you, or are other users on the server also experiencing it?	10:28:19 PM
tclark	Only me	10:28:36 PM
Ashutosh Mishra	Thanks for the confirmation !	10:28:44 PM
	May I take the remote access of your local computer? (Edited)	10:28:49 PM
tclark	yes	10:29:16 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	10:29:23 PM
	I understand the password reset prompt is through Ace Connect. Please enter your existing password.	10:33:04 PM
tclark	okay done	10:35:01 PM
	do I need to make a new one?	10:35:12 PM
Ashutosh Mishra	Enter existing password.	10:35:39 PM
	We will try to update the existing password.	10:36:04 PM
tclark	I am using the only password I have ever used and it isn't taking it??	10:36:48 PM
Ashutosh Mishra	It looks like the password does not meet all the requirements as per password policy. Please add a special character to the password.	10:37:39 PM
tclark	I'm trying to find the other password give me just a minute	10:40:10 PM
Ashutosh Mishra	Sure, If you cannot find the old password we can go through forgot password option. Simply we will create a new password. (Edited)	10:41:44 PM
tclark	I just tried the self care password reset but the email is not mine	10:42:16 PM
	Can you see the email on there? I don't know who that is	10:44:04 PM
Ashutosh Mishra	I see, in such a case I would suggest getting the password changed from My Portal by the account holder.	10:44:15 PM
	Kindly allow me two minutes to check the same.	10:44:18 PM

	Thank you for your patience.	10:46:21 PM
	Currently Tom Swensen is the My Portal admin who can change your password.	10:46:59 PM
tclark	no problem, I appreciate you helping with this	10:47:00 PM
Ashutosh Mishra	For changing the email on selfcare portal simply send a request to support@acecloudhosting.com and we will proceed with changing the email too.	10:47:50 PM
tclark	okay I will try that	10:48:29 PM
Ashutosh Mishra	If the issue persists you can simply request to change your password over the email and we will take care of the rest.	10:49:08 PM
	Is there anything else I may help you with ?	10:49:16 PM
tclark	that is all thank you	10:50:31 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:51:09 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!	10:51:13 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	10:51:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Nov, 11:00:36 PM

#83340 Amanda Wheeler

Email: amanda@riverstone.build ☎ 8045929436

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: MANAKIN SABOT

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 51 Secs

Amanda Wheeler	Hello, I am your Acebuddy	5 Nov, 11:00:36 PM
Acebuddy	Hello Amanda Wheeler, I'm your Ace Buddy. I'll be happy to assist you!	11:00:37 PM
	Whom Would You Like to Connect With?	11:00:37 PM
Amanda Wheeler	Technical Support (QB & App Hosting)	11:02:51 PM
Acebuddy	Welcome to Ace Support.	11:02:51 PM
	Please chose an option :	11:02:51 PM
Amanda Wheeler	I'd like to report an Issue	11:02:55 PM
Acebuddy	Please select an option!	11:02:55 PM
Amanda Wheeler	Other Issue	11:02:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:02:59 PM
Amanda Wheeler	Sage 100 database	11:03:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:03:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:03:13 PM
	<i>Gaurav kumar declined the transfer request.</i>	11:03:29 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:03:49 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:03:56 PM
Amanda Wheeler	thank you	11:04:05 PM
Ashutosh Mishra	Hello Amanda, I will surely help you with this kindly elaborate what is the exact issue you are facing.	11:04:53 PM
Amanda Wheeler	we are trying to add an admin to Sage 100 database administrator	11:05:06 PM
	we have tried to add them but ti will not take	11:05:18 PM
	we are also concerned about the path for the particular user - her path does not match the rest of the comapny	11:05:54 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:06:26 PM
	Are we still connected here?	11:08:37 PM
Amanda Wheeler	yes	11:08:42 PM

	server name?	11:08:50 PM
	user is CID67691	11:09:06 PM
	myreldata is the server name i think?	11:09:15 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	11:09:24 PM
	May I take the remote access of your server?	11:10:28 PM
Amanda Wheeler	yes	11:13:24 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	11:13:39 PM
Amanda Wheeler	done	11:14:07 PM
Ashutosh Mishra	Please accept the prompt on the server.	11:15:04 PM
Amanda Wheeler	done	11:16:11 PM
Ashutosh Mishra	Are you the existing Sage Administrator?	11:18:05 PM
Amanda Wheeler	i believe so?	11:18:10 PM
	me and our IT - Code Blue	11:18:16 PM
Ashutosh Mishra	Select the company.	11:19:01 PM
Amanda Wheeler	Riverstone.Build	11:19:55 PM
Ashutosh Mishra	Sydney has been granted company administration.	11:21:29 PM
Amanda Wheeler	let me see if it worked	11:22:33 PM
Ashutosh Mishra	Sure	11:23:01 PM
Amanda Wheeler	nope	11:23:31 PM
	she cannot	11:25:41 PM
	we have tried that several times	11:25:45 PM
	i believe her path to the server is incorrect	11:25:52 PM
Ashutosh Mishra	I understand you want to add user as member of sysadmin server role	11:26:00 PM
Amanda Wheeler	i suppose?	11:28:07 PM
Ashutosh Mishra	Thank you for your patience.	11:30:06 PM
	Amanda in such case it would be best to contact Sage Support for proper guidance as they would have the appropriate information on adding the admin user.	11:31:40 PM
Amanda Wheeler	we have tried	11:32:09 PM
Ashutosh Mishra	We do not have enough information on Sage user management and administration. We can assist with Ace server based roles.	11:32:15 PM
	I would suggest arranging a three-way communication with Sage support and one of our senior engineers in order to best address the exact requirements and steps to execute this request.	11:34:21 PM
	Please share your callback number, timeframe and time zone so we can reach out to you, or you can	11:35:14 PM

simply contact us on 888-415-5240 to connect with a senior engineer. (Edited)

Are we still connected here?

11:37:43 PM

Are we still connected here?

11:39:45 PM

Are we still connected here?

11:41:15 PM

As there was no response, we are disconnecting the chat now. We will be reaching out over the phone to address the concern and provide appropriate resolution. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

11:43:02 PM

Ashutosh Mishra has ended this chat session

11:43:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Nov, 7:57:28 PM

#83323 James Gibson

Email: james@preferredfg.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: INDIANAPOLIS

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 6 Secs

James Gibson

Hello, I am your Acebuddy

5 Nov, 7:57:29 PM

Acebuddy

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

7:57:30 PM

Whom Would You Like to Connect With?

7:57:30 PM

James Gibson

Technical Support (QB & App Hosting)

7:57:38 PM

Acebuddy

Welcome to Ace Support.

7:57:38 PM

	Please chose an option :	7:57:38 PM
James Gibson	I'd like to raise a Request	7:57:46 PM
Acebuddy	Please select your request type.	7:57:46 PM
James Gibson	Other Request	7:57:56 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:57:57 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:57:57 PM
James Gibson	No, That'll be all!	7:58:36 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	7:58:36 PM
	<i>Acebuddy has ended this chat session</i>	7:58:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Nov, 12:12:46 AM

#83168 KEITH

Email: ks.partsfast@gmail.com 7133203009

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 15 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 17 Secs

KEITH	Hello, I am your Acebuddy	1 Nov, 12:12:46 AM
Acebuddy	Hello Ks.partsfast, I'm your Ace Buddy. I'll be happy to assist you!	12:12:47 AM

	Whom Would You Like to Connect With?	12:12:47 AM
KEITH	Technical Support (QB & App Hosting)	12:12:50 AM
Acebuddy	Welcome to Ace Support.	12:12:50 AM
	Please chose an option :	12:12:50 AM
KEITH	I'd like to report an Issue	12:12:57 AM
Acebuddy	Please select an option!	12:12:57 AM
KEITH	QuickBooks Issue	12:13:00 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:13:00 AM
KEITH	QuickBooks Update	12:13:03 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.	12:13:04 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.	12:13:04 AM
	Do you need any further assistance on the topic?	12:13:04 AM
KEITH	Yes	12:13:14 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:13:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:13:14 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:14:00 AM
KEITH	i just had you guys do a critical fixes update on the back side. however it shows the same install pending. it did not take. other uses also stating they did not update	12:14:19 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Shashwat Verma.</i>	12:14:36 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:14:38 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:14:48 AM
	Hello	12:14:51 AM
	Kindly allow me two minutes to check the same.	12:15:01 AM
KEITH	ok. same issue i had after i updated with admin yesterday. keeps showing install pending	12:16:01 AM
	did the same to you on the back end	12:16:14 AM
Shashwat Verma	Okay	12:16:21 AM
	Kindly logoff the users for 10 mins	12:16:55 AM
	Let me do the same from backend	12:17:09 AM
KEITH	ok. will do. give me 3 minutes or so	12:17:16 AM
Shashwat Verma	Sure, please take your time	12:17:50 AM

KEITH	ok we are out	12:19:31 AM
Shashwat Verma	Thanks	12:19:52 AM
	Allow me 2 mins	12:19:56 AM
	We have re-initiated the QB update, kindly stay connected on chat (Edited)	12:22:29 AM
KEITH	ok	12:22:37 AM
Shashwat Verma	Keith, it's taking more than usual time, would you like to be on chat or would you like to get an update on email, we assure you to get this completed and re-checked from our end?	12:31:02 AM
	It might take 15 mins more.	12:31:13 AM
KEITH	ok	12:32:41 AM
	no worries	12:32:45 AM
Shashwat Verma	Kindly try now.	12:35:46 AM
	Looks like you are good to go now!	12:36:17 AM
	Are we still connected here?	12:37:03 AM
	Are we still connected here?	12:38:17 AM
	Are we still connected here?	12:39:13 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.	12:40:02 AM
	<i>Shashwat Verma has ended this chat session</i>	12:40:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Nov, 9:30:28 PM

#83221 Patrick Soule

Email: patrick@utilitysolutions.net +14234571221

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: CLEVELAND

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 4 Secs

Patrick Soule	Hello, I am your Acebuddy	3 Nov, 9:30:28 PM
Acebuddy	Hello Patrick Soule, I'm your Ace Buddy. I'll be happy to assist you!	9:30:29 PM
	Whom Would You Like to Connect With?	9:30:29 PM
Patrick Soule	Technical Support (QB & App Hosting)	9:30:35 PM
Acebuddy	Welcome to Ace Support.	9:30:35 PM
	Please chose an option :	9:30:35 PM
Patrick Soule	I'd like to raise a Request	9:30:42 PM
Acebuddy	Please select your request type.	9:30:42 PM
Patrick Soule	Other Request	9:30:57 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:30:57 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:30:57 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:12:33 PM
	<i>Ended due to chat idle timeout</i>	10:12:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Nov, 9:57:04 PM

#83471 Palmer

Email: brayden.palmer.cpa@outlook.com 4352656043

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: SMITHFIELD

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Secs

Palmer	Hello, I am your Acebuddy	10 Nov, 9:57:04 PM
Acebuddy	Hello Brayden Palmer, I'm your Ace Buddy. I'll be happy to assist you!	9:57:05 PM
	Whom Would You Like to Connect With?	9:57:05 PM
	<i>Brayden Palmer has ended this chat session</i>	9:57:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Nov, 3:39:48 AM

#83539 Camtu Bui

Email: cbui@jarvcpa.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: CYPRESS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 54 Secs

Camtu Bui	Hello, I am your Acebuddy	12 Nov, 3:39:48 AM
Acebuddy	Hello Camtu Bui, I'm your Ace Buddy. I'll be happy to assist you!	3:39:49 AM

	Whom Would You Like to Connect With?	3:39:49 AM
Camtu Bui	Technical Support (QB & App Hosting)	3:39:57 AM
Acebuddy	Welcome to Ace Support.	3:39:57 AM
	Please chose an option :	3:39:57 AM
Camtu Bui	I'd like to raise a Request	3:40:11 AM
Acebuddy	Please select your request type.	3:40:11 AM
Camtu Bui	Other Request	3:40:22 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.	3:40:22 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:40:22 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:11:43 AM
	<i>Ended due to chat idle timeout</i>	4:11:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Nov, 3:45:10 PM

#83314 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 3 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 18 Mins 11 Secs

krisika	Hello, I am your Acebuddy	5 Nov, 3:45:12 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	3:45:13 PM
	Whom Would You Like to Connect With?	3:45:13 PM
krisika	Technical Support (QB & App Hosting)	3:45:15 PM
Acebuddy	Welcome to Ace Support.	3:45:15 PM
	Please chose an option :	3:45:15 PM
krisika	I'd like to report an Issue	3:45:31 PM
Acebuddy	Please select an option!	3:45:31 PM
krisika	Other Issue	3:45:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:45:41 PM
krisika	Hi	3:45:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:45:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:45:55 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	3:45:59 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	3:46:05 PM
krisika	Quickbook not open in all users	3:46:20 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me confirming your account details below.	3:47:24 PM
	Business name: Priorware Solutions CID65383	
krisika	Business name: priorware	3:49:49 PM
Shubham Maurya	Thanks for the confirmation, please hold on let me check the server performance.	3:51:07 PM
krisika	Ok	3:52:08 PM
Shubham Maurya	Have you tried using QBrest tool?	3:52:17 PM
krisika	What QBrest ?	3:54:38 PM
Shubham Maurya	QB reset tool on taskbar, try to use that tool or if you want we can perform the reboot? (Edited)	3:55:26 PM
krisika	Yes	3:56:12 PM
	U can proceed the server reboot	3:56:20 PM
Shubham Maurya	Alright, please hold on meanwhile you can ask other users to log off for a while.	3:57:07 PM
krisika	Ok	3:57:36 PM

	All users logoff server	3:57:53 PM
Shubham Maurya	Thanks for the patience, please login back and check now.	4:02:19 PM
krisika	Ok	4:02:30 PM
	Thank you	4:02:32 PM
Shubham Maurya	You are most welcome !	4:02:47 PM
	Is there anything else I may help you with ?	4:02:49 PM
krisika	No	4:03:04 PM
	Thank you	4:03:08 PM
Shubham Maurya	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:03:15 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!	4:03:20 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Maurya has ended this chat session</i>	4:03:24 PM



